

# ***GTA***

## ***ELECTRONIC BILL PROCESSING***

### **E-Billing**



# **PROCEDURES MANUAL**

**November 2007**

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## **E-BILLING REQUEST**

### **Overview**

The Telecom, DataNet, and Miscellaneous Computer Services billing information will now be available on-line via the internet. The process is called Electronic Bill Processing (E-Billing), which is accessible according to the information provided. View the bill with all of the production reports and files on the GTA E-Billing web site at <http://ebill.gagta.com>

### **To Request an e-billing Recipient User ID**

In order to receive a new Recipient User ID and password, send the following information to Billing Services:

Contact "Billing Services "at (404) 656-2674.

- Name
- Street Address / Post Office Box
- City
- Zip Code
- Telephone Number
- E-Mail Address
- Job Title
- Customer Administrator Name and Phone Number
- Bill To Customer Name and Bill To Customer Number
- Email: Billingservices@gta.ga.gov

### **Additional help...**

Other questions, please address all questions as described in the table below:

<b>IF YOU HAVE ...</b>	<b>THEN CONTACT ...</b>
General questions on <ul style="list-style-type: none"> <li>• system function or</li> <li>• navigating the system</li> </ul>	GTA Billing Office (404) 656-2674 Toll Free (877) 207-2116
Specific questions about Billing information displayed	Contact Billing Services at (404) 656-2674 47 Trinity Avenue Suite 300 Atlanta, GA 30334-9010
Recipient User-Id and Password problem	Billing Services at (404-656-2674) OR Your Agency Account Manager.

## Instructions for Access to Reports & Files

### Introduction

Information Systems is pleased to present a new service for providing electronic storage and presentation of customer billing for these services: telecommunications, computer services, and data network. This new service provides secure electronic storage, web search, and the additional capability of downloading of customer telecommunications bills, called E-Bill's, directly from a secure web site. Using an INTERNET web-hosting contract with MOBIUS, this convenient customer service is provided to customers at no additional charge.

**Note:** *These instructions will give information on how to access reports for the current and past Fiscal Years. The instructions will also provide information on downloading of files and downloading of reports for the current Fiscal Year. Immediate access of reports will be available for the last 13 months of data before the report will be archived. Retrieving the data from an archived file will take longer to access but the availability of the data is still there. The data will remain **available for 4 years** via this archive facility before it is deleted from the system.*

### Business Purpose

To view the monthly customer reports, the ability to print the reports, and the ability to download reports and/or files. There is a "User Instruction Manual" that will provide examples and steps to assist customers in all aspects of managing, searching, downloading and printing the reports electronically.

### Viewing E-Billing Web Site Using Microsoft Internet Explorer

View customer E-Bill's on the Electronic Billing web site using Microsoft Internet Explorer 5.0 or higher. Version 5.0 for Microsoft Explorer is the minimum for viewing the electronic bills on the web site. This browser is the recommended browser for the E-Billing web site. Other browsers may be used but these browsers may not display the same, so please be aware of this.

### Downloading of reports or files via E-Billing Web Site

In order to download any of the files or reports from the Web Site, the **WinZip software** will be necessary for this download capability. These reports/files will be downloaded in a Zip format. Once the report/file has been downloaded, unzip the report/file in order to view the data. Please contact the "Agency Administrator" at your agency about procuring the WinZip software.

### Viewing the E-Billing Instruction Document on the Web Site

- In order to view the E-Billing instruction document, **Adobe Acrobat Reader** will be necessary. There is an ICON on the E-Billing web site to download this free software or find the Adobe web site for downloading the Reader. Adobe Acrobat Reader is free software.
- **Requirements:**

Adobe Acrobat Reader	(for access to User Instruction document)
WinZip software	(for downloading files and reports)
Internet Browser	(preferably Internet Explorer 5.0 or higher)
Spreadsheet software	(examples in this document will reference Microsoft Excel)

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## Accessing the E-Billing Web Site

As one of the E-Billing customers, the following information explains the access levels for this web site. To read the secured billing data, a valid E-Billing Recipient User ID and Password is necessary. Please contact the appropriate person depending on security access level necessary.

### Access Levels (3 levels of security access):

#### 1) "Internal" Access

The system allows a user to view all customers reports (all Bill To's and the related Ship To information). Also, research information for any Bill To or Ship To customer, review password information for any customer; download reports/files for any Bill To or Ship To customer.

If "Internal Access" and a Recipient User-ID and password have not been provided, please contact Billing Services at (404) 656-2674 or 7105 or email [Billingservices@gtga.gov](mailto:Billingservices@gtga.gov).

In order to get "Internal Access", the following will be necessary:

- 1) Approval from your supervisor,
- 2) Approval from Billing Services, and
- 3) The Request Information on the E-Billing web site must be provided with Supervisor's approval (Refer to "New User I.D." button on web site).

#### 2) "Bill To" Customer Access

The system allows a user to view a specific Bill To with the related Ship To customer information. Also, research passwords at the Bill To level for each of the related Ship To customers and be able to download the monthly billing reports/files.

If "Bill-To Access" and a Recipient User-ID and password has not been provided, please contact the following personnel.

[Toll Free Number \(877\) 207-2116 OR](tel:8772072116)

[Billing Services at \(404\) 656-2674 or email \[Billingservices@gtga.gov\]\(mailto:Billingservices@gtga.gov\).](tel:4046562674)

[Your Agency Account Manager](#)

#### 3) "Ship To" Customer Access

The system allows a user to view only Ship To customer information for all reports related to their specific Ship To customer number. Each Ship To will have a unique Recipient User-Id/password.

If a Recipient User-ID and password has not been provided, contact the "Agency Security Administrator" personnel for security access. The Agency Security Administrator or telecom coordinator for each customer site will be able to research the security in order to give a valid user-id and password.

Agency Security Administrator:

If a new Ship To was recently created and no Recipient User-id and Password has been provided. Remember that until charges are incurred, the system will not issue a password or ID. If it has been more than 90 days without a password assigned, please contact Billing Services at (404) 656-2674 or contact your Agency Account Manager.

## Logging into the E-Billing Web Site

1. Access web site using an Internet Browser

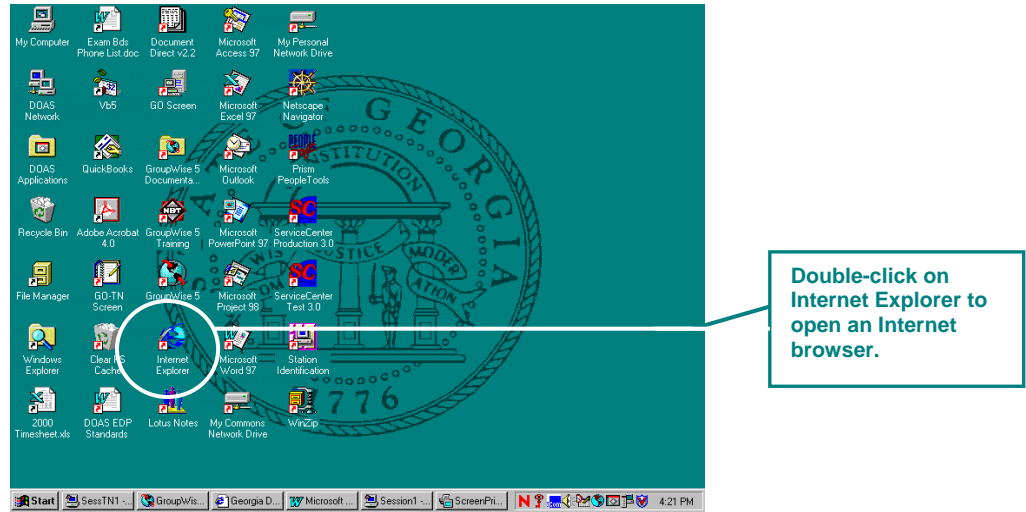


Figure 1-Windows desktop – typical State of Georgia screen

2. Access the E-Billing web site directly, enter the following information: <http://ebill@gagta.com>  
See the E-Billing web site screen below (see figure 2).

### E-Billing WEB SITE

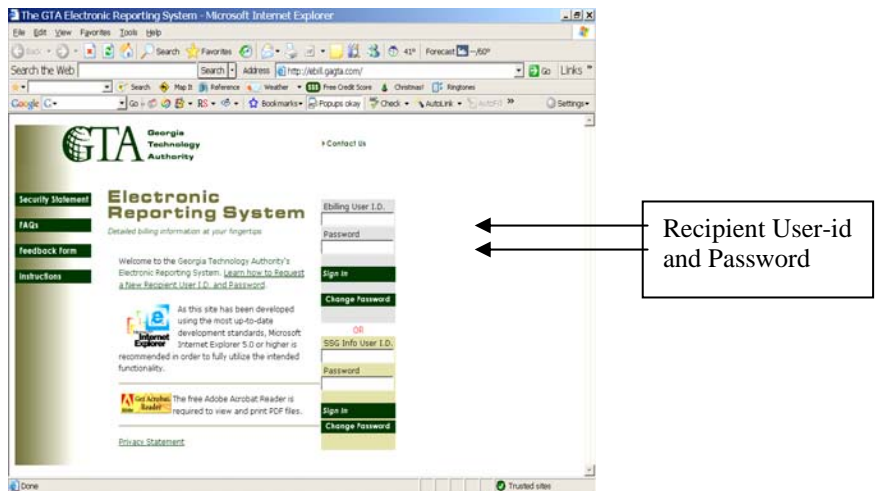


Figure 2- E-Billing web site

3. At the **E-Billing web site**, enter an assigned Recipient User-ID and Password in the boxes on the right side of the screen as shown above in figure 2.

**Recipient User-ID.**

Enter the Recipient User-Id (one that was assigned)

Use the Tab key to get to the "Password" box.

**Password**

Enter password (an initial system generated password will be assigned)

Use the Tab key to get to the "Sign In" box

Press the Enter key.

OR

Use the mouse

Click on the "Sign In" box

Once the **Recipient User-ID** and **PASSWORD** are confirmed, the Report Selection Page will display with a list of reports.

4. Change Password

An initial password will be assigned for each Recipient User-id. Please change the initial password to a unique password that would be easy for the assigned group/person to remember. Passwords must be changed every 60 days or the password will be automatically changed on the 61<sup>st</sup> day as a security issue.

If a new Ship To has recently been assigned, a Recipient User-id and an initial Password will be automatically generated after the monthly billing process. It will be the responsibility of the agency to change this initial password. It will also be the responsibility of the agency to give out this initial recipient user-id and password to the appropriate user. If for some reason no initial recipient user-id has been assigned, please contact Billing Services.

Passwords are changed in a batch process that runs every evening. On the day that a request is made to change the password, the old password must be used. On the next business day, the new password will be effective.

**Please see "Changing Password" section for detailed instructions on changing a password.**

## Selecting and Viewing the Reports

### Report Selection Page (Initial Screen)

The Report Selection Page is the first screen that is displayed on the E-Billing web site. The system will display a list of all Billing reports that are available for viewing and files that can be downloaded. This screen will be different depending on the access level of the Recipient User-Id. In addition, depending on the access level, specific reports and files will be displayed.

Note: When logging into the system, if the List of Reports screen is not displayed, please try logging in again. Press “X” and sign in again.

The “List of Reports” will be displayed in a pop-up window. Each report or file will have a Report Id in front of the Name of the report/file (Example = DB000400 Telecom Call Detail). Please verify that pop-up blocker is enabled.

#### For maximizing the screen:

Click on the box in upper right corner of the screen – middle box in order to display as full screen on the PC.

#### Report Selection Page - List of Billing Reports

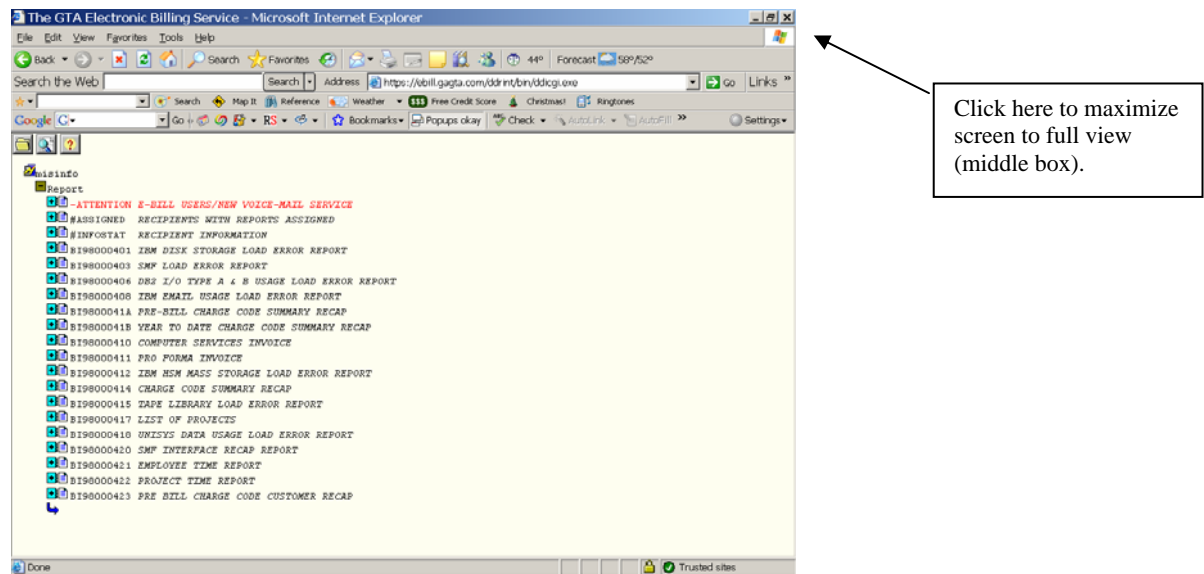


Figure 3 - (List of Billing Reports)

Access to view reports, print reports, download reports, and download files will depend on the Recipient User-Id's security.

#### List of Reports are grouped as follows:

INFOSTAT Report	= Recipient Userid & Password report
DB000200 – DB000600 reports	Current Fiscal Year Reports
DB000800 – DB001300 files	Current Fiscal Year Download Files
DB002000 – DB003200 reports	FY2000 Reports
DB100200 – DB101300 reports/files	FY2001 Reports and Files

Additional reports –

In order to display all of the reports

- Scroll to bottom of the screen
- Click on the Blue arrow at the bottom of the screen for the complete list of reports to be displayed.

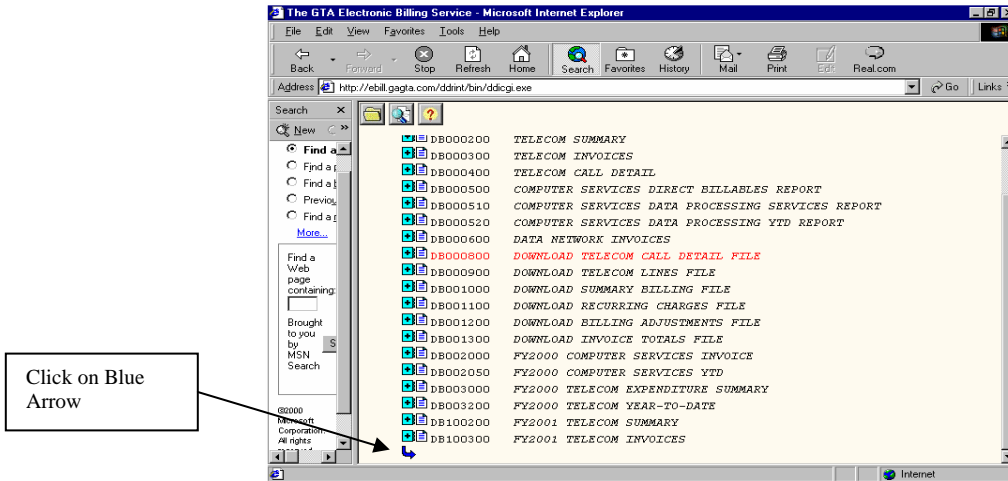


Figure 4 - (List of Billing Reports)

List of additional reports/files:

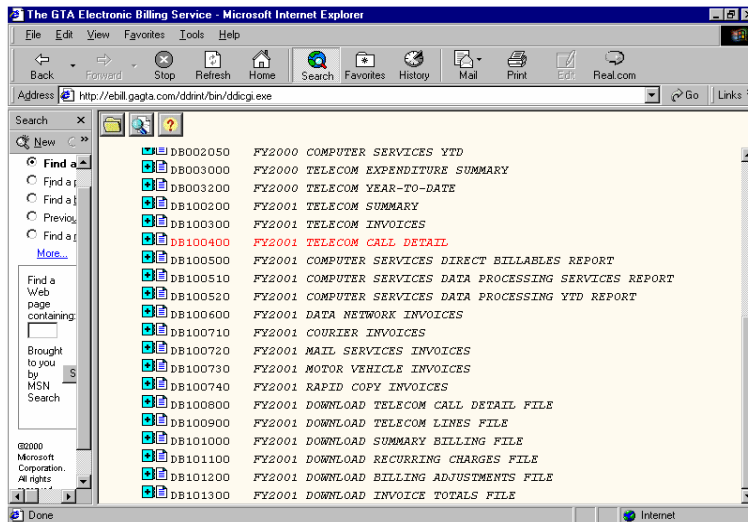


Figure 5 - (Addtl List of Billing Reports)

## Instructions for Viewing Reports:

- Buttons at the top of the screen for viewing list of reports

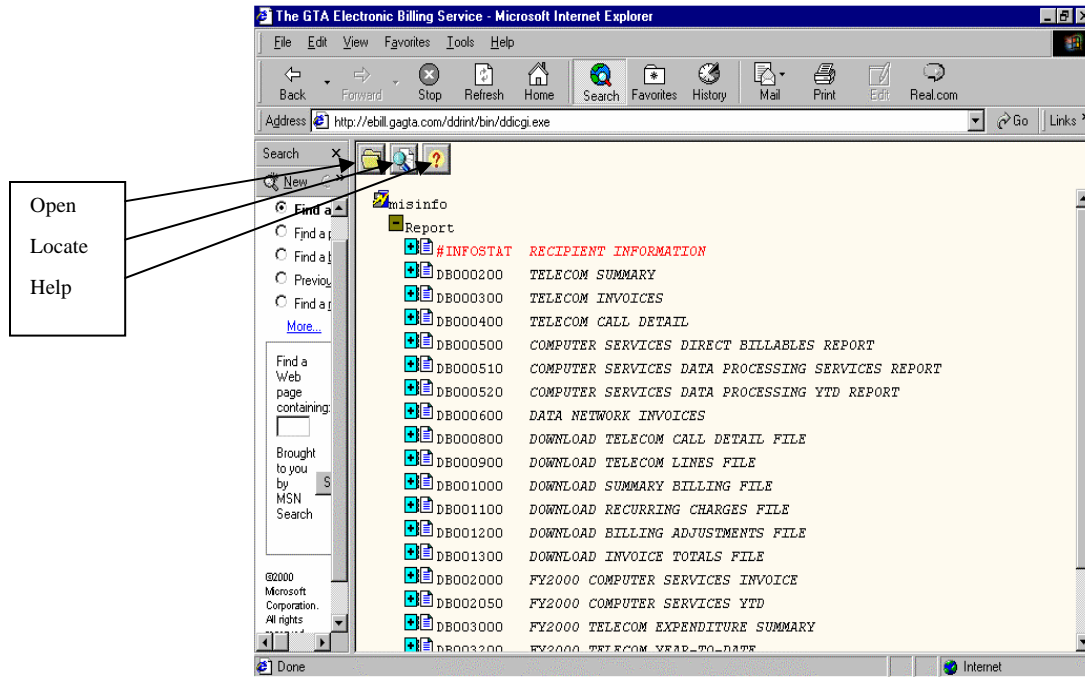


Figure 6 - List of Billing Reports – displaying boxes with their use

- Open** (Open a report) Click on Open, then the first report for the first customer will display.
- Internal access, the first report for the first customer will display.
  - Bill To customer access, the first report for specific Bill To Number will display.
  - ShipTo customer access, the first report for specific Ship To Number will display. At the Ship To level, this report may be the only report. Ship To access will not be able to download files.
- Locate** (Find specific information)
- This item is very helpful to find a report faster than following the “drill down” selection path. Enter all of the following information, with full or partial information. Then click on Locate within the Locate box, and the report will be displayed.
- |                           |  |
|---------------------------|--|
| Report id                 | (example = “DB000400”)   |
| Version - month of report | (example = “04/01/2001”, or “04”)  |
| Section – Customer Number | (display 5 digit Bill To Number)   |
| • <b>Bill To customer</b> | (example = 99099)  |
| • <b>Ship To customer</b> | must enter the Bill To number, and Ship To number for retrieval.<br>(Example = 99099 100666) Bill To / Ship To |
- Help** (Online Help) Provided by software vendor.

2. Selecting the report for viewing:

Review the list of reports; make a selection of the report for viewing.

Click on the Plus Sign (+) in front of the report for viewing and the months available for That report will be displayed.

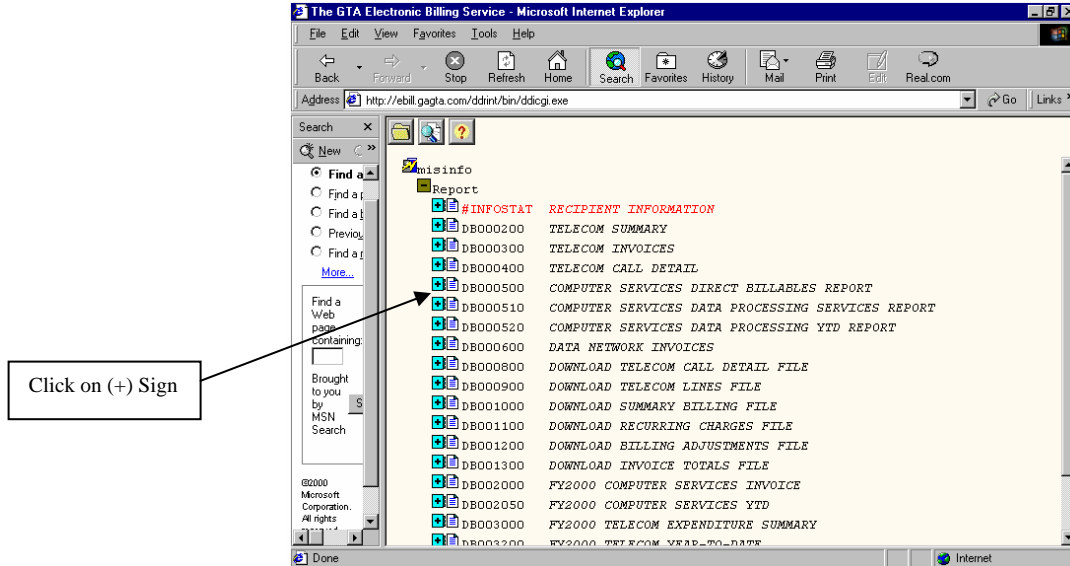


Figure 7 - (List of Reports/Files for viewing)

3. Selecting the month for viewing:

Click on the Plus Sign (+) in front of the Month for viewing that monthly report.

- For example: To view the Telecom Call Detail report for the month of April  
Click on the plus sign (+) in front of "04/01/2001"  
Then a list of customer numbers will be displayed for the selection.

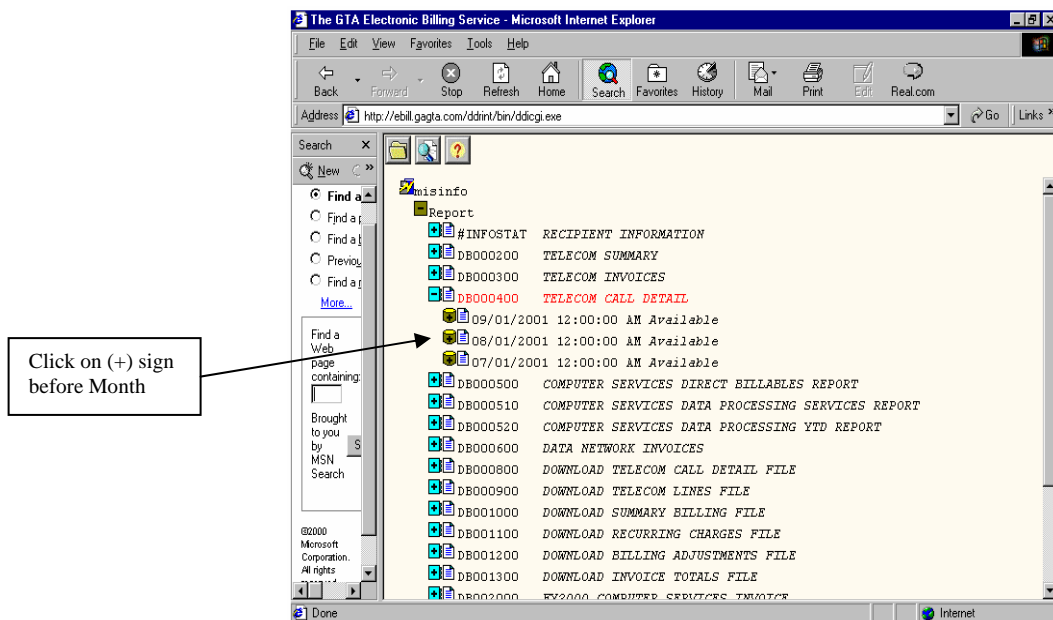


Figure 8 – Telecom Call Detail Report displaying current Billing Month's

4. Selecting the customer number for viewing:

- Click on the Plus Sign (+) in front of the Customer Number for viewing.
- Display on the screen shows = Bill To customer number, Ship To customer number, and old COCOA account number is displayed.

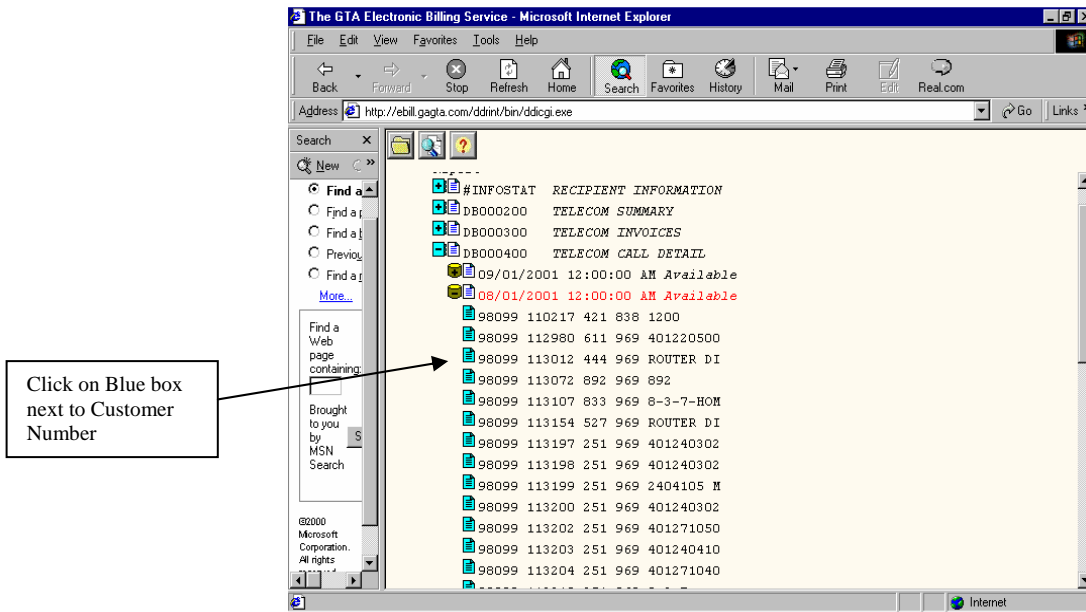


Figure 9 – Reports displaying Customer Numbers (Bill To's/Ship To's)

5. Report is displayed.

- Report is displayed in a pop-up window.
- Click on the box in upper right corner to maximize report to full screen.

The screenshot shows a call detail report for Georgia Technology Authority. The report is displayed in a pop-up window. The header information includes the date "08/03/01", the state "STATE OF GEORGIA", and the authority "GEORGIA TECHNOLOGY AUTHORITY". The report is billed to customer "98099" and shipped to number "113223". The old COCOA account is "251 969 251A" as of "08 / 2001".

BILLED NUMBER	ACCT NO	DATE	TIME OF CALL	CALL DURATION	FROM NUMBER	TYPE OF CALL	TERMINATING NUMBER	TERMINATING
478-445-0498		07-02-01	13:49	2.0		GIST	404-463-2622	ATL.
478-445-0623		07-30-01	07:22	1.0		GIST	404-657-8537	ATL.
478-445-0767		07-09-01	13:22	1.0		GIST	912-751-1171	MACC
478-445-0767		07-10-01	12:00	1.0		GIST	912-751-1171	MACC
478-445-0767		07-10-01	15:15	1.0		GIST	912-751-1171	MACC
478-445-0767		07-17-01	08:37	1.0		GIST	912-751-1171	MACC
478-445-0767		07-23-01	09:10	1.0		GIST	912-751-1171	MACC
478-445-0767				5.0				
478-445-0768		07-03-01	09:07	1.0		GIST	912-751-1171	MACC
478-445-0768		07-20-01	16:30	1.0		GIST	912-751-1171	MACC
478-445-0768		07-23-01	08:59	1.0		GIST	912-751-1171	MACC
478-445-0768		07-23-01	12:53	1.0		GIST	912-751-1171	MACC
478-445-0768				4.0				

Report: DB000400    Version: 08/01/2001 12:00:00 AM    Section: 98099 113223 251 969 251A    Page 1 of 13

Figure 10 – Call Detail Report

## Instructions for Viewing Reports with Bill-To Customer Access:

1. The only difference between Internal Access and Bill To Customer Access is that the List of Reports will only display the reports for the specific Bill To. If there is no report for that Bill To customer, then the report will display a message stated that the “Requested List is Empty”.
2. Click on Plus Sign (+) before Report Id.
3. Click on Plus Sign (+) before Selected Month.
4. Then only the Bill To Customer Number will be displayed in the drop down list as shown below.

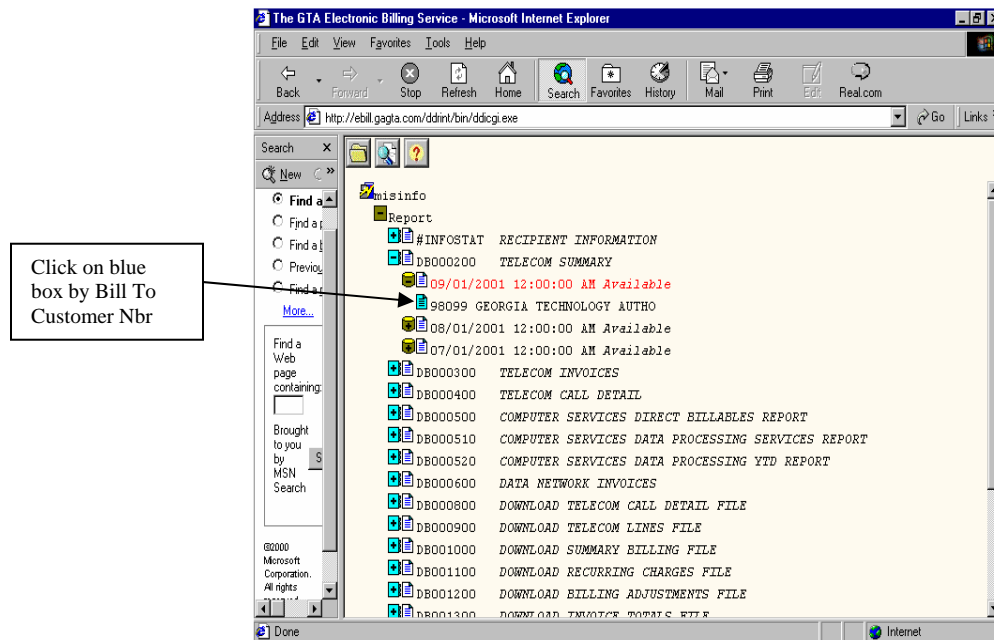


Figure11 – Bill To Customer access display of Telecom Summary reports

## Instructions for Viewing Reports with Ship-To Customer Access:

1. The difference between Bill To Customer access and Ship To Customer access is that the List of Reports will only display the reports for the Ship To access level.
  - Some reports are at the Bill To level and these reports will not be displayed.
  - Only specific Ship To report will be displayed.

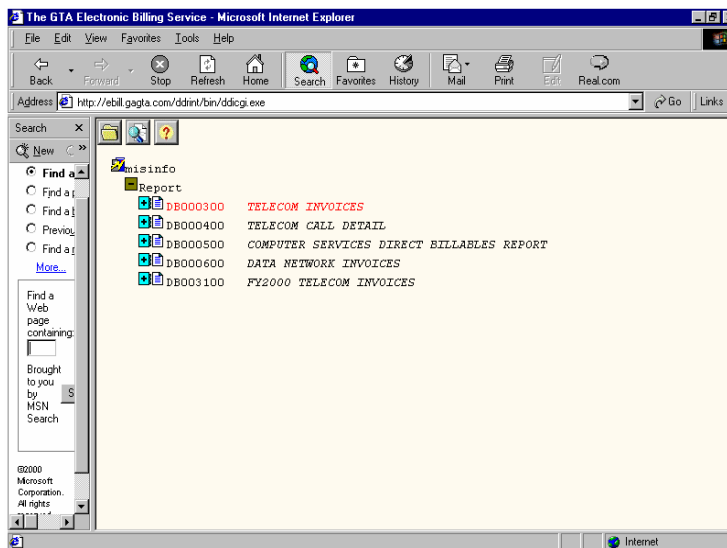


Figure 12 - Ship To access List of Reports

2. Click on Plus Sign (+) before Report Id.
3. Click on Plus Sign (+) before Selected Month.
4. Only the Ship To Customer Number that was used for logging in will be displayed in the drop down list as shown below.

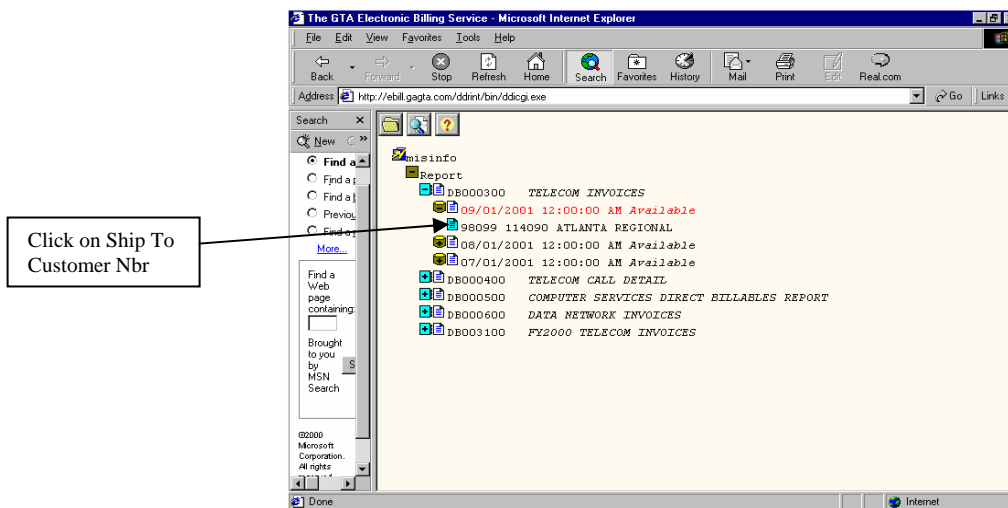


Figure 13- Ship To C customer Access

5. Click on the above Ship To, the report will be displayed.
  - Display of Ship To - the Bill To customer number will always be displayed first, followed by the Ship To customer number as shown above.

## Navigating Within the Report

### Report Criteria:

The following report criteria will assist in navigating within the report (Prev Page, Next Page, Print, Download Rpt, Search, Search again, Help, Exit). These items are buttons on the report screen in order to navigate within the report.

- Previous Page            Displays the previous page of the report.
- Next Page                Displays the next page of the report.
- Print                      Prints to local printer.
- Download Report        Downloads the report being viewed or file being viewed.
- Search                    Find specific information within the report.
- Search again            Retrieve the next entry of the specific information within the report.
- Exit                        Exit the report.
- X                            Upper right corner, to exit the system.  
This selection will go back to the initial screen on the web site.
- Help                        Online Help provided by software vendor.

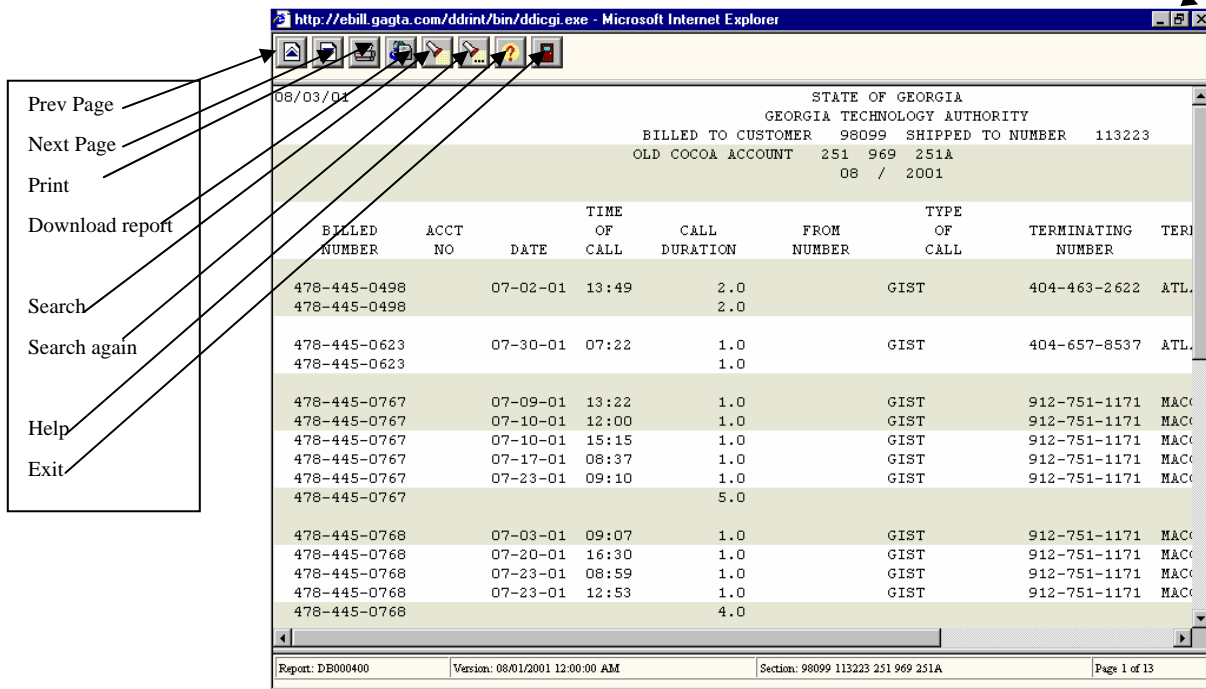


Figure 14 – Buttons within a Report

## Paging Through the Report:

### Previous Page

#### Displays the previous page of the report.

- If this is a ONE-page customer report, or  
If this is the only report in the list of reports, or  
If this report is the 1st report in the list of reports,  
Then there is “NO” previous page. When clicking on the “Previous Page” button, nothing will happen.
- If there are multiple reports displayed and this report is not the 1<sup>st</sup> report,  
Then the previous page will display for this report.
  - Refer to bottom right for number of pages on this report.
  - If the report is on page 1, and Previous Page is clicked, then the previous Ship To customer number will display for this report.
  - Watch specific Ship To customer number that is being referenced when paging through the reports.

### Next Page

#### Displays the next page of the report.

- If this is a ONE-page customer report, and this is the only report in the list of reports, or  
If this report is the last report in the list of reports,  
Then there is “NO” next page. When clicking on the “Next Page” button, nothing will happen.
- If there are multiple reports displayed, or  
If there is one report with multiple pages,  
Then the next page will display of this report.
- If this is the LAST page of the report with multiple reports,  
Then the next page of the next customer of this report will be displayed.
  - Refer to bottom right for number of pages on this report.
  - If the report is on the last page, and Next Page is clicked, then the next Ship To customer number will display for this report.
  - Watch specific Ship To customer number that is being referenced when paging through the reports.

### Example of multiple reports:

```
DB000400 Call Detail
11/01/2001 12:00:00 AM Available
99099 101222 100 990 TELECOM
99099 102545 100 990 PHONE CAR
99099 108654 100 990 ATL ARMOR
```

Prev Page

Next Page

The screenshot shows a Microsoft Internet Explorer window displaying a call detail report for the State of Georgia. The report header includes 'STATE OF GEORGIA', 'GEORGIA TECHNOLOGY AUTHORITY', and 'BILLED TO CUSTOMER 99099 SHIPPED TO NUMBER 113223'. Below the header is a table with columns: BILLED NUMBER, ACCT NO, TIME OF CALL, CALL DURATION, FROM NUMBER, TYPE OF CALL, TERMINATING NUMBER, and TER. The table contains several rows of call records. At the bottom of the browser window, there is a status bar with the text: 'Report: DB000400 Version: 08/01/2001 12:00:00 AM Section: 99099 113223 251 969 251A Page 1 of 13'. A box on the left side of the screenshot contains the text 'Prev Page' and 'Next Page' with arrows pointing to the corresponding buttons in the browser's navigation area.

BILLED NUMBER	ACCT NO	TIME OF CALL	CALL DURATION	FROM NUMBER	TYPE OF CALL	TERMINATING NUMBER	TER
478-445-0498		07-02-01 13:49	2.0		GIST	404-463-2622	ATL
478-445-0498			2.0				
478-445-0623		07-30-01 07:22	1.0		GIST	404-657-8537	ATL
478-445-0623			1.0				
478-445-0767		07-09-01 13:22	1.0		GIST	912-751-1171	MAC
478-445-0767		07-10-01 12:00	1.0		GIST	912-751-1171	MAC
478-445-0767		07-10-01 15:15	1.0		GIST	912-751-1171	MAC
478-445-0767		07-17-01 08:37	1.0		GIST	912-751-1171	MAC
478-445-0767		07-23-01 09:10	1.0		GIST	912-751-1171	MAC
478-445-0767			5.0				
478-445-0768		07-03-01 09:07	1.0		GIST	912-751-1171	MAC
478-445-0768		07-20-01 16:30	1.0		GIST	912-751-1171	MAC
478-445-0768		07-23-01 08:59	1.0		GIST	912-751-1171	MAC
478-445-0768		07-23-01 12:53	1.0		GIST	912-751-1171	MAC
478-445-0768			4.0				

Figure 15 – Displays Previous Page and Next Page Buttons on a report

## Searching Within the report:

**Search** Find specific information within the report.

- Click on the Search box and the following screen will appear:

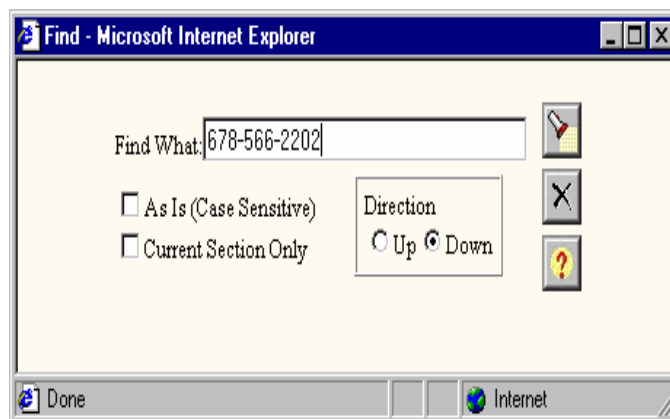


Figure 16 – Search Criteria Screen

- Enter criteria necessary to find within the report.
- Click on the flashlight. Then the system will highlight the criteria; otherwise, the system will give a message stating “not found”.

**Search again** Retrieves the next entry of the specific information that is being requested to find within the report.

- Click on the Search Again box on the top of the screen and the system will retrieve the next entry of this information that is being retrieved.
- Clicking repeatedly on “Search again” and the system will find all of the entries.
- When the end of all the specific entries has been determined, then the system displays a “not found” message.

## Printing the Report:

## Print **Print to local printer (desktop local printer or local LAN printer).**

- 1) Display the report to print, then Click on Print and the following screen appears.

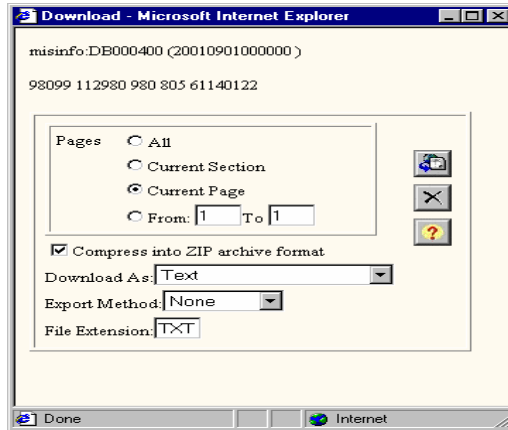


Figure 17 – Print Screen pop-up window

- 2) Look at page numbers at the bottom right portion of the screen, in order to determine how many pages are in that report.
- ALL will print all pages (including all customers) for the selected report.
  - Current Section will print all pages of the report that is displayed on the screen.
  - Current Page will only print the page displayed on the screen.
  - From x of x will print the specific pages that are selected (from and to).
- 3) Click on All, Current Section, or Current Page depending on your security access level and exactly what is to be printed.

- **Internal Access Level**

“All” = prints all of the reports for all Bill To’s and Ship To’s. – Do NOT USE **unless you have a large enough printer** to handle this volume of printing, otherwise this selection could lock up the PC. This option should never be used. It will print every invoice in the system for that month.

“Current Section” = prints the reports for specific Bill To with all related Ship To’s.

“Current Page” = prints just the page being viewed.

- **Bill To Access Level**

“All” = prints all of the specific Bill To report with all related Ship To’s.

“Current Section” = prints the report for specific Ship To within the specific Bill To.

“Current Page” = prints just the page being viewed.

- **Ship To Access Level**

“All” = prints all reports displayed for specific Ship To.

- If more than one report, the system will print all reports.
- If one report, the system will only print that one report.

“Current Section” = prints only the one report for specific Ship To being displayed.

“Current Page” = prints just the page being viewed.

- 4) Make any additional changes for the print by clicking on Setup or Font.
  - Reports should be printed Landscape in order to print on one page.
  - Telecom Summary might have to change the font in order to print on ONE page. (Letter Gothic – 8pt should print on One page, otherwise overtype font size to 7pt in order to print on ONE page for this report). Depends on type of printer.
- 5) Once the above selections have been made,  
Click OK.
- 6) Document prints to local desktop printer or LAN printer.

NOTE: Be Careful when printing to select “Current Section” or “All” depending on the report that is being viewed and depending on the access level. If a large printing job is sent to the printer and there is not have enough of a buffer on the printer, then the system will lock up the PC.

## Downloading the Report:

**Download Report** Downloads the report being viewed. Make sure that a report is displayed for these download instructions. Do NOT use for downloading a file.

- Select and view the report for downloading.  
Example: DB000400 – Telecom Call Detail report
- Click on “Download Report” and the following screen appears:

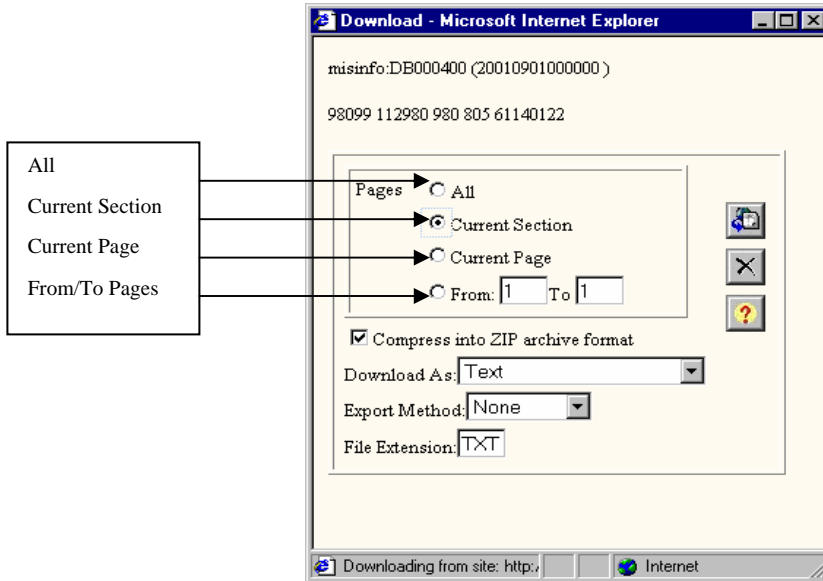


Figure 18 – Download Screen

- Click on selection in Pages Box - depending on what is necessary to download and depending on security access level.
  - ALL will download all of the reports.
  - Current Section will download all pages of the report that is displayed on the screen.
  - Current Page will download the page displayed on the screen.
  - From x of x will download the specific pages that are selected (from and to).

### Internal Access Level

“All” =

downloads all of the selected report for all Bill To’s and Ship To’s.  
This is large volume downloading and will take a few minutes. The report will be displayed waiting for the download to complete.

“Current Section” =

downloads the reports for specific Bill To with all related Ship To’s.

“Current Page” =

downloads just the page being viewed.

### Bill To Access Level

“All” =

downloads the specific Bill To report with all related Ship To reports.

“Current Section” =

downloads the report for specific Ship To within the specific Bill To.

“Current Page” =

downloads just the page being viewed.

### Ship To Access Level

Ship To level does not have access to download.

4. The rest of the selections should not be changed for **“Downloading a Report”**. Leave the following information as follows.
- Compress into ZIP archive format = must be checked! All downloads will be in a Zip format or the download will not work, so leave this box checked.
  - Download as = **“Text”** (it will still download in a zipped format)
  - Export Method = **“None”**
  - File Extension will be populated according to the above selection = **“TXT”** (do not change).

**Do NOT use the “CSV” selection for downloading a report. The CSV selection should only be used for downloading a “comma delimited file”.**

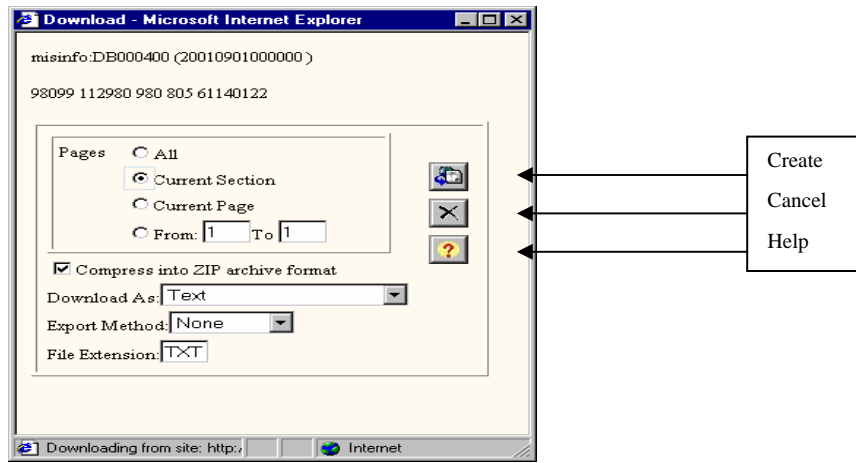


Figure 19 – Download Report

5. Once the above selections have been made, Click “Create” and the following screen will appear. The processing time will depend on the size of the file.

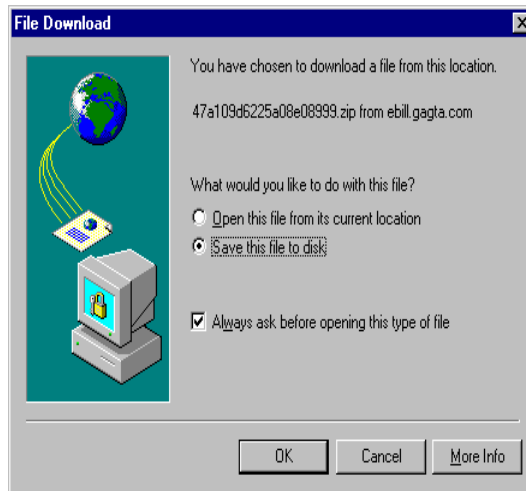


Figure 20 – Creating the Download file

6. Do not make any changes on this screen, the following items should always be checked as above:
- Save this file to disk”
  - Always ask before opening this type of file”.
  - Click OK.

7. The following screen will appear for saving the data in a specific Drive & Directory.

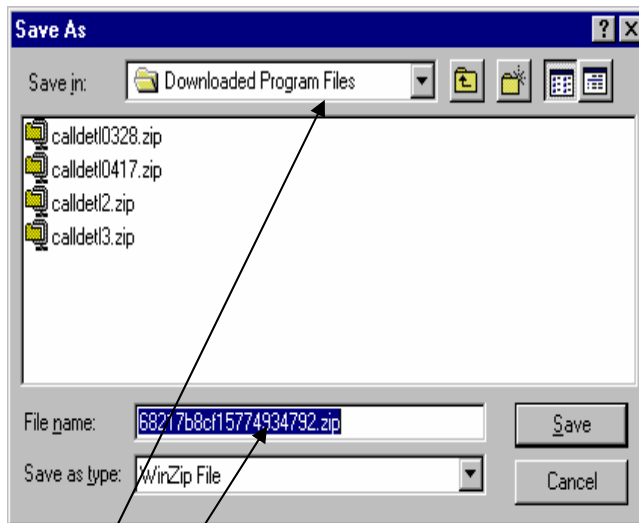


Figure 21 – Saving Download data to a File

- Enter the Directory where the data has to be saved (Drive & Directory).
- Enter the File Name. Save as a descriptive file name (example = Calldet.zip if downloading Call Detail data). It is not necessary to use the long File Name as displayed on the screen. Change it to a descriptive name and select the drive, in order to know where the data is saved.
- Click on Save  
Wait for the download to complete, then the Download Complete screen appears as follows:

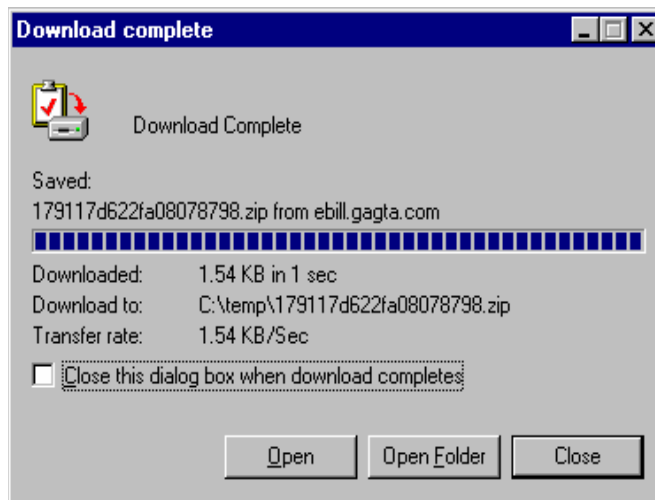


Figure 22 – Download Complete Screen

7. Download Complete screen:
- a) To view the data later, Click on “Close”.
  - b) To continue and view the data now:
    - Click on “Open”.
    - Must have WinZip loaded on the PC to continue. See instructions on next page for unzipping the data, and viewing the report.

## Unzip Report using WinZip Software:

Must have WinZip software loaded on PC (for unzipping the data).

1) Click on Open.

The Win Zip software screen is displayed as shown below.

- Screen should appear with “Archive.txt” file name displaying. If “Archive.txt” does not appear, then follow these instructions, otherwise continue to item #2
  - Locate where the file was saved (Drive & Directory).
  - Click and highlight the File Name.
  - Now this File Name will appear in the File Name field.
  - Click on Open.
  - Now “Archive.txt” appears on the screen, so continue to the next part.

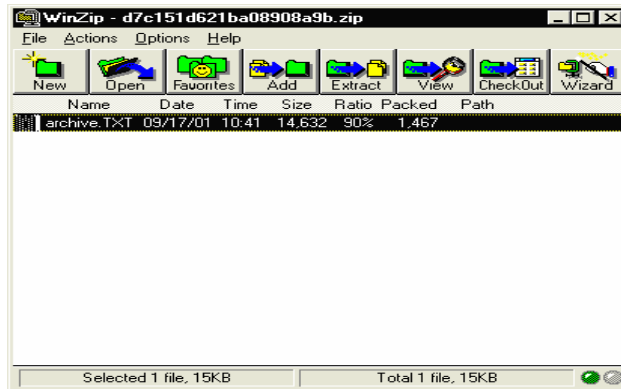


Figure 23 – WinZip Open Screen

2) If “Archive.TXT” is displayed on the screen:

- Highlight Archive.txt and double click.
  - Error message might appear asking to use Wordpad,
  - Click “Yes”.
- Then the WinZip software unzips the data and displays the report on the screen in Notepad or Wordpad.

BILLED NUMBER	ACCT NO	DATE	TIME OF CALL	CALL DURATION	FROM NUMBER	TYPE OF CALL	TERMINATING NUMBER	TER
912-264-7211		07-13-01	02:45	.9		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-13-01	07:58	1.5		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-13-01	08:01	1.6		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-13-01	11:45	.1		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-14-01	12:05	.6		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-14-01	12:51	.7		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-16-01	08:28	1.8		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-16-01	08:28	1.8		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-16-01	11:22	1.1		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-17-01	11:16	.8		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-17-01	16:32	2.4		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-18-01	11:31	3.5		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-18-01	16:17	1.3		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-18-01	15:06	1.6		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-18-01	19:36	.3		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-19-01	00:58	.2		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-19-01	14:02	1.1		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-19-01	16:59	.4		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-19-01	17:21	.1		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-20-01	11:21	1.8		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-20-01	11:24	1.5		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-23-01	10:00	2.7		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-23-01	11:03	4.6		LONG DISTANCE	912-651-2011	SAU
912-264-7211		07-23-01	12:51	.1		LONG DISTANCE	912-651-2011	SAU

Figure 24 – WinZip – Report (Save As)

- 3) Click on “File – Save As” in order to save the data as a text file using TXT as the extension now instead of the ZIP extension. Select the Drive and Directory of where to save the data. Once the data is renamed using a “TXT” extension, then delete the ZIP extension.
- 4) Exit this screen. Convert to an Excel spreadsheet, then see next page for instructions.

## Conversion of Report into Excel Spreadsheet:

Conversion of report data into an Excel spreadsheet document. The report must have been downloaded into a TXT file, and then the data can be converted into Excel.

1. Click on Microsoft Excel.
2. Click on File – Open
  - Selection list should display “All files” and not just “xls” files.
  - Select your text document by highlighting the “TXT” File Name.
  - Click Open, and the Text Import Wizard appears.
3. Text Import Wizard – Step 1 screen appears:
  - “Fixed width” should be selected. Leave it as Fixed Width.
  - No changes on this screen.
  - Click on Next to go to Step 2.

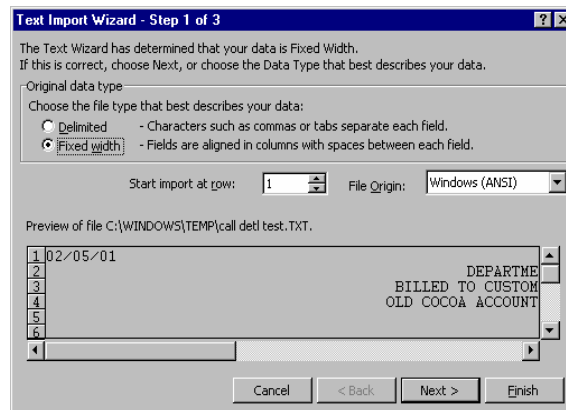


Figure 25 – Text Wizard (Step 1)

4. Text Import Wizard – Step 2 screen appears:
  - Create columns for the Excel spreadsheet by clicking, then moving lines, adding lines and deleting lines. This is where the columns can be set up with the data. If the columns are not set up at this time, the data will be imported incorrectly into the spreadsheet.
  - Ignore the headings. This data can be removed later. Depending on the version of Excel, the headings can be changed or deleted.
  - Scroll up and down; scroll back and forth to see the complete spreadsheet, creating and/or moving lines for the columns. Once the columns are set up, click on Next.

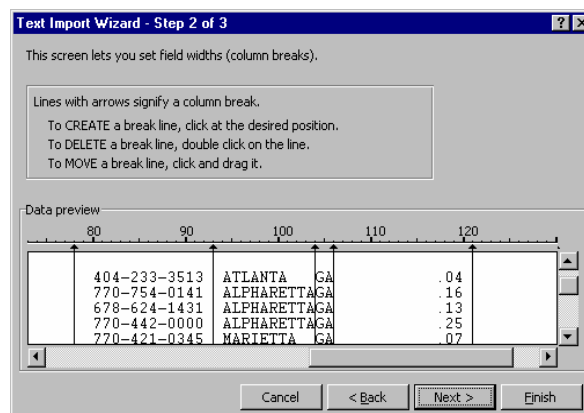


Figure 26 – Text Wizard (Step 2)

5. Text Import Wizard – Step 3 screen appears:

- Format the columns and set up for General columns, Text columns, Date columns, or set the column to be skipped and not brought into the spreadsheet.
- Now, review what has been done.
- Select “Back”, and make changes, then “Next” for this screen again.
- Click on Finish.

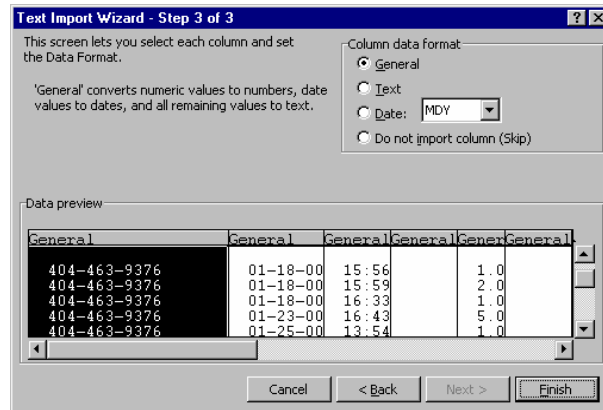


Figure 27 – Text Wizard (Step 3)

6. After “Finish” is selected, the system will display the spreadsheet in Excel.

- Make any changes necessary in Excel.
- Change Headings, remove headings, create column Headings, highlight bold areas, etc

7. Save spreadsheet as a dot (XLS) format.

- Click on Save As
- Select XLS document
- Save the report.

8. Now the downloaded Call Detail report is in an Excel spreadsheet report. See below example.

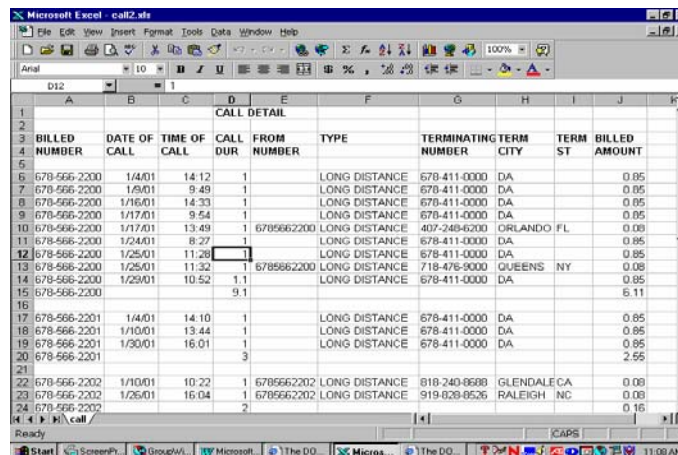


Figure 28 – Excel Spreadsheet

## Closing the Report:

**Exit** Exit the report.

The user must be viewing a report in order to see the “Exit” selection. The Exit box only appears when a report is being displayed on the screen.

- Upper left corner; last box is the Exit box.
- Click on Exit and the system will go back to the previous screen.

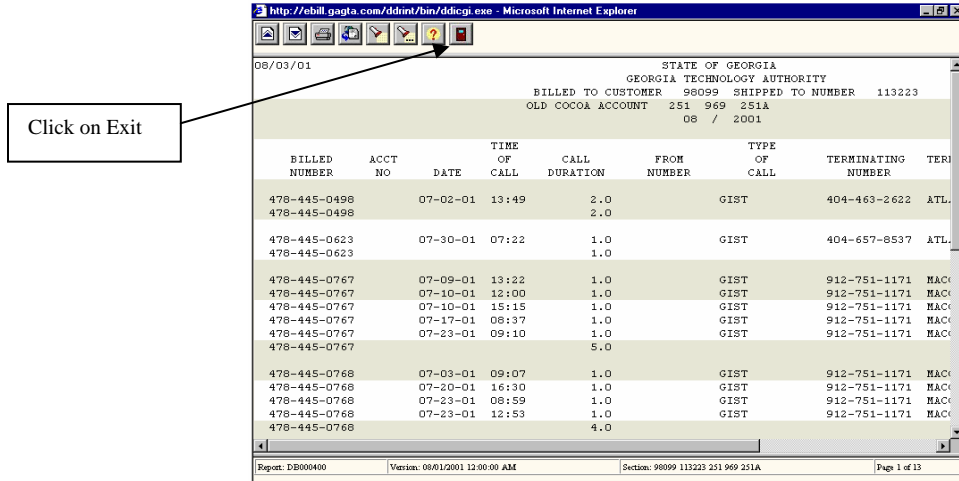


Figure 29 – Displays the Exit Button on the report

**X** Exits the system back to the List of Reports.

- Click on the “X” from the report and the system will go back to the List of Reports.
- Click on the “X” from List of Reports and the system will go back to the Login screen of the web site.
- Use this for a fast exit out of the web site.

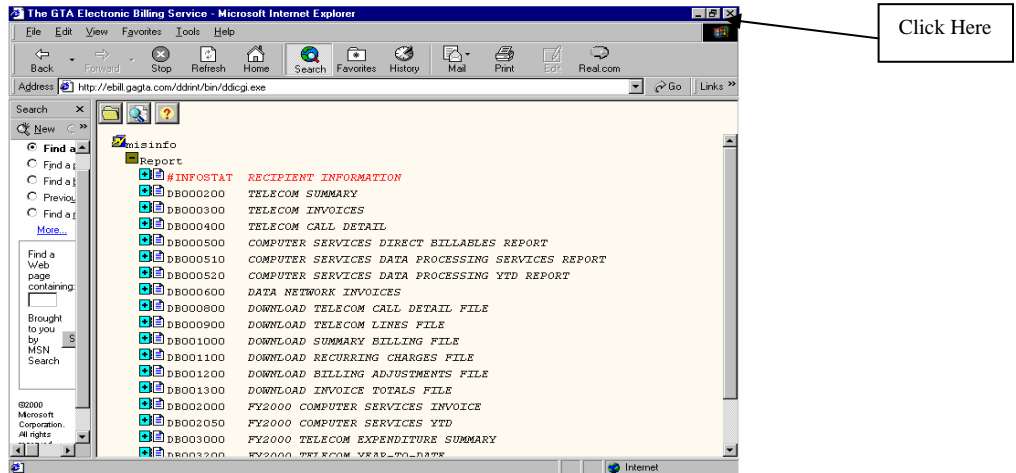


Figure 30 – Displays how to exit from system

## Locating Report Information:

### Locating Documents using the Locate Dialog Box:

1. Click on the Locate Button (Upper left corner of the screen (middle button) which is a magnifying glass) and the following screen will appear.

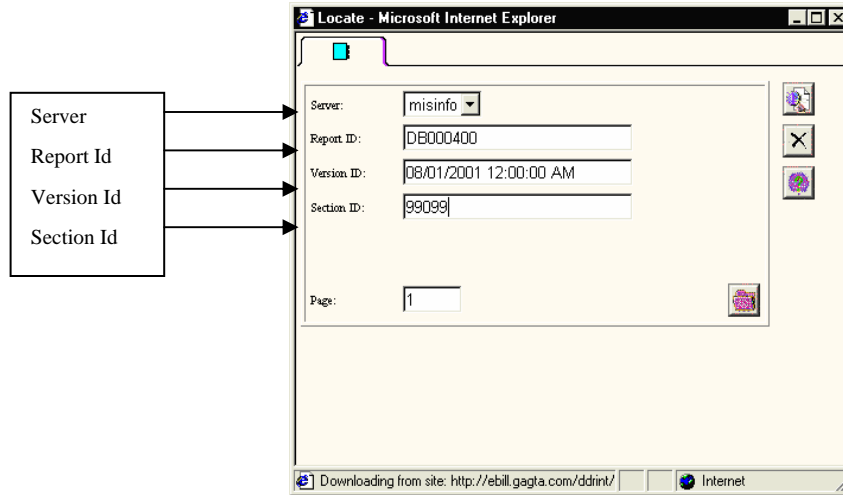


Figure 31 – Locate Dialog Box

2. The Server has already been selected, do NOT change it.

#### Definitions of the above screen:

<u>Field</u>	<u>Description</u>
<b>Server</b>	The system will default the Server to “ <b><u>misinfo</u></b> ”. The only selection in the drop down is <b><u>misinfo</u></b> . Do NOT change this information.
<b>Report Id</b>	Any Report Id for the system to locate. These Report Id’s are listed on the Report Selection screen (initial screen when entering system). (Enter Full report Id – for example use Telecom Summary report) Example of Report Id = DB000200
<b>Version Id</b>	Any Version Id for the system to locate. These Version Id’s are the Billing month of the report. Full or partial information can be entered for Version Id.  Example of full info = 11/01/2001 02:30:02 (Date/Time) Example of partial info: Date only = 11/01/2001 Month only = 11
<b>Section Id</b>	Any Bill To customer number or Ship To customer number for the system to locate. Full or partial information can be used.  Example of partial info for Bill To customer = 509 Example of partial info for Ship To customer = 50900 106

3. Select the Report Id, Version Id, and Section Id and the system will display according to the criteria, which was entered.
- Report Id - Click on the Report Id, then it will be populated in the Locate box or enter the Report Id, Version Id, and Section Id and the system will go directly to that report.
- Version Id - Click on the date of the report to display, and it will be populated in the Version Id box. Otherwise, enter the month of the report and Section Id, then the system will go directly to the version of the selected report.
- Section Id - Enter the Section, and the system will display at that Bill To/Ship To location.
- Enter a partial number and the system will find the first of that occurrence.
  - Ship To customer:  
Must always enter the Bill To customer number first in order to find the correct Ship To customer number.
- Example of partial info for Ship To customer = 50900 106
4. Click on Locate – right side of screen (1<sup>st</sup> box). Do not use the “Enter” key because nothing will happen. Use the mouse and click on the Locate Button.

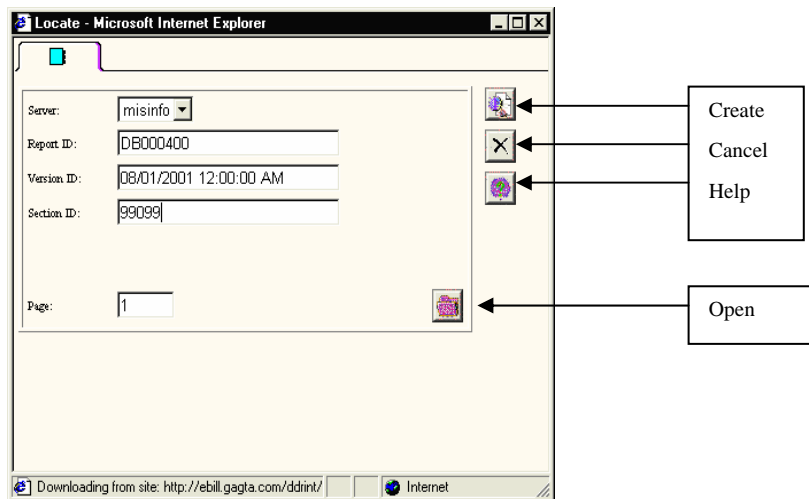


Figure 32 – Locate Dialog Box

5. The system will do a look-up to find the requested selection, and display the exact location of that report.

## Security Issues

Access to the E-Billing web page for telephone, data net, and computer services, is controlled by the Customer Services Billing office.

- If GTA internal access is necessary then provide the Request information with the approved signatures of your supervisor and contact the Customer Services Billing office for access.

All new "Bill To" customer number and "Ship To" customer numbers that are added to the PRISM system will be provided a Recipient User-id and password automatically. These Recipient User-id's and passwords are system generated on a nightly basis updating the security report.

- For Bill To access, contact the " Billing Services/Agency IT Help Desk " for assistance in researching your Recipient User-id and password.
- For the Ship To access, contact your "Agency Teleom Coordinator " whom will be able to research your Recipient User-id and password.

Initial setups will also be provided as listed below:

- Setting up Initial Recipient User-Id with a password.
- Managing Bill To access level customer passwords.

Many factors were balanced to achieve the best combination for optimal customer service.

- Customer Flexibility
- Customer Support
- Reliability Of The E-Billing System

This E-Billing Web Site is provided for each customer at no additional charge. The following overview of the State of Georgia Password Policy provides additional background in the underlying security services we are providing our valued customers.

### State of Georgia Password Policy

As a "best business practice," it is recommended that the procedures of the State of Georgia password policy be followed by creating an initial password for each user where:

- The first password character should be a letter.
- The password should contain a minimum of six characters (we recommend eight) containing:
  - ✓ letters
  - ✓ numbers
  - ✓ one or more of the following three special characters ( @, #, \$ )

For the initial Customer **Recipient Userid** and **Password**, we have implemented this policy by following the above naming convention. Each customer will receive a list of Customer **Recipient Userid's and Passwords** for their customer, which allows access to the specific Bill To customer records or Ship To customer records depending on the access level.

## LOCATING PASSWORDS – RECIPIENT INFORMATION REPORT

The “INFOSTAT” report (Recipient Information), which contains all of the Userids and Passwords, is the first report in the List of Reports.

1. Click on the Plus Sign (+) before the “INFOSTAT” report id (Recipient Information).

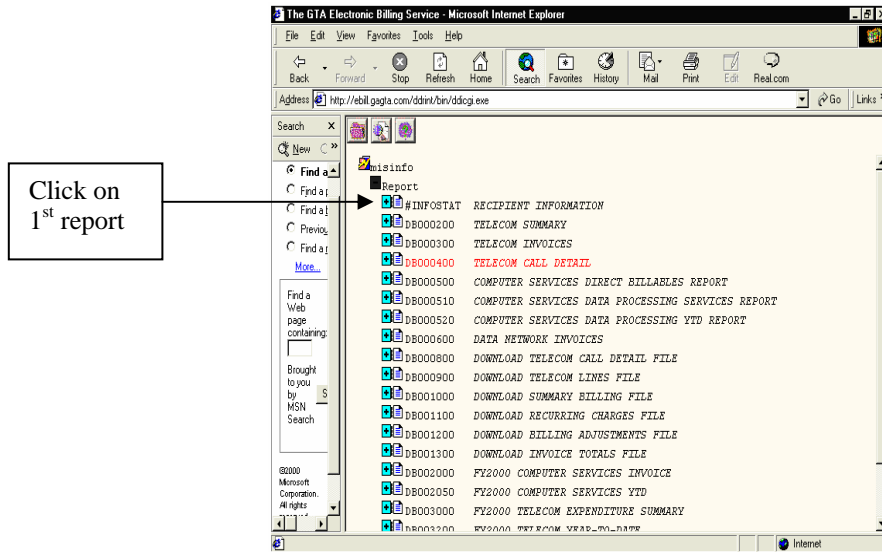


Figure 33 – INFOSTAT Report

2. Always Click on the latest version of the report. The password update process runs every evening which produces a new report daily. In order to give the user the correct password, always click on the latest version of the report. Only 3 versions will display.

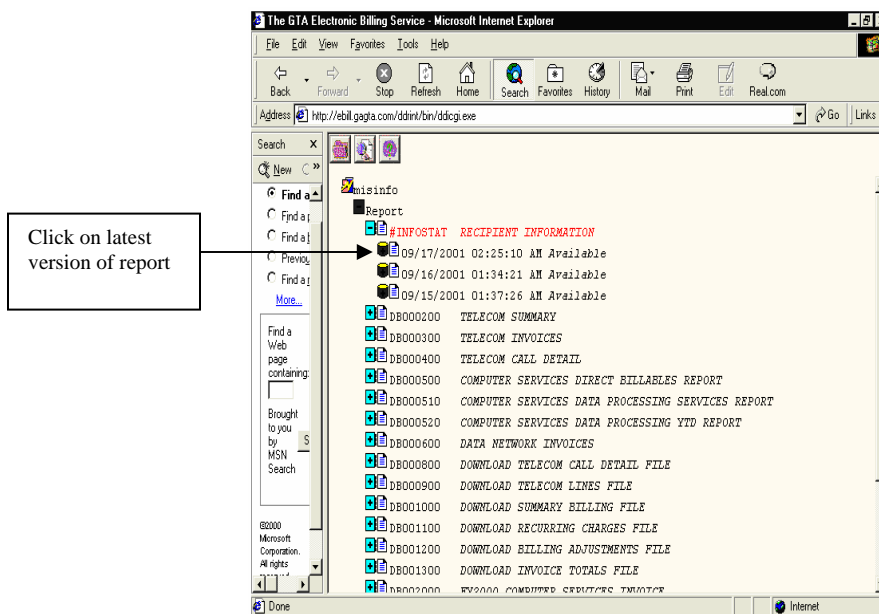


Figure 34 – Recipient Information Report (INFOSTAT)

3. Then Click on the Blue Box before the Bill To Number and the “INFOSTAT” report will be displayed.

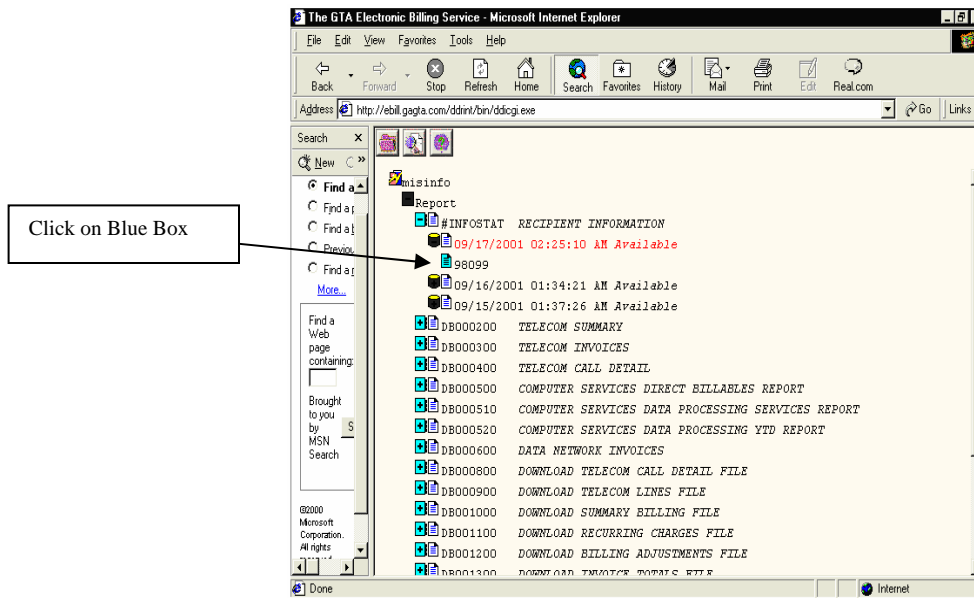


Figure 35 – Recipient Information Report (INFOSTAT)

4. Remember, this report is in Customer Name (Account Name) sequence. Use the Search button to find specific ship to accounts.

## Changing Passwords:

- 1) Click on **Change Password** on the E-Billing Web Site before logging into the system in order to change the password that was assigned. Must change your password every 30 days at the Bill To access level and Ship To access level.

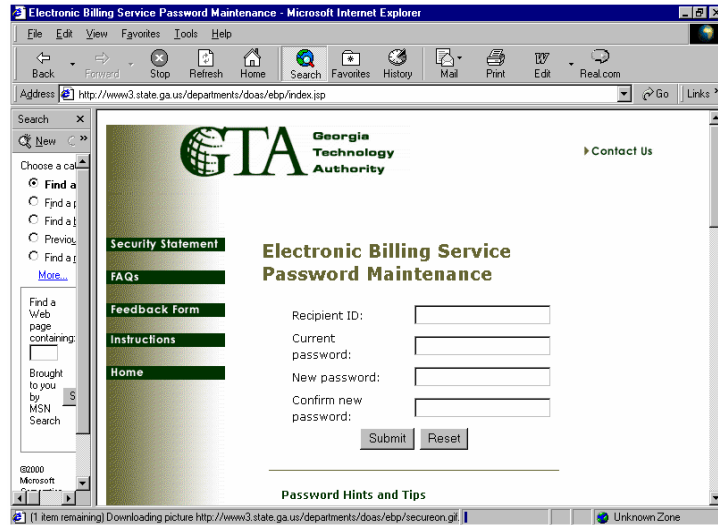


Figure 36 – Change Password Screen

- 2) Enter Recipient User-Id in “**Recipient Id**” field.
- 3) Enter current password in “**Current Password**” field.
- 4) Enter new password in “**New Password**” field.
- 5) Enter new password in “**Confirm New Password**” field.
- 6) Click on “**Submit**”.
- 7) Then the following screen will appear with a notification that your password request has been submitted.

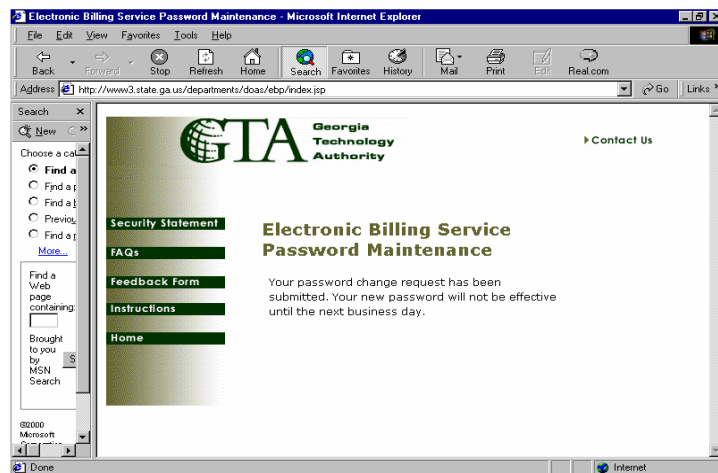


Figure 37 – Processed Change Password Screen

8) Note the following:

**The system will execute a batch job that will be processed nightly to change the passwords. “Your new password will be effective the next day”. Please note that the new password will not be in effect until the next business day.**

9) Now, Click on “Home” to get back to the web site in order to log into the system.

10) Log into the system using the “**Old Password**” until the next day.

11) Problems:

- Any problems at the Bill To level, contact the IT Help Desk.
- Any problems at the Ship To level contact your Agency Security Administrator.
- Full access personnel will use their group Recipient Id and Password, and these passwords should change monthly by the group.

## Downloading Files:

Downloading a file uses the same process as downloading a report. There is only one way to download the report but multiple ways to download a file. The selection of the download will depend on the end result. Download files are in a comma delimited format for file use or spreadsheet use. This file could be used as an input file into another system or can be downloaded into an Excel spreadsheet.

### Downloading File As a Text File (TXT file):

1. Select and view the file to downloaded (comma delimited file).

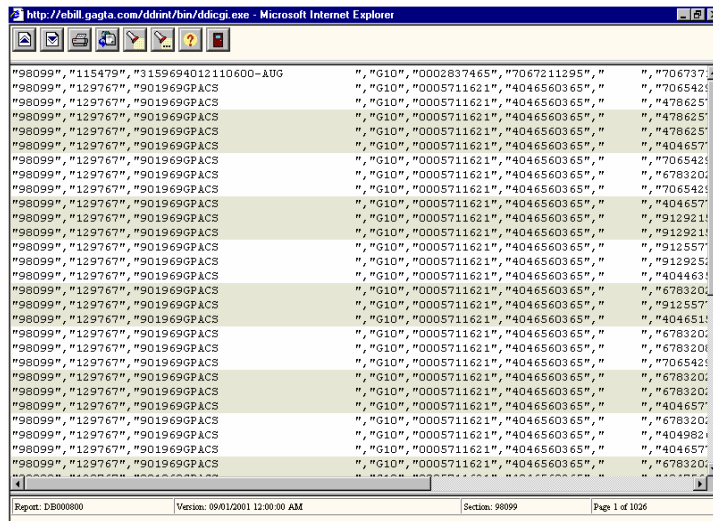


Figure 38 – Download File (for Text Format)

2. Click on “Download Report” and the following screen appears:

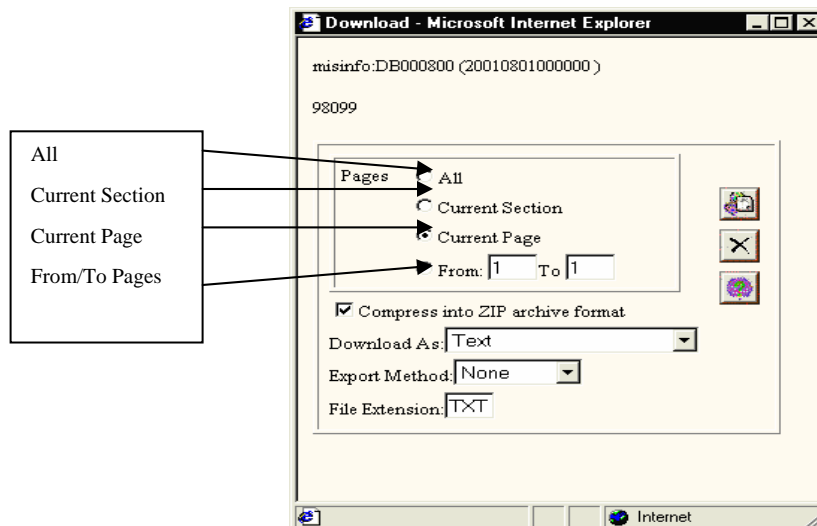


Figure 39 – Download Screen (for Text Format)

3. Click on selection in Pages Box - depending on your security access level and what specifically will be downloaded.
  - ALL will download all of the files.
  - Current Section will download all pages of the file displayed on the screen.
  - Current Page will only download the page displayed on the screen.
  - From x of x will download the specific pages that are selected (from and to).

Full Access

- “All” = downloads the selected file for all Bill To’s.
- “Current Section” = downloads the selected file for specific Bill To.
- “Current Page” = downloads just the page being viewed.

Bill To Access

- “All” = downloads the specific Bill To file.
- “Current Section” = downloads the specific Bill To file.
- “Current Page” = downloads just the page being viewed.

Ship To Access

- “NO ACCESS” = No Ship To Access for the download files.

4. The rest of the selections should not be changed for downloading a file into a spreadsheet format.

Leave the following information as follows.

- Compress into ZIP archive format = must be checked! All downloads will be in a Zip format or they will not work, so leave this box checked.
- Download as = “Text” (it will still download as a zip file)
- Export Method = “None”
- File Extension will be populated with “TXT” according to the download selection of “Text”. (Do not change).

Once the above selections have been made, Click “Create”.

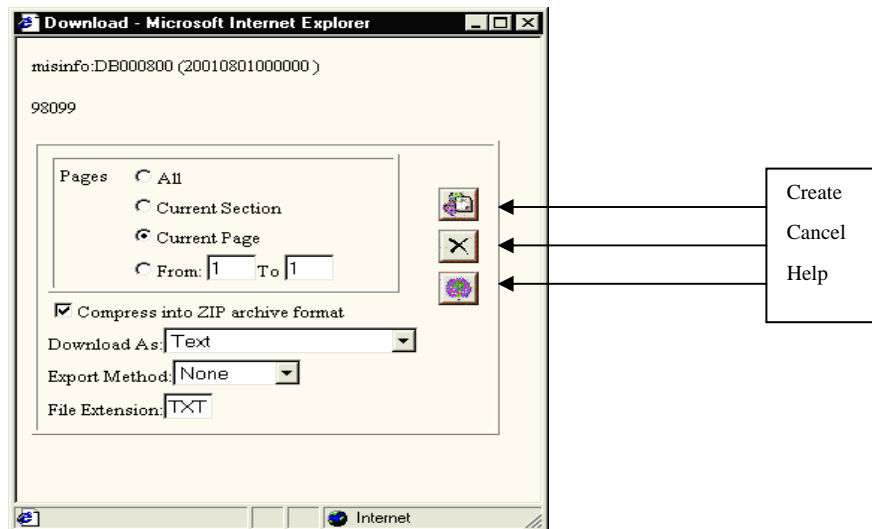


Figure 40 – Download file (Text Format)

5. Now the following screen will appear:

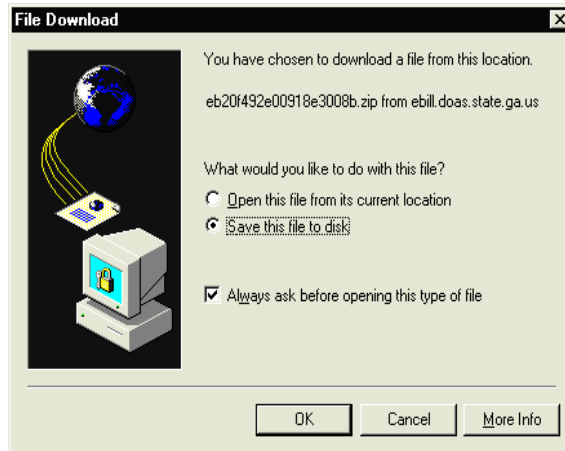


Figure 41 – Creating the Download file

6. Do not make any changes on this screen, the following items should always be checked as above:  
 “Save this file to disk” -  
 “Always ask before opening this type of file”  
 Click “OK”.
7. The following screen will appear for saving the data in a specific Drive & Directory.

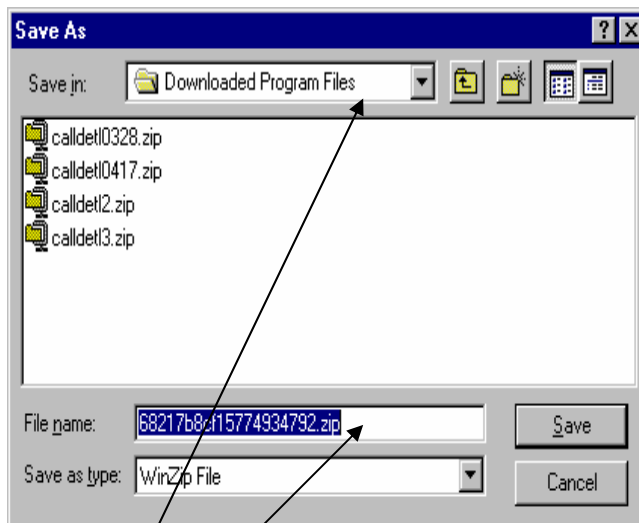


Figure 42 – Saving Download data to a File Name

- Enter the Directory where the data has to be saved (Drive & Directory).
- Enter the File Name. Save as a descriptive file name (example = Calldet.zip if downloading Call Detail data). It is not necessary to use the long File Name as displayed on the screen. Change it to a descriptive name and select the drive, in order to know where the data is saved.
- Click on Save  
 Wait for the download to complete, then the Download Complete screen will appear.

## 8. Download Complete Screen as follows:

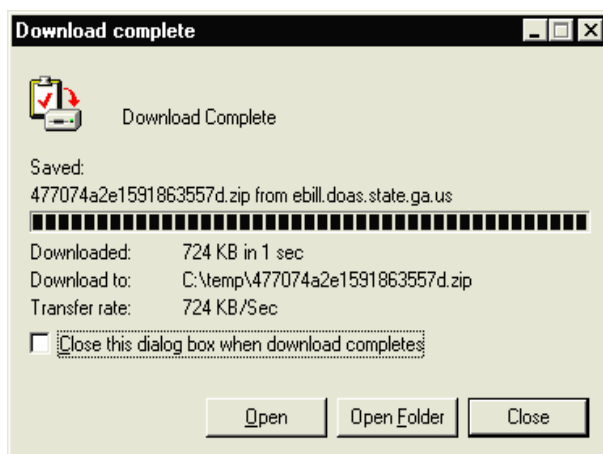


Figure 43 – Download Complete Screen

On the Download Complete screen:

**NOTE:** Drive, Directory and File Name are shown on this screen.

- a) To view the data later, Click on “Close”. Make sure on the Drive, Directory & File Name in order to retrieve the data later.
- b) To continue and view the data now:
  - Click on “Open”.
  - Must have “WinZip” loaded on your PC to continue.
- c) Follow instructions for unzipping the data “Unzip Report/File using WinZip software”.
- d) Then, follow the instructions for converting this file into an Excel spreadsheet , “Conversion of Report/File into an Excel Spreadsheet”.

## Downloading File As A CSV File:

When the file is downloaded as a CSV file the data can be input directly into a spreadsheet (Excel) or the data can be used as an INPUT FILE to another system. The following instructions will show both methods. The first 4 steps are the same for either method.

1. Select and view the file that to be downloaded (comma delimited file).

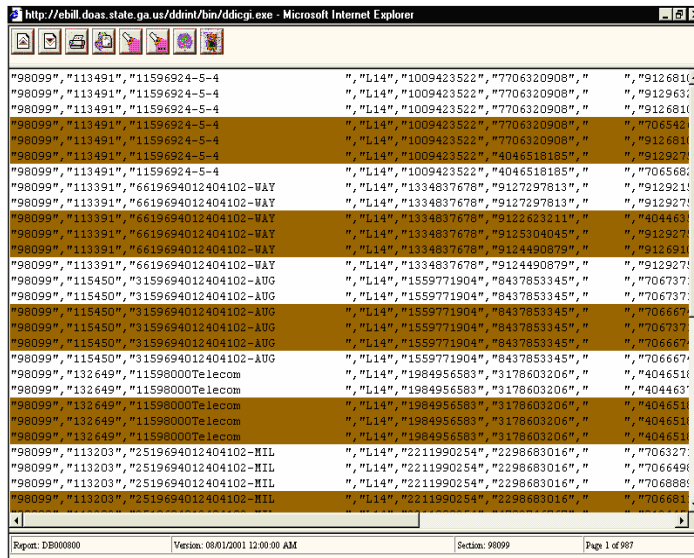


Figure 44 – Comma Delimited File for downloading

2. Click on “Download Report” and the following screen appears with the defaulted values:

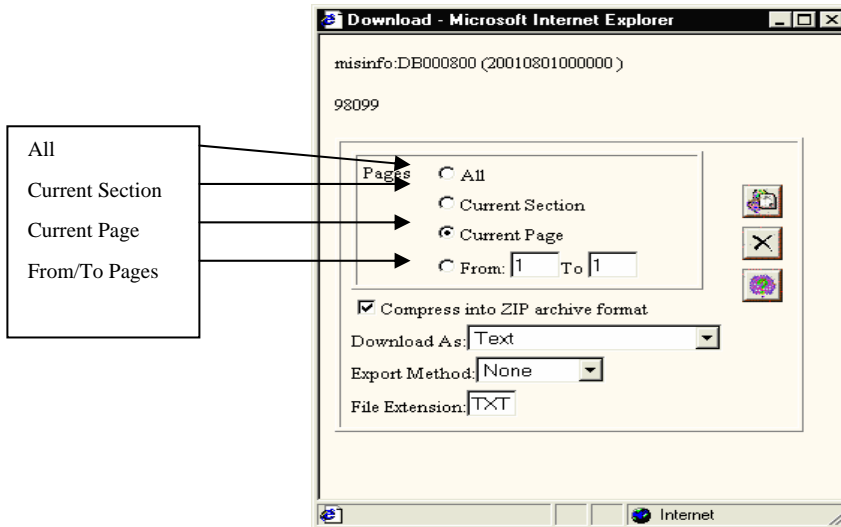


Figure 45 – Download Screen

3. Pages Box: Click on selection in **Pages Box** - depending on your security access level and what specifically will be downloaded.

- ALL will download all of the files.
- Current Section will download all pages of the file displayed on the screen.
- Current Page will only download the page displayed on the screen.
- From x of x will download the specific pages that are selected (from and to).  
(Note: this selection is the same for Full access and Bill To access)

Full Access Level

- “All” = downloads the selected file for all Bill To’s.
- “Current Section” = downloads the selected file for specific Bill To.
- “Current Page” = downloads just the page being viewed.

Bill To Access Level

- “All” = downloads the specific Bill To file.
- “Current Section” = downloads the specific Bill To file.
- “Current Page” = downloads just the page being viewed.

Ship To Access Level

- “NO ACCESS” = No Ship To Access for the download files.

3. Compress into ZIP archive format = **must be checked!** All downloads will be in a Zip format or they will not work, so leave this box checked. Do NOT change this box.

4. Next 3 boxes must be changed when downloading and using the “CSV” format.

Change the following information as follows.

- Download As : Select “CSV” (it will still download as a zip file)
- Export Method : Select Report Id of file being downloaded
  - DB000800 = Call Detail File
  - DB000900 = Lines File
  - DB001000 = Summary Billing File
  - DB001100 = Recurring Charges File
  - DB001200 = Billing Adjustments File
  - DB001300 = Invoice Totals File

**Note** – When selecting one of the above report id’s, then the other 2 selections (Download As and File Extension) will be automatically populated with “CSV”.

- File Extension: Select “CSV”

See example of screen on next page!

5. Display of screens for CSV selections

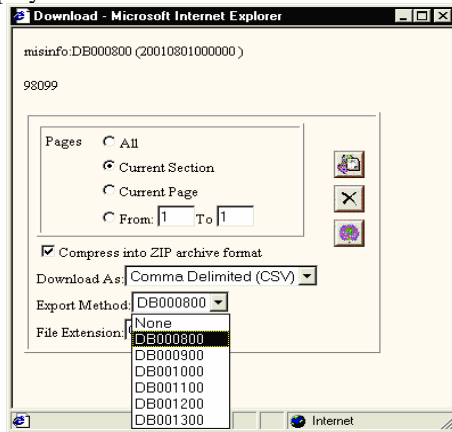


Figure 46a – Export Method selections

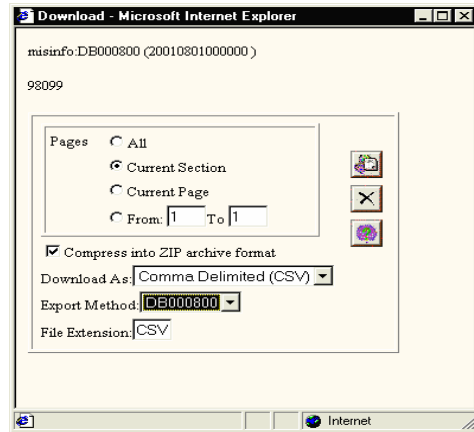


Figure 46b – CSV Example for downloading

**NOTE: Selection of “CSV” download method must be used when a file has to be produced and used as an input file into another system.**

- 6. Once the above selections have been made, Click “Create”.

**NOTE: Once “Create” has been clicked, the above pop-up window will disappear and the report will be viewed until the next screen is displayed.**

- Depending on the size of the report(s) that are being downloaded will depend on your wait time. The report will be displayed and it will look like nothing is happening but the download process is working. Must wait for next screen.
- Small reports will download in seconds but large reports will take a few minutes.

- 7. The following screen will appear.

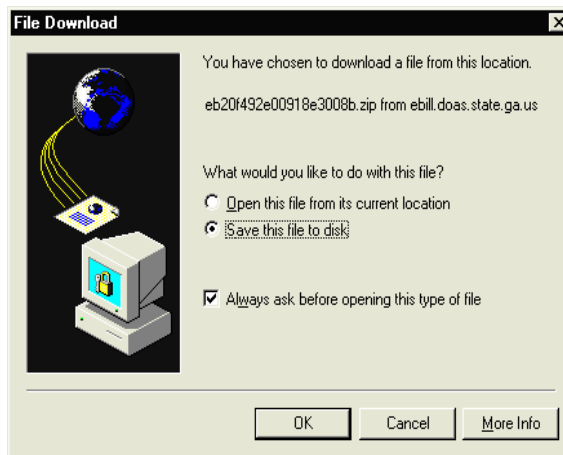


Figure 47 – Second screen of download process

Do not make any changes on this screen, the following items should always be checked as above:

- “Save this file to disk”
- “Always ask before opening this type of file”

Click “OK”.

8. The following screen will appear for saving the data in a specific drive & directory.

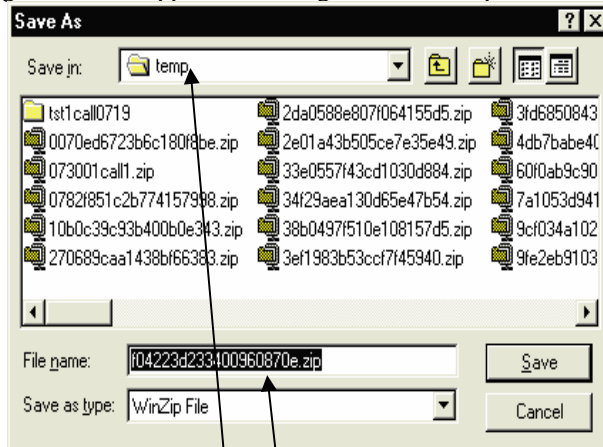


Figure 48 – Saving Download data to a File Name

- **Save In:** Enter the Directory where the data has to be saved (Drive & Directory).
- **File Name:** Enter the File Name. Save as a descriptive file name (example = Calldet.zip if downloading Call Detail data). It is not necessary to use the long File Name as displayed on the screen, change it or leave the name as displayed.
- **Save As Type:** WinZip File (**do not change this**)

Click on Save - Wait for the download to complete, and the Download Complete screen to appear.

9. Download Complete Screen as follows:

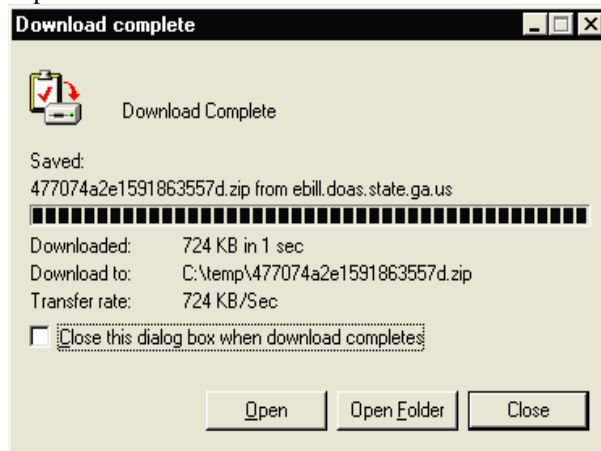


Figure 49 – Download Complete Screen

On the Download Complete screen:

**“Download To: provides the Drive, Directory and File Name where the data was saved.**

To view the data later:

- Click on “Close”. Ensure on the correct Drive, Directory & File Name in order to retrieve the data later.

To view the data now or continue with the unzipping of the data :

- Click on “Open”.

10. Viewing the data now or continuing with the unzip processing..

- Must have “WinZip” loaded on your PC to continue.

11. Once the “WinZip” software is loaded on your PC, then continue as follows:

- If the file has just been downloaded:  
“Archive.CSV” is displayed on the screen.
- If file was closed and now the file should be opened, continue with the following instructions  
Click on WinZip  
Click on Open  
“Archive.CSV” is displayed on the screen.



Figure 50 – WinZip (displaying Archive.CSV)

12. Highlight “Archive.CSV”. (Only highlight it!)

**NOTE:** At this time, the processing will be different according to how the downloaded data will be used.

13. If the data will be used in a spreadsheet (Excel), then follow these directions on item #13, otherwise go to item #14.

- Double Click on the highlighted “Archive.CSV” .
- The file will unzip and open in Excel.

Note: Must have “Microsoft Excel” installed on PC to open the document in Excel.

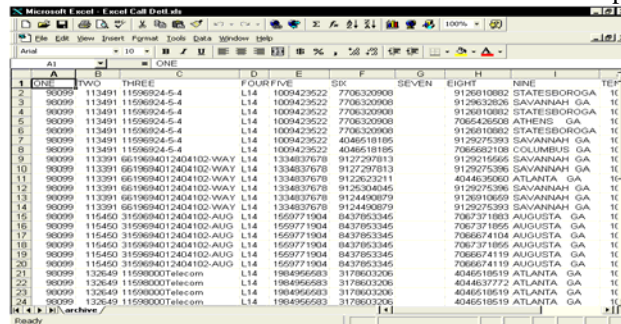


Figure 51: Excel document

- Format the columns, expand ones that should be expanded.
- Remove first line of numbers that are added to the document during the download process.
- Save document as Excel spreadsheet for further use.
  - Close Excel
  - Click on “X” in upper right corner to get out of WinZip.
  - Close report.

14. If the data will be used as an input file to another system, then follow the following instructions:

- Make sure that “Archive.CSV” is highlighted.
- Do NOT double click on “Archive.CSV”.
- Click on “Extract” in order to unzip the data.
  - If a screen does not appear right away, then click on Extract a second time.

NOTE: Depending on the version of WinZip software that is loaded on your PC, the instructions will be different as noted below:

- If using WinZip software version 6.3, then when the “Extract” function is clicked, the following screen will appear.

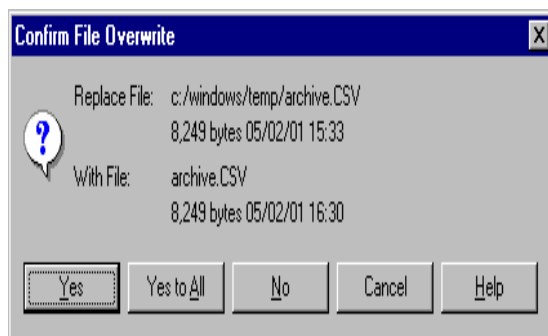


Figure 52 – WinZip (Confirm Overwrite screen)

- The data is unzipped and copied over the existing data using “Archive.CSV” as the name. The data is usually saved in C:/Windows/Temp/Archive.CSV.  
NOTE: There is no way to rename the data into a specific Drive & Directory with this version of WinZip.
- Click “YES”.  
Remember where this specific file of “Archive.CSV” is saved. The system usually saves the data in **C:/windows/temp/Archive.CSV**. The system will provide the information on the above screen.
- If using WinZip software version 8.0, then when the “Extract” function is clicked, a screen will appear in order to save the file in a specific Drive & Directory and renaming it to a unique File Name.
- Now, no matter which version of WinZip is loaded on your PC, the data has been unzipped.
  - Close WinZip
  - Click on the “X” in the upper right corner of the screen.
  - Minimize the web site screen and continue with the file processing.

15. Go To “Windows Explorer”

- Depending on version of WinZip, locate where “Archive.CSV” was saved, go to the Drive & Directory where the data has been stored.  
 WinZip 6.3 (hint: C/Windows/Temp/Archive.CSV)  
 WinZip 8.0 (hint: Drive, Directory, Unique File Name of your selection)

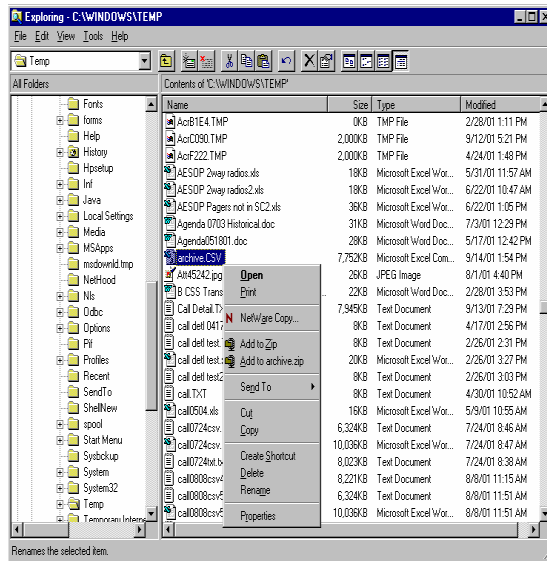


Figure 53: Windows Explorer

- Highlight “Archive.CSV” or your “selected Name.CSV”.
- Click on right mouse button and above list will appear.
- RENAME to a unique name and change the file extension to **TXT** at this time.  
 Example – CallDetl.TXT (unique name)

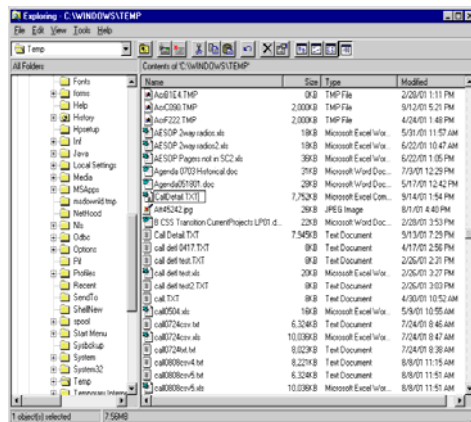


Figure 54a: File Name & Extension changed

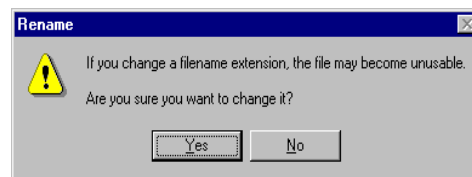


Figure 54b: Extension changed screen

- When the Extension is changed the pop-up window on the right side will appear.
  - Click “YES” (this will not damage your data).

- Highlight the “Unique File Name.TXT”
- Click on right mouse button
- Select “Open” to open the file

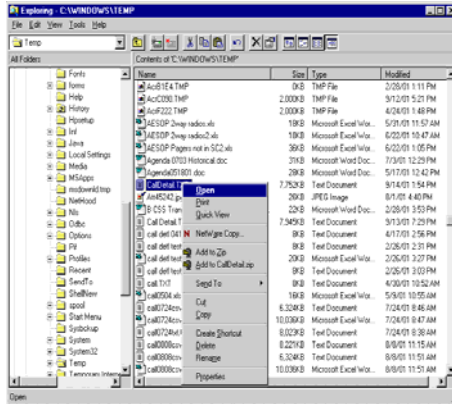


Figure 55a: Open text file

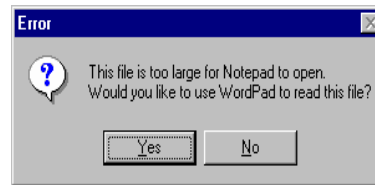


Figure 55b: Notepad/Wordpad screen

- Some files will be too large to view in “Notepad”, therefore the above screen will be displayed.
- Click “YES” and view using “Wordpad”.

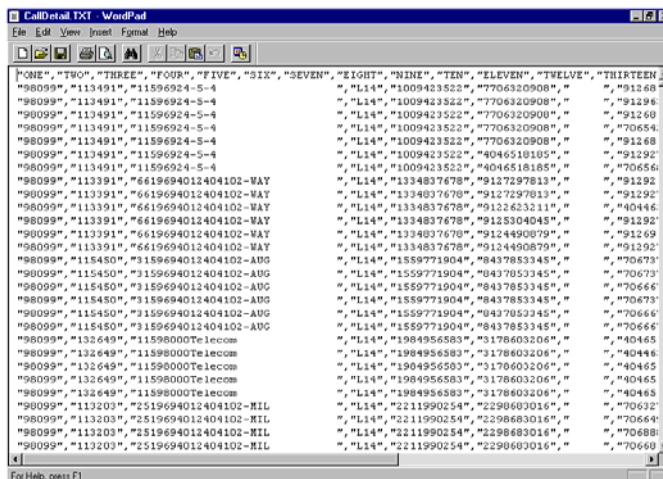


Figure 56: File in Comma Delimited Format (including numeric fields)

- The file is now available to use as an input file to another system!

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**File Layouts:**

The following file layouts are for the Download Files for the Bill To customer. Here is a list of the Download Files and the Report-Id's:

	<u>Report Name/File Name</u>	<u>Report-Id</u>
1)	Telecom Call Detail File	(DB000810)
2)	Telecom Lines File	(DB000900)
3)	Summary Billing File	(DB001000)
4)	Recurring Charges File	(DB001100)
5)	Billing Adjustments File	(DB001200)
6)	Invoice Totals File	(DB001300)

These files are in a comma- delimited format. These files can be downloaded and then used as an input to another system or can be downloaded into an excel spreadsheet. The following file layouts will define the file after the file has been downloaded. The file will change slightly from the display on the web site.

All fields on the downloaded file will be in double quotes (“”) including the numeric fields.

Negative fields will have a minus in the first character of the field on numeric fields. All other numeric fields are assumed to be positive number.

**1) Telecom Call Detail Download File (Comma Delimited Format)**

Field	Position	Length	Characteristics	Comments
Customer Number	02 – 09	08	Numeric	Financial Customer Number (Remit-To #)
Customer ID Ref Number	13 – 17	05	Numeric	Bill To Number
Ship To Number	21 – 26	06	Numeric	
Project Description	30 – 59	30	Alphanumeric	Old Acct Number (Cost Center)
Budget Code	63	01	Alpha	
Type of Call	64 – 65	02	Alpha	
Billing Number	69 – 78	10	Numeric	
From Telephone Number	82 – 91	10	Alphanumeric	
Account Number	95 – 99	05	Alphanumeric	
Terminating Telephone Number	103 – 118	16	Numeric	
Terminating City and Terminating State	122 – 133	12	Alpha	
Date of Call	137 – 142	06	Numeric	Format (YYMMDD)
Time of Call	146 – 149	04	Numeric	Format (HHMM)
Duration of Call	152 – 157	06	Character	Format (9999.9). Decimal is included in this field
Amount of Call	159 – 166	08	Character	Format (99999.99). Decimal is included in this field.
Billing Date	169 – 175	07	Character	Format (YYYY/MM). Slash is included in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field	The characteristics are ...	Is for ...
Customer Number	Numeric (8)	Financial Customer Number (Remit-To Number) – effective 11/2007.
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.

Field	The characteristics are ...	Is for ...
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.
Budget Code	Alpha (1)	the budget code is the types of call detail data that will be displayed for billing. <b>Values are:</b> “L” = Long Distance “V” = Unified Messaging VM
Type of Call	Alpha (2)	the type of call information which is needed for the detail of call data for billing. <b>Values are:</b> “08” = Long Distance “11” = International “13” = Operator Assisted “14” = Calling Card “15” = Person to Person “16” = Collect “17” = Third Party “24” = International Calling Card “25” = Misc Long Distance
Billing Number	Alphanumeric (10)	the billing number that is used by the telco for billing the state. This number could be the same as the From Telephone Number.
From Telephone Number	Alphanumeric (10)	the from telephone number is where the call originated, “Origination Telephone Number”. All numeric data.
Account Number	Alphanumeric (5)	UGA only. This field contains an authorization code number used by UGA only. This field is blank unless a UGA Bill To record.
Terminating Telephone Number	Numeric (10)	the terminating telephone number or called telephone number. All numeric data.
Terminating City and State	Alpha (12)	the terminating city and state where the actual telephone number terminated (called number). All numeric data.
Date of Call	Numeric (6)	the date the call started. Format = (YYMMDD). All numeric data.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Time of Call	Numeric (4)	the time when the call started. Format=(HHMM). Numeric data.
Duration of Call	Character (6)	the length of time for the call. Format = (9999.9). The decimal is imbedded in this field.
Amount of Call	Character (8)	the amount that is being billed for the actual call. The decimal is imbedded in the amount field. Only 2 positions after the decimal. Format = (99999.99) Negative amounts will have a minus sign as the first character.
Billing Date	Character (7)	the billing date of the call. The slash is imbedded in this field. The data is Year and Month only. Format = (YYYY/MM)

**2) Telecom Lines Download File (Comma Delimited Format)**

Field	Position	Length	Characteristics	Comments
Line Number	02 – 11	10	Numeric	
Customer Number	15 – 22	08	Numeric	Financial Customer Number (Remit-To Number)
Customer ID Ref Number	26 – 30	05	Numeric	Bill To Number
Ship To Number	34 – 39	06	Numeric	
Ship To Description	43 – 82	40	Alphanumeric	
Product Id	86 – 103	18	Alphanumeric	
Project Description	107 – 136	30	Alphanumeric	Old Acct Number (Cost Center)
Active Date	140 – 147	08	Numeric	Format (MMDDYYYY)
Billing Date	151 – 157	07	Character	Format (YYYY/MM). Slash is imbedded in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field	The characteristics are ...	Is for ...
Line Number	Numeric (10)	the Line Number, Credit Card Number, or Authorization Code Number that is used for billing. This 10 digit number is also the key for researching Line Numbers, Credit Card Numbers or Authorization Code Numbers.
Customer Number	Numeric (8)	Financial Customer Number (Remit-To Number) – effective 11/2007.
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.
Ship To Description	Alphanumeric (40)	the Ship To Description which is the Ship To Location Name.
Product Id	Alphanumeric (18)	the Product Identification Number for each item that is being billed. Product Id will have the charges for this line number.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.
Active Date	Numeric (8)	the active date of the line number when this line number actually went into service. Format = (MMDDYYYY)
Bill Date	Character (7)	the billing date of the line number. The slash is imbedded in this field. The data is Year and Month only. Format = (YYYY/MM)

### 3. Summary Billing Download File (Comma Delimited Format)

Field	Position	Length	Characteristics	Comments
Customer Number	02 – 09	08	Numeric	Financial Customer Number (Remit-To Number)
Customer ID Ref Number	13 – 17	05	Numeric	Bill To Number
Ship To Number	21 – 26	06	Numeric	
Project Description	30 – 59	30	Alphanumeric	Old Acct Number (Cost Center)
Telecom Local Service Total Amount	62 – 71	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Long Distance Total Amount	73 – 82	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom GIST Total Amount	84 – 93	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Cellular Total Amount	95 – 104	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Pager Total Amount	106 – 115	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Radio Total Amount	117 – 126	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Video Total Amount	128 – 137	10	Character	Format (9999999.99). Decimal is included in this field.
Telecom Wire & Cable Total Amount	139 – 148	10	Character	Format (9999999.99). Decimal is included in this field.
Data Network Total Amount	150 – 159	10	Character	Format (9999999.99). Decimal is included in this field.
Computer Services Total Amount	161 – 170	10	Character	Format (9999999.99). Decimal is included in this field.
Computer Usage Total Amount	172 – 181	10	Character	Format (9999999.99). Decimal is included in this field.
Computer Projects Total Amount	183 – 192	10	Character	Format (9999999.99). Decimal is included in this field.
Computer Services Direct Billables Total Amount	194 – 203	10	Character	Format (9999999.99). Decimal is included in this field.
Personnel Total Amount	205 – 214	10	Character	Format (9999999.99). Decimal is included in this field.
Mail Services Total Amount	216 – 225	10	Character	Format (9999999.99). Decimal is included in this field.
Courier Services Total Amount	227 – 236	10	Character	Format (9999999.99). Decimal is included in this field.
Motor Vehicle Rental Total Amount	238 – 247	10	Character	Format (9999999.99). Decimal is included in this field.

Rapid Copy Total Amount	249 – 258	10	Character	Format (9999999.99). Decimal is included in this field.
Telcom Data Circuit Total Amount	260 – 269	10	Character	Format (9999999.99). Decimal is included in this field.
Data Personnel Total Amount	271 – 280	10	Character	Format (9999999.99). Decimal is included in this field.
Total of All Services	282 – 293	12	Character	Format (999999999.99). Decimal is included in this field.
For Future Use	294 – 350	55	Character	Undefined – For future use.
Billing Date	354 – 360	07	Character	Format (YYYY/MM). Slash is imbedded in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field	The characteristics are ...	Is for ...
Customer Number	Numeric (8)	Financial Customer Number (Remit-To Number) – effective 11/2007.
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.
Telecom Local Service Total Amount	Character (10)	the telecom local service total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Telecom Long Distance Total Amount	Character (10)	the telecom long distance total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom GIST Total Amount	Character (10)	the telecom GIST total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Cellular Total Amount	Character (10)	the telecom cellular total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Pager Total Amount	Character (10)	the telecom pager total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Radio Total Amount	Character (10)	the telecom radio total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Video Total Amount	Character (10)	the telecom video total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Wire & Cable Total Amount	Character (10)	the telecom wire & cable total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Data Network Total Amount	Character (10)	the Data Network total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Computer Services Total Amount	Character (10)	the computer services total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Computer Usage Total Amount	Character (10)	the computer usage total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Computer Proj Total Amount	Character (10)	the computer proj total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Computer Services Direct Billables Total Amount	Character (10)	the direct billables total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Personnel Total Amount	Character (10)	the personnel total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Mail Services Total Amount	Character (10)	the mail services total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Courier Services Total Amount	Character (10)	the courier services total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Motor Vehicle Rental Total Amount	Character (10)	the motor vehicle rental total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Rapid Copy Services Total Amount	Character (10)	the rapid copy services total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Telecom Data Circuit Total Amount	Character (10)	the telecom data circuit total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Data Pers Total Amount	Character (10)	the data pers total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Total of All Services	Character (12)	the total of all services total charges for the month for your bill to customer number. Format (9999999.99) Decimal is included in this field. Negative amounts will have a minus sign as the first character.
For Future Use	Character (55)	Undefined – For future use.
Billing Date	Character (7)	the billing date of the adjustment. The slash is imbedded in the field. The data is Year and Month only. Format = (YYYY/MM)

**4) Recurring Charges Download File (Comma Delimited Format)**

Field	Position	Length	Characteristics	Comments
Customer Number	02 – 09	08	Numeric	Financial Customer Number (Remit-To Number)
Customer ID Ref Number	13 – 17	05	Numeric	Bill To Number
Ship To Number	21 – 26	06	Numeric	
Project Description	30 – 59	30	Alphanumeric	Old Acct Number (Cost Center)
Bill Source	63 – 72	10	Alpha	
Product Id	76 – 93	18	Alphanumeric	
Product Description	97 – 126	30	Alphanumeric	
Unit of Measure	130 – 132	03	Alpha	
Quantity	135 – 156	22	Character	Format (9999999999999999.9999) Decimal is included in this field.
Amount	158 – 173	16	Character	Format (999999999999.99). Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Billing Date	176 – 182	07	Character	Format (YYYY/MM). Slash is included in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field	The characteristics are ...	Is for ...
Customer Number	Numeric (8)	Financial Customer Number (Remit-To Number)
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Bill Source	Alpha (10)	the bill source which is the bill type of the data being billed. (ex. Pagers, etc).  Values – see attachment A
Product Id	Alphanumeric (17)	the Product Identification Number for each item that is being billed.
Product Description	Alphanumeric (30)	the description of the product.
Unit of Measure (UOM)	Alpha (3)	the UOM which explains how this product is being billed (ex. “MON” for monthly recurring or “INS” for installation charges)  Values - see attachment B
Quantity	Character (22)	the quantity that is being billed. The decimal is imbedded in the quantity field. Format = (9999999999999999.9999)
Amount	Character (16)	the amount that is being billed. This field has the decimal imbedded in the amount field, only 2 positions after the decimal. Format = (999999999999.99) Negative amounts will have a minus sign as the first character.
Billing Date	Character (7)	the billing date of the product being billed. The slash is imbedded in the field. The data is Year and Month only. Format = (YYYY/MM)

**5) Billing Adjustments Download File (Comma Delimited Format)**

Field Name	Position	Length	Characteristics	Comments
Customer Number	02 – 09	08	Numeric	Financial Customer Number (Remit-To Number)
Customer ID Ref Number	13 – 17	05	Numeric	Bill To Number
Ship To Number	21 – 26	06	Numeric	
Project Description	30 – 59	30	Alphanumeric	Old Acct Number (Cost Center)
Bill Source	63 – 72	10	Alpha	
Product Id	76 – 93	18	Alphanumeric	
Product Description	97 – 126	30	Alphanumeric	
Unit of Measure	130 – 132	03	Alpha	
Quantity	135 – 156	22	Character	Format (9999999999999999.9999). Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Amount	158 – 173	16	Character	Format (999999999999.99). Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Billing Date	176 – 182	07	Character	Format (YYYY/MM). Slash is included in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field Name	The characteristics are ...	Is for ...
Bill To Number	Numeric (8)	the Bill To Customer Number, which is high level customer that is being billed.
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.

<b>Field Name</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Bill Source	Alpha (10)	the bill source which is the bill type of the data being billed (ex. Pagers, etc). Values – see Attachment “A”.
Product Id	Alphanumeric (17)	the Product Identification Number for each item that is being adjusted.
Product Description	Alphanumeric (30)	the description of the product id.
Unit of Measure (UOM)	Alpha (3)	the UOM which explains how this product is being adjusted (ex. “MON” for monthly recurring charges, “INS” for installation charges). Values - see Attachment “B”.
Quantity	Character (22)	the quantity that is being billed or adjusted. The decimal is imbedded in the quantity field. The format = (9999999999999999.9999)
Amount	Character (16)	the amount that is being adjusted. This field has the decimal imbedded in the amount field, only 2 positions after the decimal. Format = (999999999999.99) Negative amounts will have a minus sign as the first character.
Billing Date	Character (7)	the billing date of the adjustment. The slash is imbedded in the field. The data is Year and Month only. Format = (YYYY/MM)

**6) Invoice Totals Download File (Comma Delimited Format)**

Field	Position	Length	Characteristics	Comments
Customer Number	02 – 09	08	Numeric	Financial Customer Number (Remit-To Number)
Customer ID Ref Number	13 – 17	05	Numeric	Bill To Number
Bill To Description	21 – 60	40	Alphanumeric	
Ship To Number	64 – 69	06	Numeric	
Ship To Description	73 – 112	40	Alphanumeric	
Project Description	116 – 145	30	Alphanumeric	Old Acct Number (Cost Center)
Bill Source	149 – 158	10	Alpha	
Invoice Number	162 – 175	14	Character	xxx-xxxxxxxxx Dash is included in this field.
Amount Billed	179 – 188	10	Character	Format (ZZZZZZ9.99). Decimal is included in this field. Negative amounts will have a minus sign as the first character.
Billing Date	192 – 198	07	Character	Format (YYYY/MM). Slash is included in this field.

The following information will provide each field with its characteristics and what each field is actually used for and/or values for that field.

Field	The characteristics are ...	Is for ...
Customer Number	Numeric (8)	Financial Customer Number (Remit-To Number).
Cust ID Ref Number	Numeric (5)	Bill To Customer Number, which is high level customer that is being billed.
Bill To Description	Alphanumeric (40)	the Bill To Name of the Bill To Number (Customer Name or Agency Name).
Ship To Number	Numeric (6)	the Ship To Customer Number, which is the actual location for billing.
Ship To Description	Alphanumeric (40)	the Ship To Name of the Ship To Number (Location Name).

<b>Field</b>	<b>The characteristics are ...</b>	<b>Is for ...</b>
Project Description	Alphanumeric (30)	storing the old account number (Cost Center) used before July 1, 2000. Ship To Numbers replaced the Acct Nbr. Old format is DTS (3), Cust Nbr (3), Cost Center (25). This field will only contain the first 30 characters of the 33 character Acct number.
Bill Source	Alpha (10)	the bill source which is the bill type of the data being billed. (ex. Pagers, etc)  Values – see attachment A
Invoice Number	Character (14)	the invoice number that this amount was billed on.  Format = xxx-xxxxxxxxxx Dash is included in this field.
Amount Billed	Character (10)	the amount that is being billed. This field has the decimal imbedded in the amount field, only 2 positions after the decimal. Format = (9999999.99) Negative amounts will have a minus sign as the first character.
Billing Date	Character (7)	the billing date of the invoice. The slash is imbedded in this field. The data is Year and Month only. Format = (YYYY/MM)

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**ATTACHMENT "A":****Bill Source Values:**

<u>Bill Srce Code</u>	<u>Bill Source Description</u>
CENTSUPPLY	CENTRAL SUPPLY
COMP PROJ	COMPUTER PROJECTS
COMPUSAGE	MAINFRAME COMPUTER USAGE
COMPUTER	COMPUTER SERVICES
COURIER	COURIER SERVICES
CSUPPLY	CENTRAL SUPPLY
DATA CIRC	DATA CIRCUIT
DATANET	DATA NETWORK
DATAPERS	PERSONNEL CHARGES FOR DATANET
DIRBILL	DIRECT BILLABLE
GIST	GIST
LD	LONG DISTANCE
LEGISLATVE	LEGISLATIVE BILL
LOCAL SERV	LOCAL SERVICE
MAIL	MAIL SERVICES
MVR	MOTOR VEHICLE RENTAL
PAGER	PAGER
PERSONNEL	PERSONNEL SERVICES
RADIO	RADIO
RAPIDCOPY	RAPID COPY SERVICES
VIDEO	VIDEO

**ATTACHMENT "B":****Unit of Measure (UOM) Values:**

<u>UOM Code</u>	<u>UOM Description</u>
BAG	Bags
BDL	Bundles
BOX	Boxes
BRL	Barrels
BSL	Bushels
BTL	Bottles
BX	BOX
CAN	Cans
CCM	Cubic Centimeters
CDM	Cubic Decimeters
CDR	Cylinders
CFT	Cubic Feet
CGM	Centigrams
CL	CENTILITERS
CM	CENTIMETERS
CMM	Cubic Millimeters
CN	CARTON
CON	Containers
CR	CREDIT AMOUNT
CRT	Cartridge
CS	CASES
CTG	Cartridges
CTN	Cartons
CUB	Cubes
CUF	Cubic Feet
CUI	Cubic Inches
CUM	Cubic Meters
CUY	Cubic Yards
DAY	Daily
DG	DECIGRAMS
DL	DECILITERS
DM	DECIMETERS
DOL	Dollars to be Billed
DOZ	Dozen
DRM	Drums
DRP	Drop Shipment-Special Price
DSE	Doses
EA	EACH
FT	FEET
GAL	Gallons
GM	GRAMS
GRS	Gross
HRS	Hours to be Billed
HUN	Hundreds
IN	INCHES
INS	Install Products
ISU	Issues (of Publications)

**Unit of Measure (UOM) Values (Cont):**

<u>UOM Code</u>	<u>UOM Description</u>
JAR	Jars
JOB	Job
JUG	Jugs
KEG	Kegs
KG	KILOGRAMS
KIT	Kits
KL	KILOLITERS
KM	KILOMETERS
LBS	Pounds
LEN	Lengths
LF	LINEAR FEET
LOT	Batch Lot
LTR	Liters
MG	MILLIGRAMS
MHR	Man Hour
MIL	Miles
ML	MILLILITERS
MM	MILLIMETERS
MON	Monthly
MTN	Metric Tons
MTR	Meters
OHR	Overtime Hours
OZ	OUNCES
PAL	Pails
PCE	Pieces
PK	PECKS
PKG	Packages
PL	PALLET
PLT	Pallets
PR	PAIRS
PT	PINTS
QRT	Quarterly
QT	QUARTS
REM	Remove Installed Products
RL	REELS/ROLLS
RM	REAMS
SCM	Square Centimeters
SDM	Square Decimeters
SET	Set
SF	SQUARE FEET
SKD	Skids
SM	SQUARE METERS
SMM	Square Millimeters
SQI	Square Inches
SQK	Square Kilometers
SQM	Square Miles
SQY	Square Yards
TB	TUBES
THM	Therms
THS	Thousands
TL	TRUCK LOAD

## Unit of Measure (UOM) Values (Cont):

<u>UOM Code</u>	<u>UOM Description</u>
TON	Tons
UNT	Units (Generic)
VL	VIALS
WDY	Work Days
WHR	Work Hours
WKY	Weekly
WMO	Work Months
WWK	Work Weeks
WYR	Work Years
YD	YARDS
YR	YEARLY

***Notes:***