WEB BILL PRESENTMENT

Instructions for Agency End Users

State of Louisiana

September 2006

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Welcome to Web Bill Presentment

The State of Louisiana's Office of Telecommunications Management (OTM) has implemented the Web Bill Presentment (WBP) application to allow the State's agencies to view their monthly telecommunication costs via the internet. These electronic reports will greatly reduce the use of paper and its cost to the State, and thus to all agencies.

Through this application, agencies will receive "electronic" detailed reports of these charges, that can be:

- downloaded and saved to the user's computer or network,
- charted and graphed for a clearer picture of telecommunication expenditures,
- emailed in part or in whole to other personnel.

In addition to the detailed reports, a monthly invoice summarizing agency charges will be available online. Any appropriate paper backup from vendors will be mailed to the agencies.

There are two levels of agency users in WBP.

- **Administrator:** Telecommunications Coordinator (TC) for agency
    - can view and download data to their appropriate OTM cost center/ accounting center numbers
    - can add and remove users in their agency
    - can assign data viewing privileges equal to or less than their own
- **End User**
    - can view and download data for those OTM cost center/ accounting center numbers to which they have been given privileges
    - cannot add new users

Standard Features and Functions

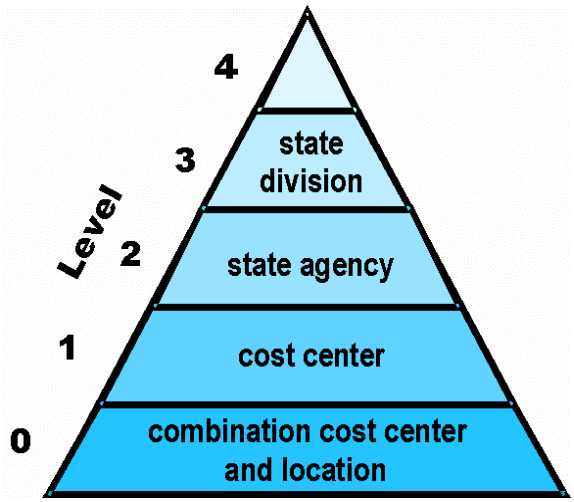
There are some features of WBP that remain constant through out the system.

- **Tabs**: in the upper right corner of the screen there are two tabs, **Reports** and **Admin**. "Folders" and functionality for these tabs vary with the user role and data viewing privileges. Clicking on one tab or the other takes you from one set of functions to the other.

- **Folders**: along the left side of the screen there is a column of folders or functions preceded by a small arrow. These vary by user role and data viewing privileges. When you click on a tab, one of the folders is automatically displayed in the center of the screen. Clicking on a different folder listed to the left displays a different screen of functionality.

- **Home**: within the data screens there is a home button. Clicking on this button will take you back to the first screen for the folder.

- **Cost Center**: This term is used interchangeably with Accounting Unit (AU). For the State of Louisiana there are several levels of cost centers, designed in a hierarchy or pyramid.
    - The highest-level cost center is **Level 4** and all Level 3 cost centers "point" to this Level 4 cost center. The Level 4 cost center is a fictitious number to create the top of the pyramid.
    - **Level 3** cost centers represent State Divisions. (example: 01 – Office of the Governor)
    - **Level 2** cost centers are grouped together by the Level 3 cost center to which they point. Level 2 cost centers represent State Agencies. (Example: 800 – State Group Benefits)
    - **Level 1** cost centers, which are grouped together by the Level 2 cost center to which they point, are the AU or org. There may be one or more AU's within a State Department or Agency, therefore there may be one or more Level 1 cost



centers pointing to its Level 2 cost center. (example: B808-2222 – Telecommunications-Director)

- **Level 0** cost centers, which are grouped by the Level 1 cost center to which they point, are the combination of the AU (the Level 1 cost center) and the location of assets or inventory within the AU. (Example: B808-2222/1201 N. 3rd Street, OTM Administration, Baton Rouge)

- **Drill Down**: For most billing reports, when viewing data you will first be presented with the highest level cost center for which you have viewing privileges. You can "drill down" to lower cost centers by clicking on the cost center code. The screen will "refresh" and the next level of cost centers will appear. (You may have to use the scroll bar to the right of the screen to "roll" to data appearing below.) **Charges are associated with Level 0 cost centers only. Therefore, depending on the user's privileges, he may have to drill down through more than one level of cost centers to see the charge data itself. The exception is the invoice report.** The invoice report is a summary of charges for each Level 1 cost center the user can access. It is not necessary to drill down for the invoice report because it contains data for **all** Level 1 cost centers associated with your login and password. It may contain summaries for multiple cost centers depending on the user's privileges. Users with Level 0 security access only **will not** be able to view or print a copy of their invoice.

- **Save**: On most screens with charge data there is a save button. By clicking on this button, you begin the steps to save the displayed charge data to your computer or network drive in an Excel spreadsheet.

- **Invoice Report:** The invoice report is available as an Adobe PDF document. While it may be saved to your computer or network drive, it cannot be saved in an Excel spreadsheet. Downloading, viewing, and printing the invoice will require the installation of Adobe Reader, a free application that can be downloaded at www.adobe.com. Also, Internet Explorer security settings should be set to allow file download of the invoice:
    - From the Tools menu, select Internet Options
    - Select the Security tab
    - Select the Trusted Sites web content zone
    - Click on the Sites button
    - Type the web site: http://wwwotmwbp.doa.louisiana.gov

- If needed , clear the "Require server notification (https:) for all sites in this zone" check box
- Click on the Add button
- Click OK, then click OK again

- **Logout**: In the upper right hand corner of each screen is a logout button. You may log out of the system at any time and from any screen.

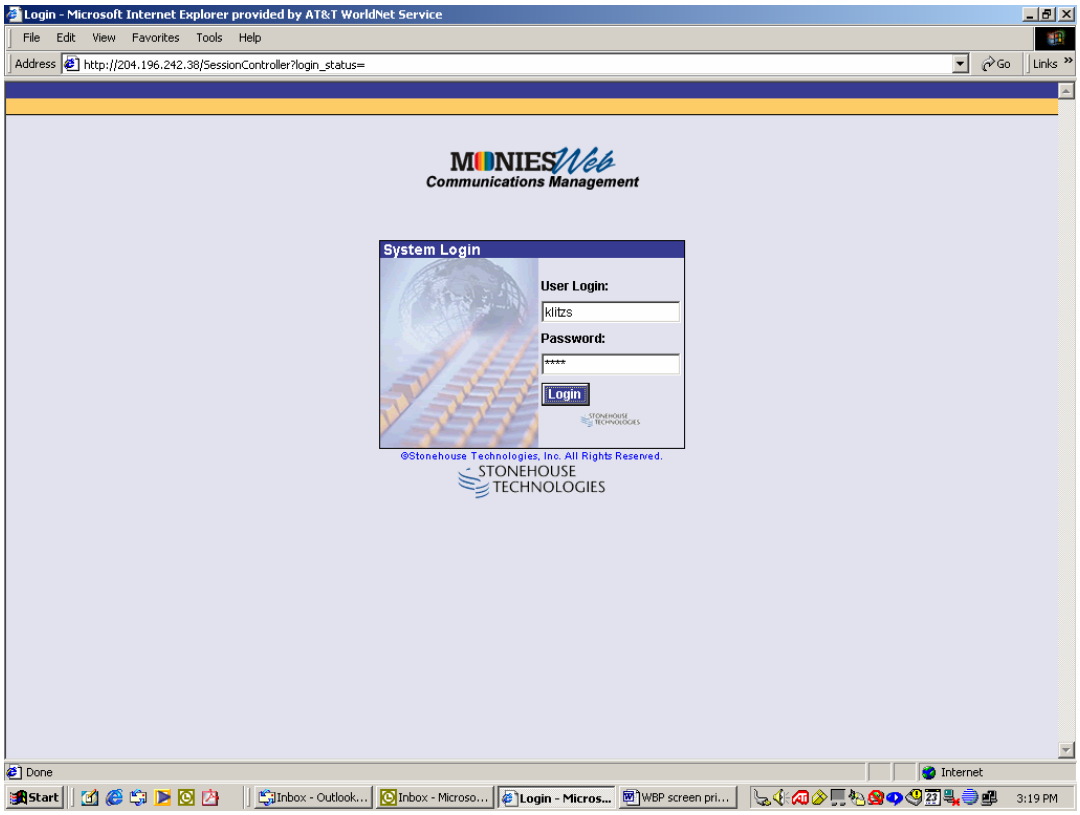
Logging In

A. Open Microsoft Internet Explorer application.

B. Enter the following address in the address field near the top of the screen:
   www.louisiana.gov/otm/bill

C. Press <Enter>

D. The Login Screen will appear.



E. Enter your User Login. Use all lower case. (This is usually your first initial and last name. In some cases, because of duplication, it is the first name and last name.)

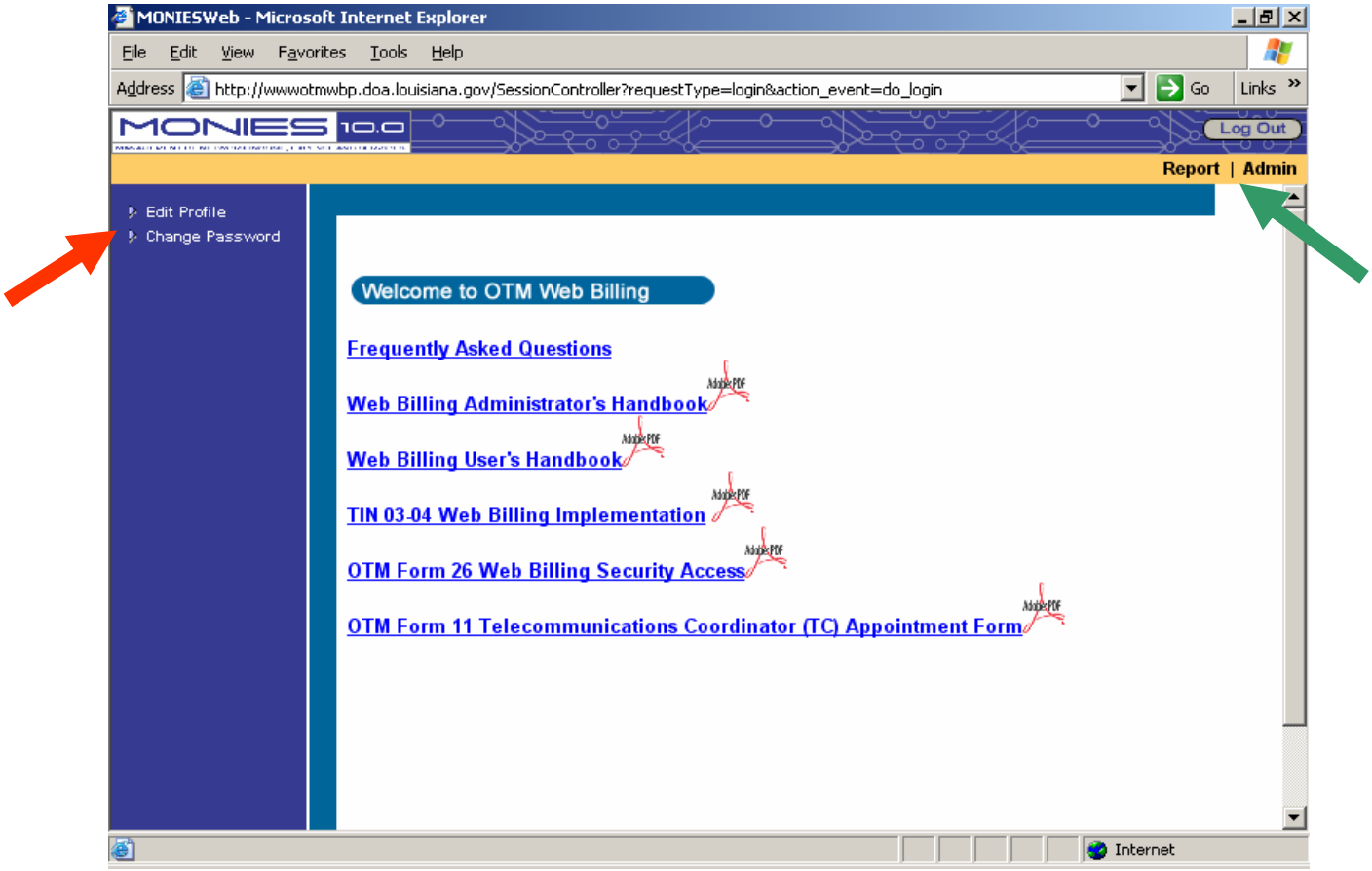
F. Enter your Password. It is case sensitive.

G. Press <Enter> OR click on the **Login** button.

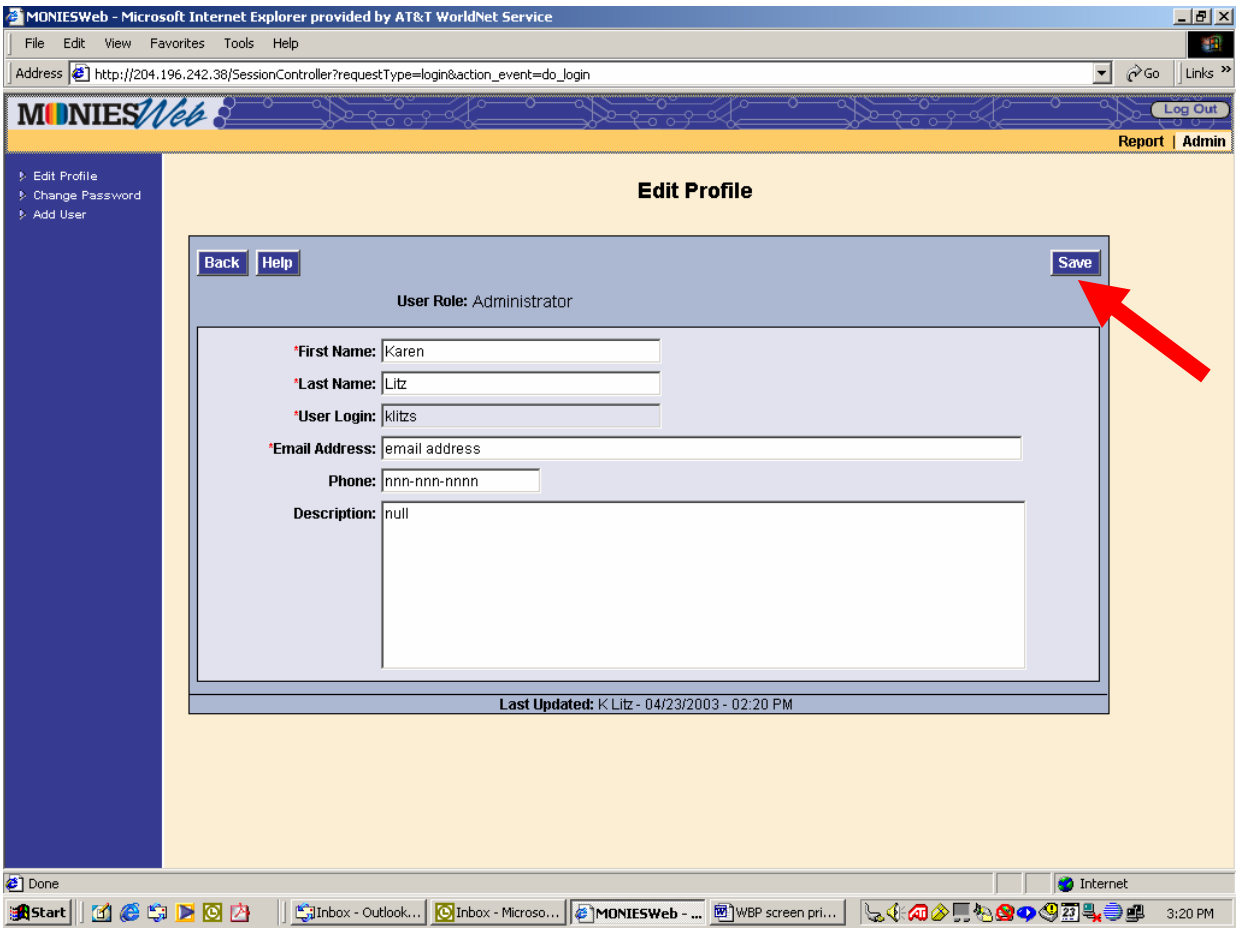
H. The Welcome Page will be displayed.

I. Note the two TABS to the upper right: **Report** and **Admin.**

J. Note the two FOLDERS in the left column: **Edit Profile** and **Change Password**. These are 2 of the folders for the **Admin** tab.



Change Your Profile



A. Click on the **Admin** TAB.

B. The **Edit Profile** FOLDER is automatically displayed.

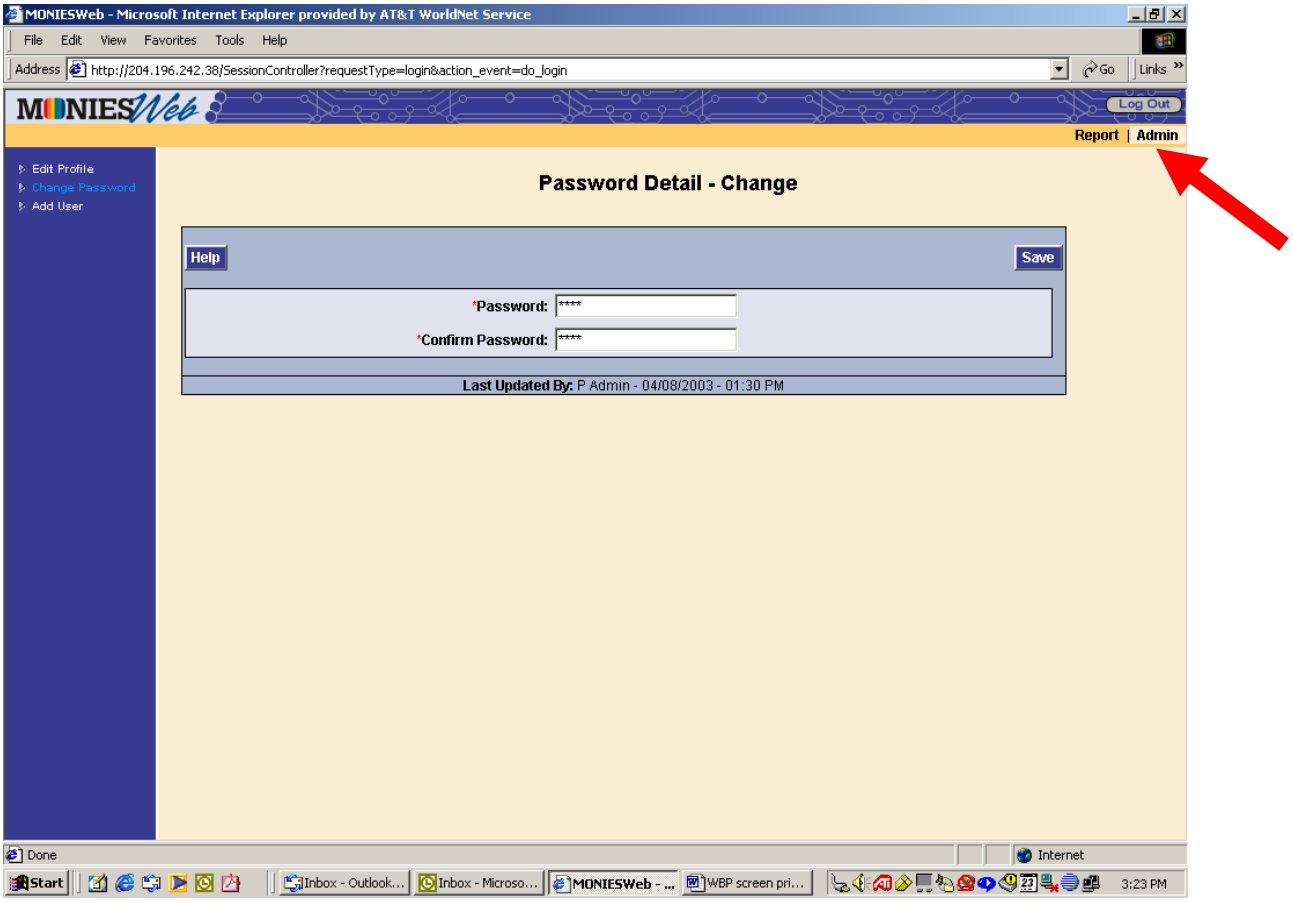
C. You can return to the Edit Profile screen at any time by clicking on the Admin tab and Edit Profile folder.

D. You can update **YOUR** profile by changing any of the displayed data **except the User Login**.

E. Click on the **Save** button to save the data. A message “Record Updated Successfully” will appear in blue above the Back and Help buttons.

F. Click on the **Back** button to return to the previous screen. If the **Back** button is clicked before the **Save** button, data will not be saved.

Change Your Password



A. Click on **Change Password** FOLDER.

B. You can change your password by entering and then re-entering (confirm) a new password.

C. Click the **Save** button to save the new password. A confirmation message appears.

Billing Reports

There are four reports available for viewing through Web Bill Presentment.

A. **Allocation Detail Report**—provides detail charges by inventory number within the cost center.

B. **Allocation Summary Report**—provides summary charges by charge type for the entire cost center.

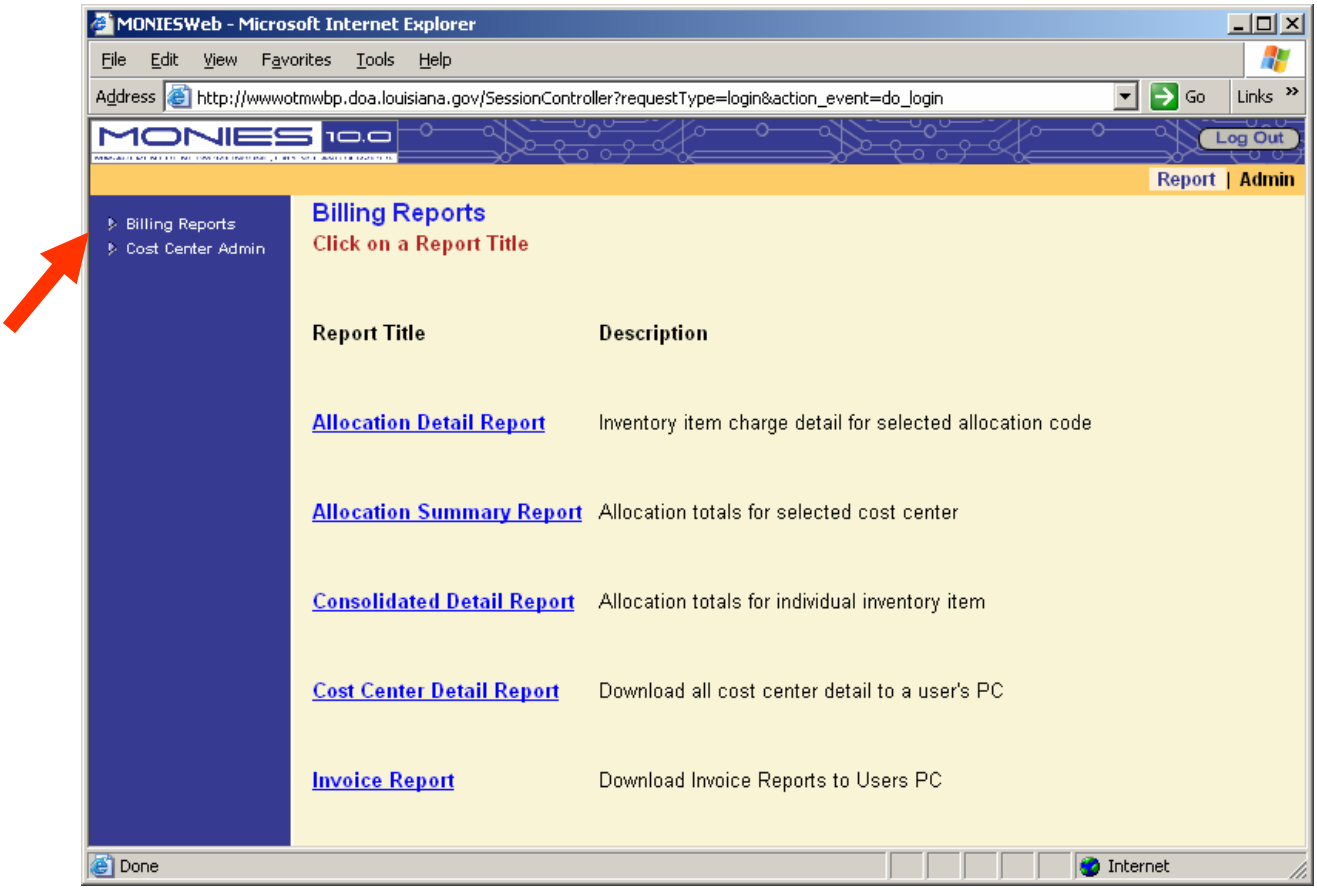
C. **Consolidated Detail Report**—provides summary charges for each inventory item in the cost center by charge type.

D. **Cost Center Detail Report**—provides ability to download in one file detail charges for all inventory items in the cost center.

E. **Invoice Report**—provides ability to download the invoice/summary of charges.

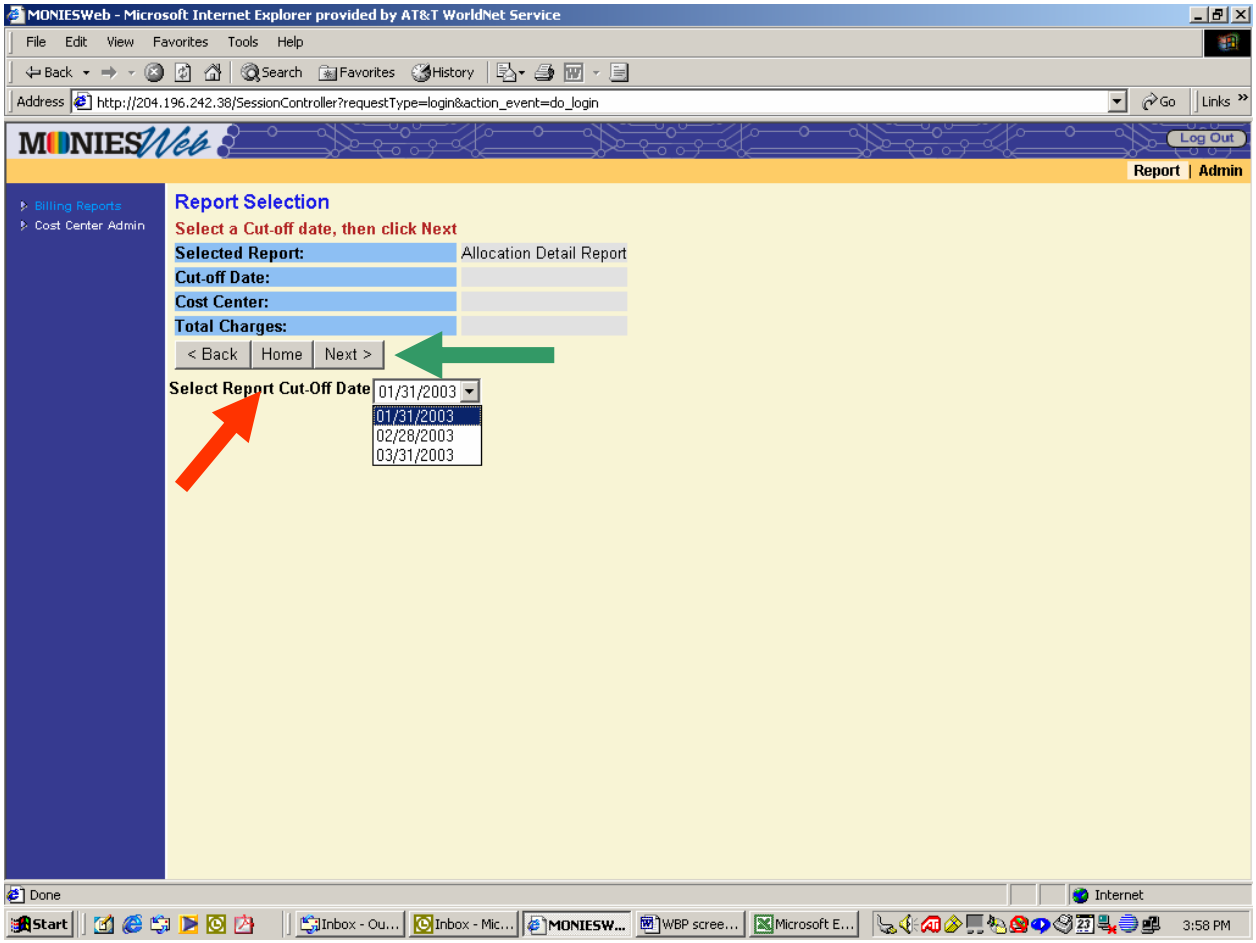
With the exception of the invoice report, each of the billing reports can be saved to an Excel spreadsheet. The invoice report can be saved as a PDF document.

To access the reports click on the **Report** TAB and the **Billing Report** Folder.



Allocation Detail Report

A. On the Billing Report screen, click on **Allocation Detail Report.**

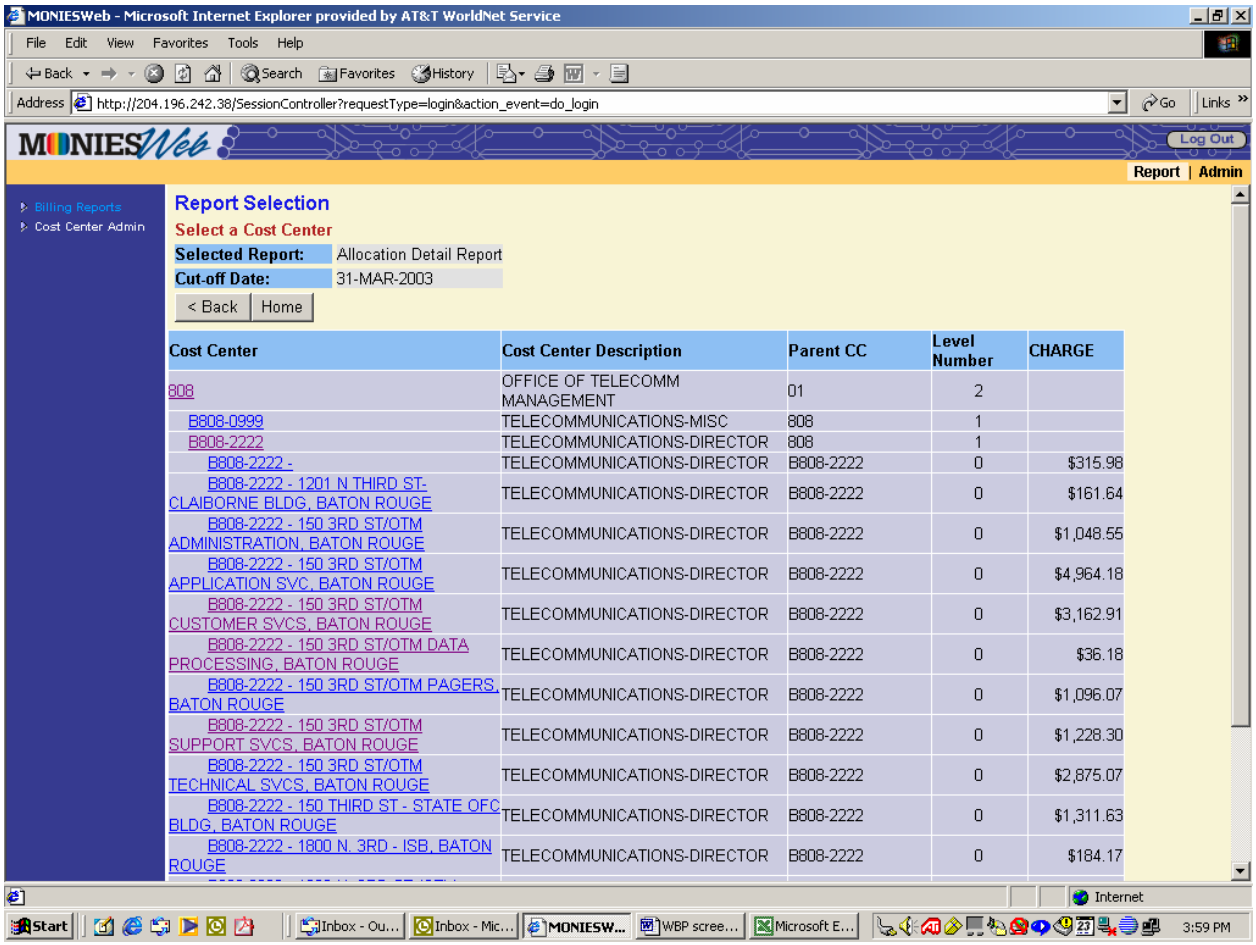


B. Select the **Report Cut-Off Date** from the drop down menu.

C. Click on the **Next** button.

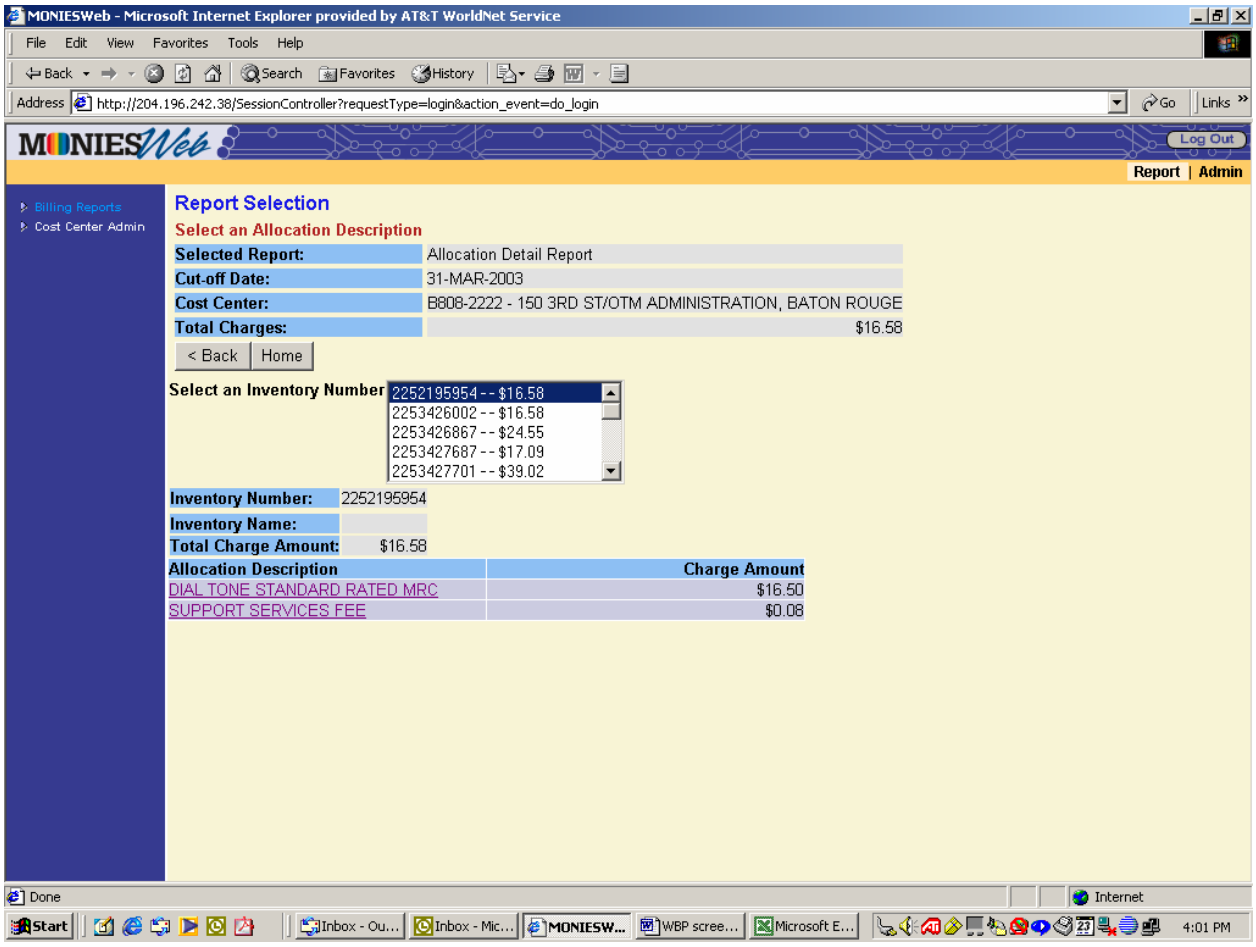
D. The screen will change, and the highest level cost center to which you have access will be displayed.

E. Click on the **cost center** and drill down until you reach the AU/location combination with charges that you wish to view. (Charges only occur at the au/location combination level—level 0.)



Cost Center	Cost Center Description	Parent CC	Level Number	CHARGE
808	OFFICE OF TELECOMM MANAGEMENT	01	2	
B808-0999	TELECOMMUNICATIONS-MISC	808	1	
B808-2222	TELECOMMUNICATIONS-DIRECTOR	808	1	
B808-2222 -	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$315.98
B808-2222 - 1201 N THIRD ST-CLAIBORNE BLDG, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$161.64
B808-2222 - 150 3RD ST/OTM ADMINISTRATION, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,048.55
B808-2222 - 150 3RD ST/OTM APPLICATION SVC, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$4,964.18
B808-2222 - 150 3RD ST/OTM CUSTOMER SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$3,162.91
B808-2222 - 150 3RD ST/OTM DATA PROCESSING, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$36.18
B808-2222 - 150 3RD ST/OTM PAGERS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,096.07
B808-2222 - 150 3RD ST/OTM SUPPORT SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,228.30
B808-2222 - 150 3RD ST/OTM TECHNICAL SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$2,875.07
B808-2222 - 150 THIRD ST - STATE OFC BLDG, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,311.63
B808-2222 - 1800 N. 3RD - ISB, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$184.17

F. The screen will change and a list of inventory numbers (assets) appears.

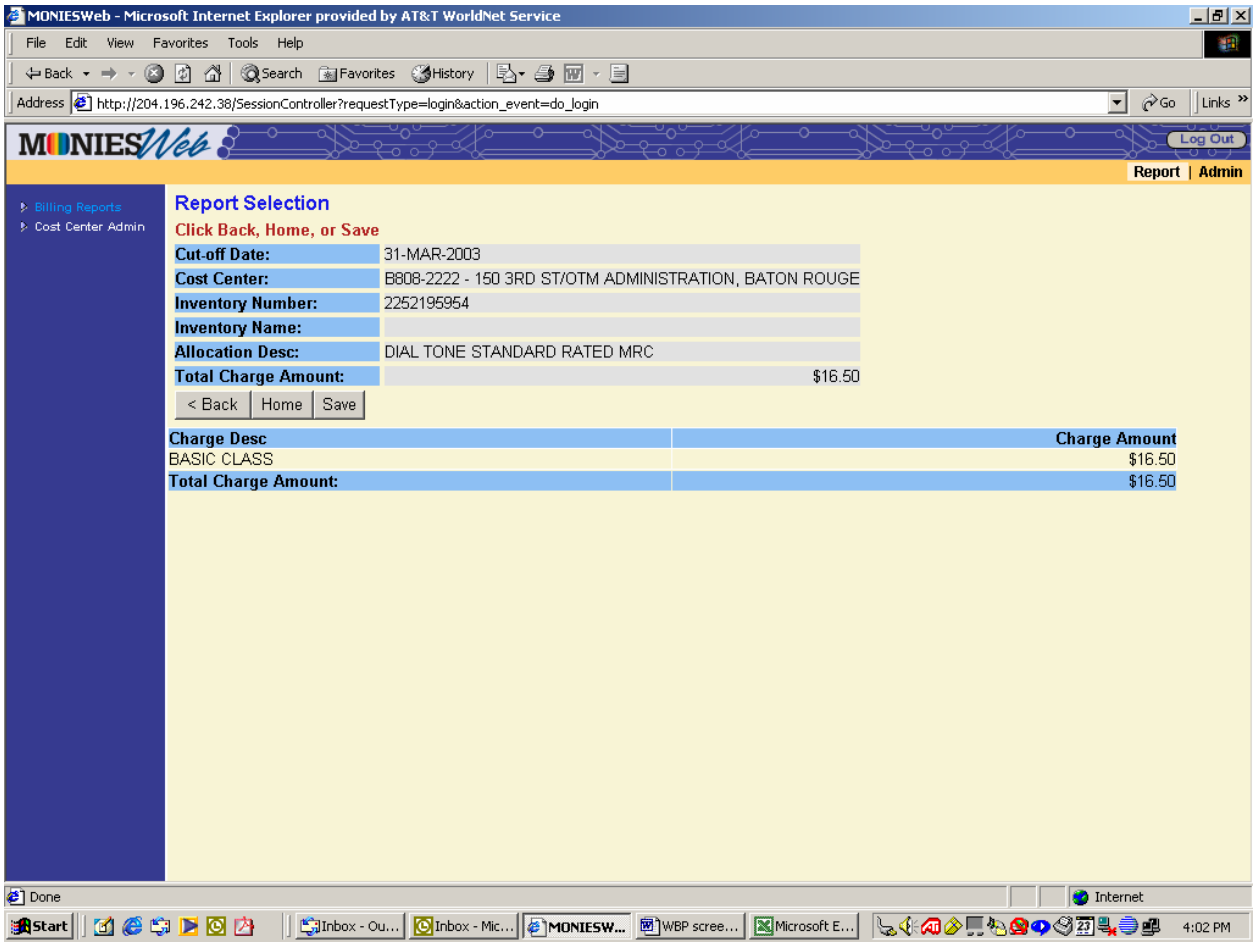


G. Use the scroll bar next to **Select an Inventory Number** to find the one for which you wish to see detail charges.

H. Highlight the inventory number by clicking on it.

I. The detail charges, by charge type, will appear below.

J. Click on a charge type to see the detail charges.



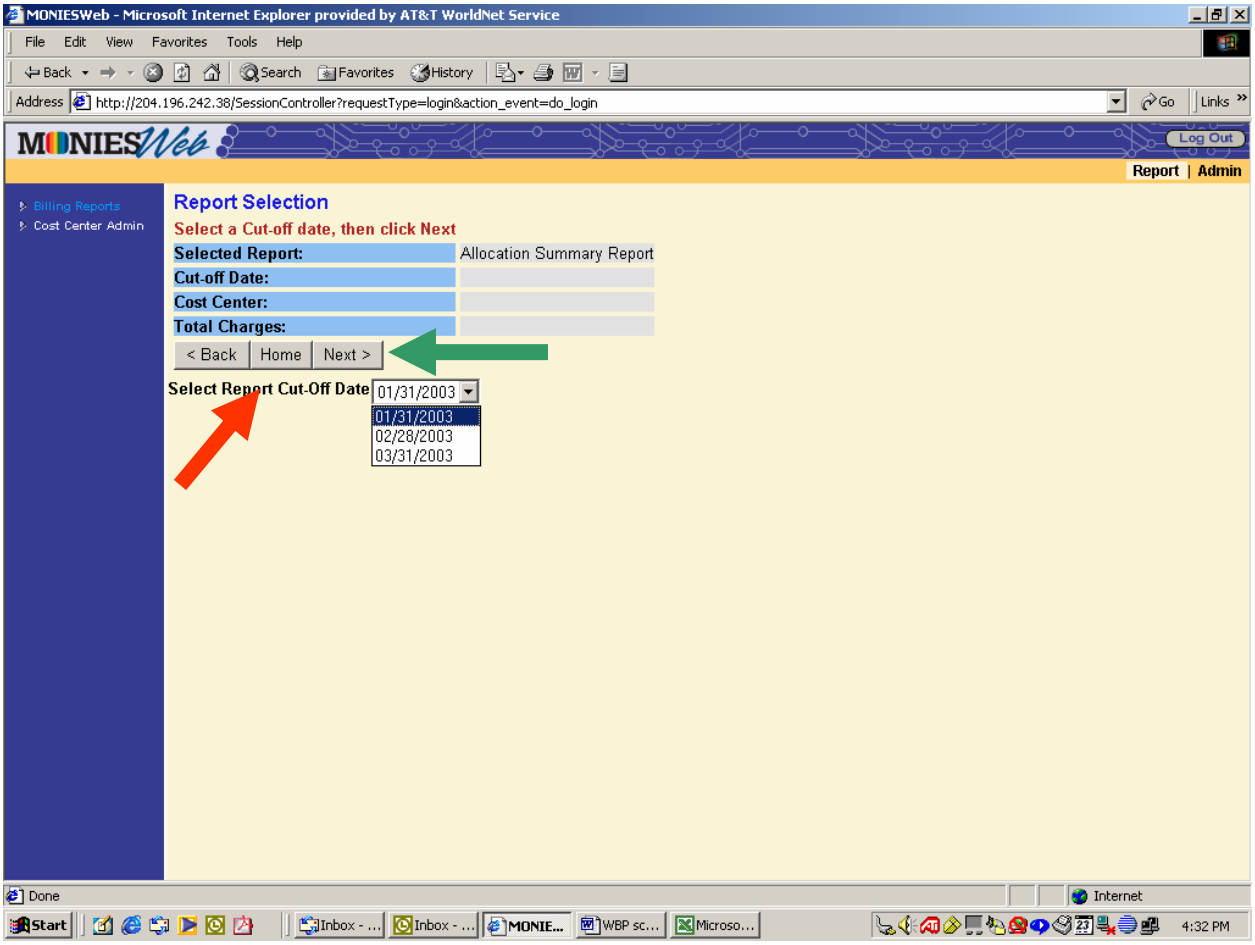
K. Click on the **Save** button to download the data. (See Saving Data Section.)

L. Click on the **Back** button to return to the list of charges by Allocation Description.

M. Click on the **Home** button to return to the list of **Billing Reports**.

Allocation Summary Report

A. Click on the **Allocation Summary Report.**

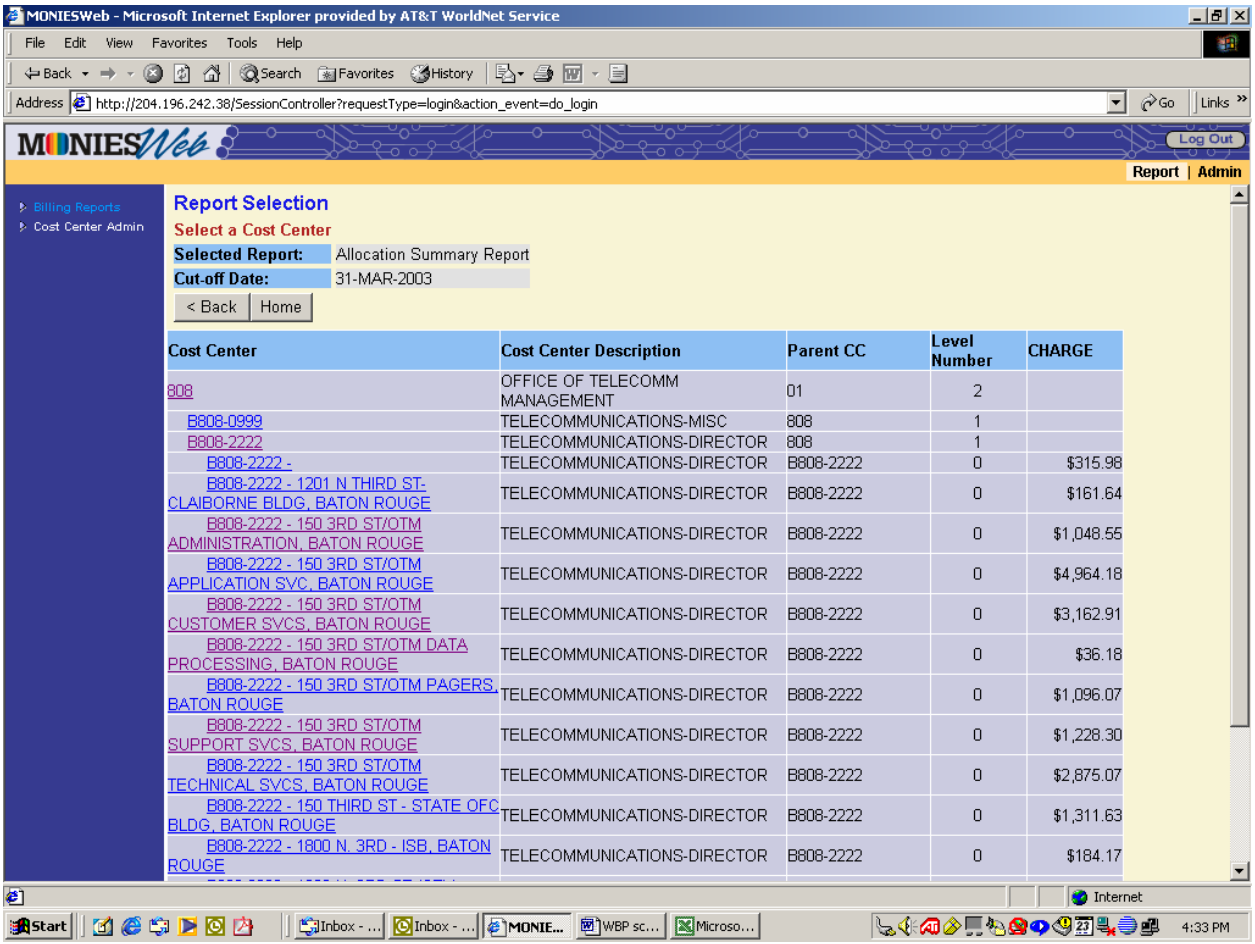


B. Select the report date from the **Select Report Cut-Off Date** drop-down menu.

C. Click on the **Next** button.

D. The screen will change and the highest-level cost center to which you have access will be displayed.

E. Click on the **cost center** and drill down until you reach the AU/location combination with charges that you wish to view.



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B808-2222 - 1201 N THIRD ST-CLAIBORNE BLDG, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$161.64
B808-2222 - 150 3RD ST/OTM ADMINISTRATION, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,048.55
B808-2222 - 150 3RD ST/OTM APPLICATION SVC, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$4,964.18
B808-2222 - 150 3RD ST/OTM CUSTOMER SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$3,162.91
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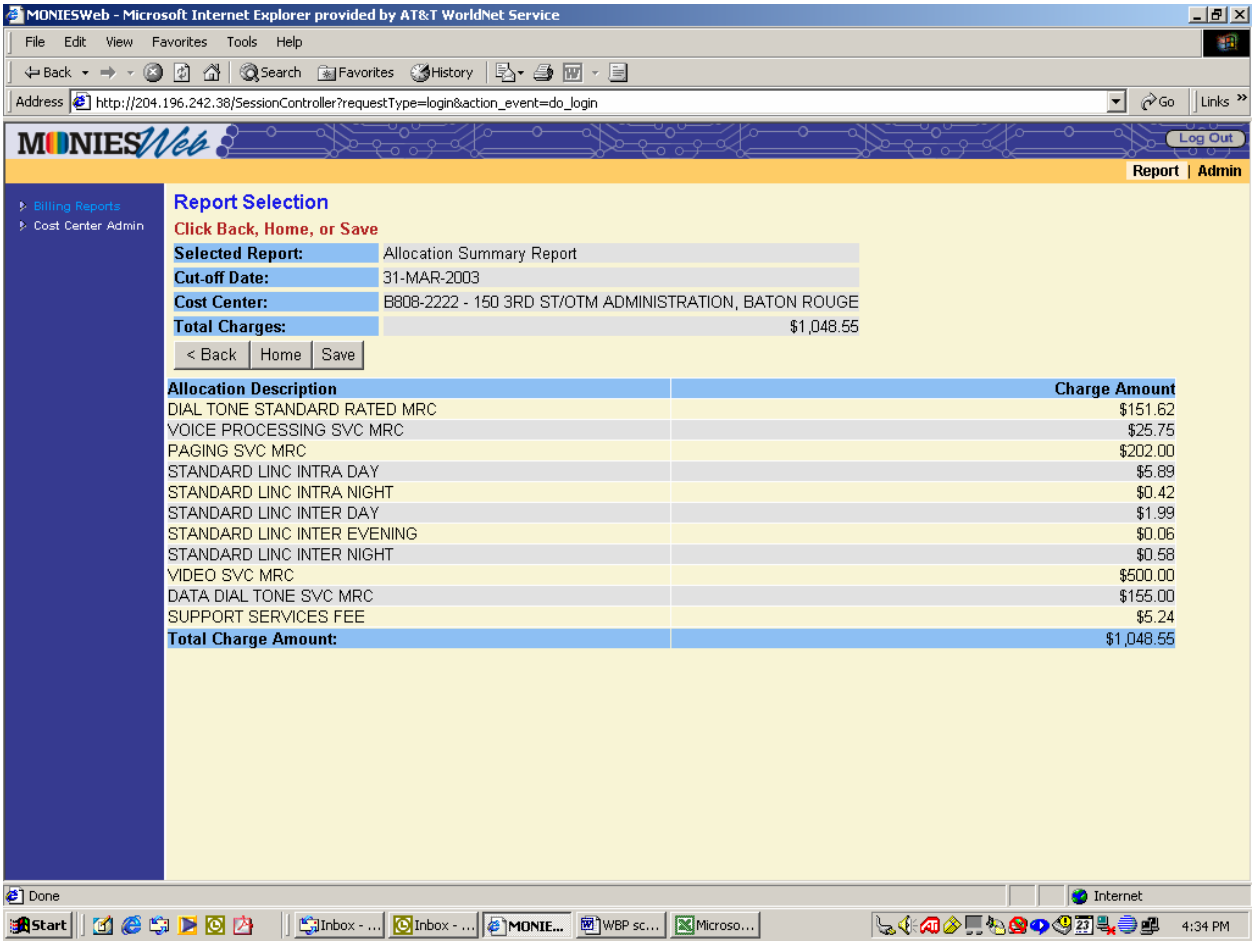
B808-2222 - 150 3RD ST/OTM SUPPORT SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,228.30
B808-2222 - 150 3RD ST/OTM TECHNICAL SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$2,875.07
B808-2222 - 150 THIRD ST - STATE OFC BLDG, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$1,311.63
B808-2222 - 1800 N. 3RD - ISB, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$184.17

F. A list of charges for the entire **Level 0** cost center by charge type will appear.



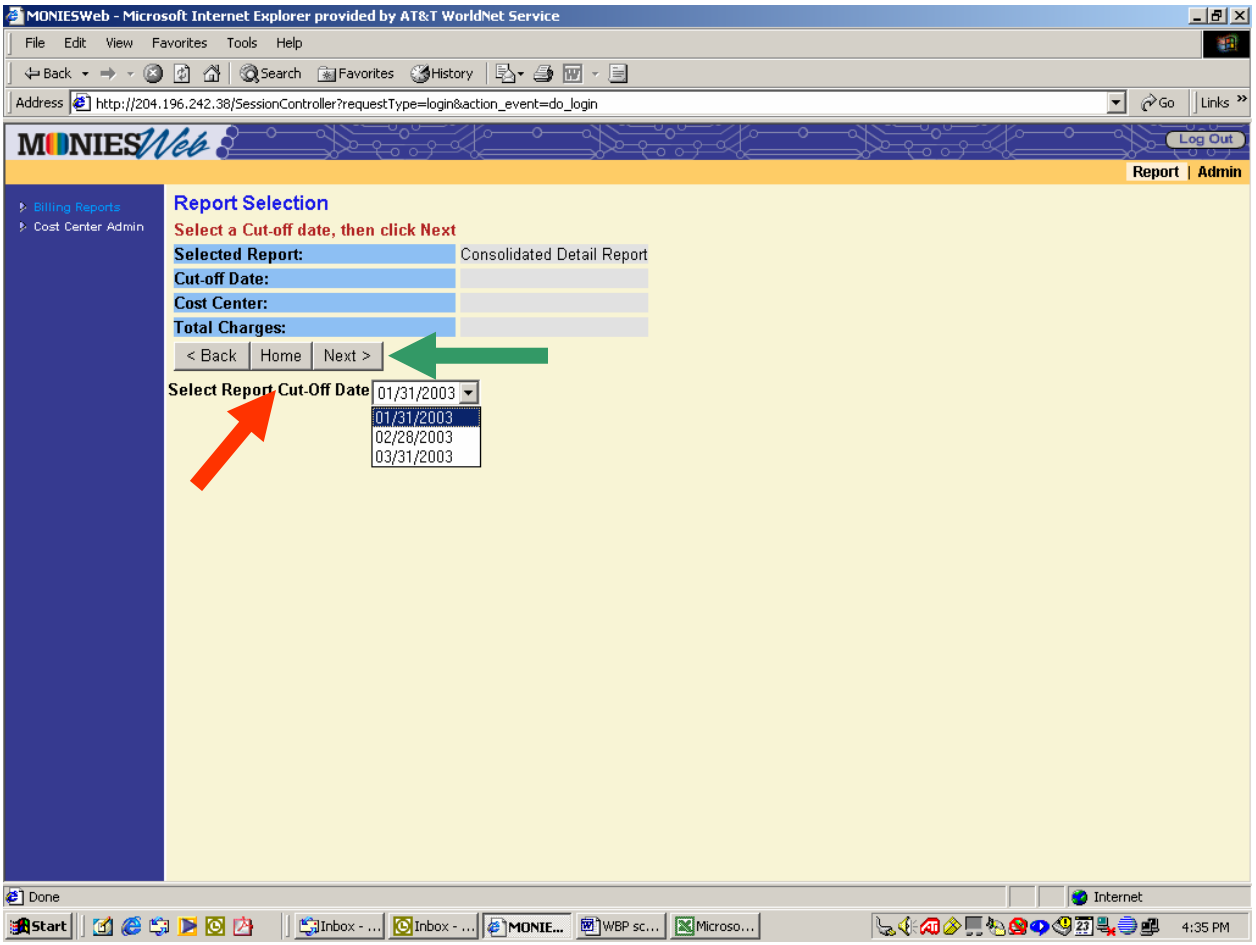
G. Click on the **Save** button to download the data. (See Saving Data Section.)

H. Click on the **Back** button to return to the list of Cost Centers.

I. Click on the **Home** button to return to the list of **Billing Reports**.

Consolidated Detail Report

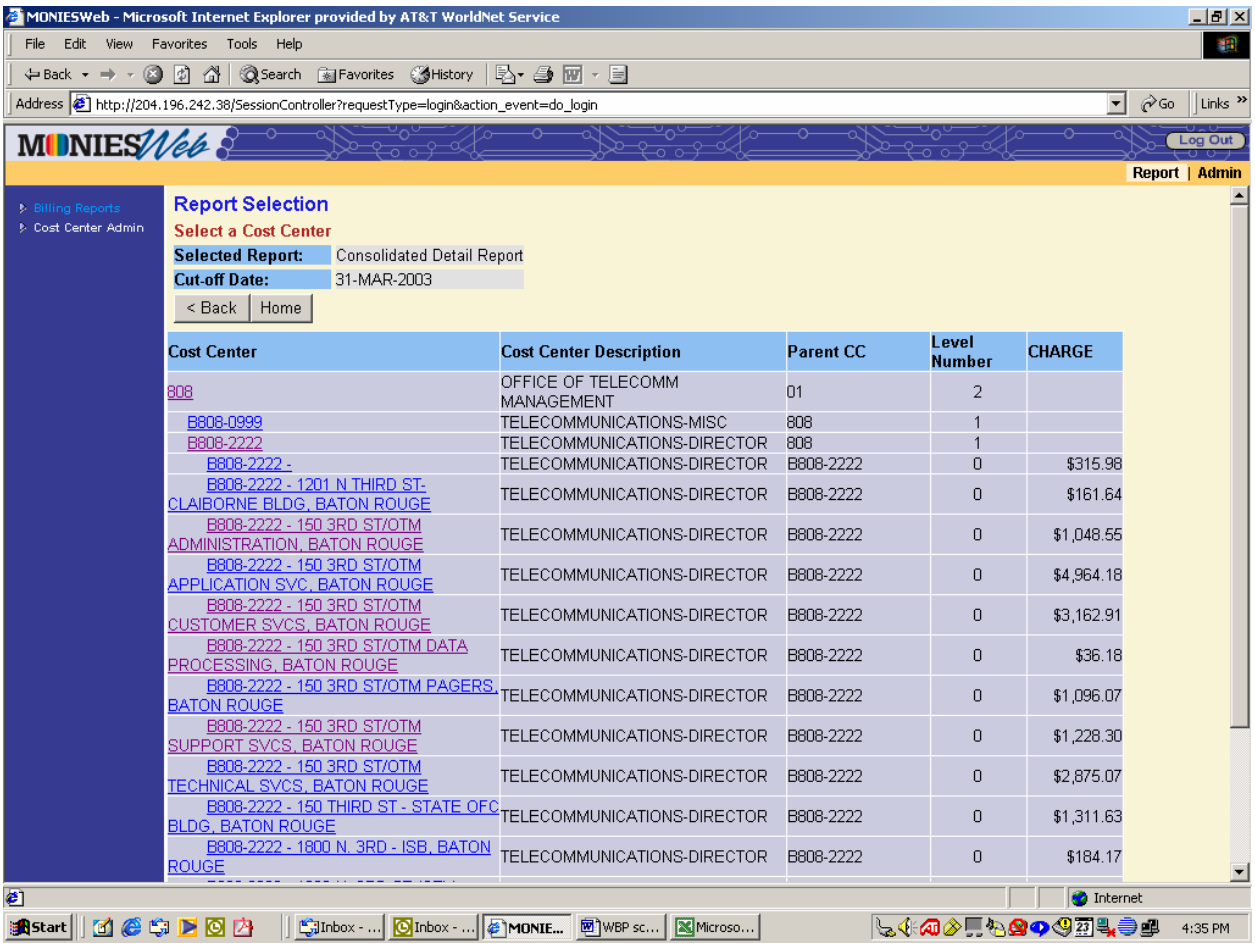
A. Click on the **Consolidated Detail Report.**



B. Select the report date from the **Select Report Cut-Off Date** drop down menu.

C. Click on the **Next** button.

D. The highest level cost center to which you have access will be displayed.



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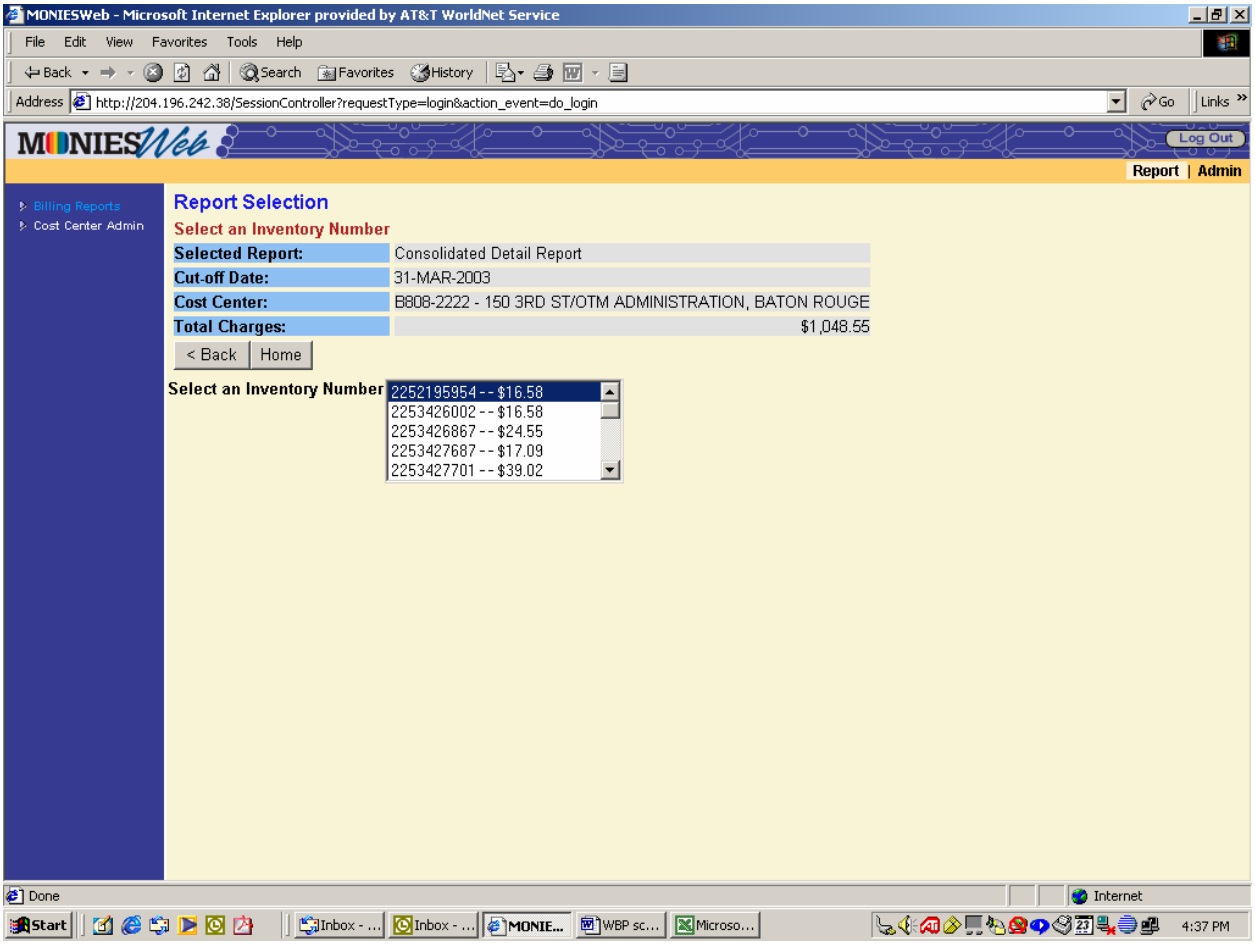
B808-2222 - 1800 N. 3RD - ISB, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$184.17

E. Click on the cost center and drill down until you reach the AU/location combination with charges that you wish to view.

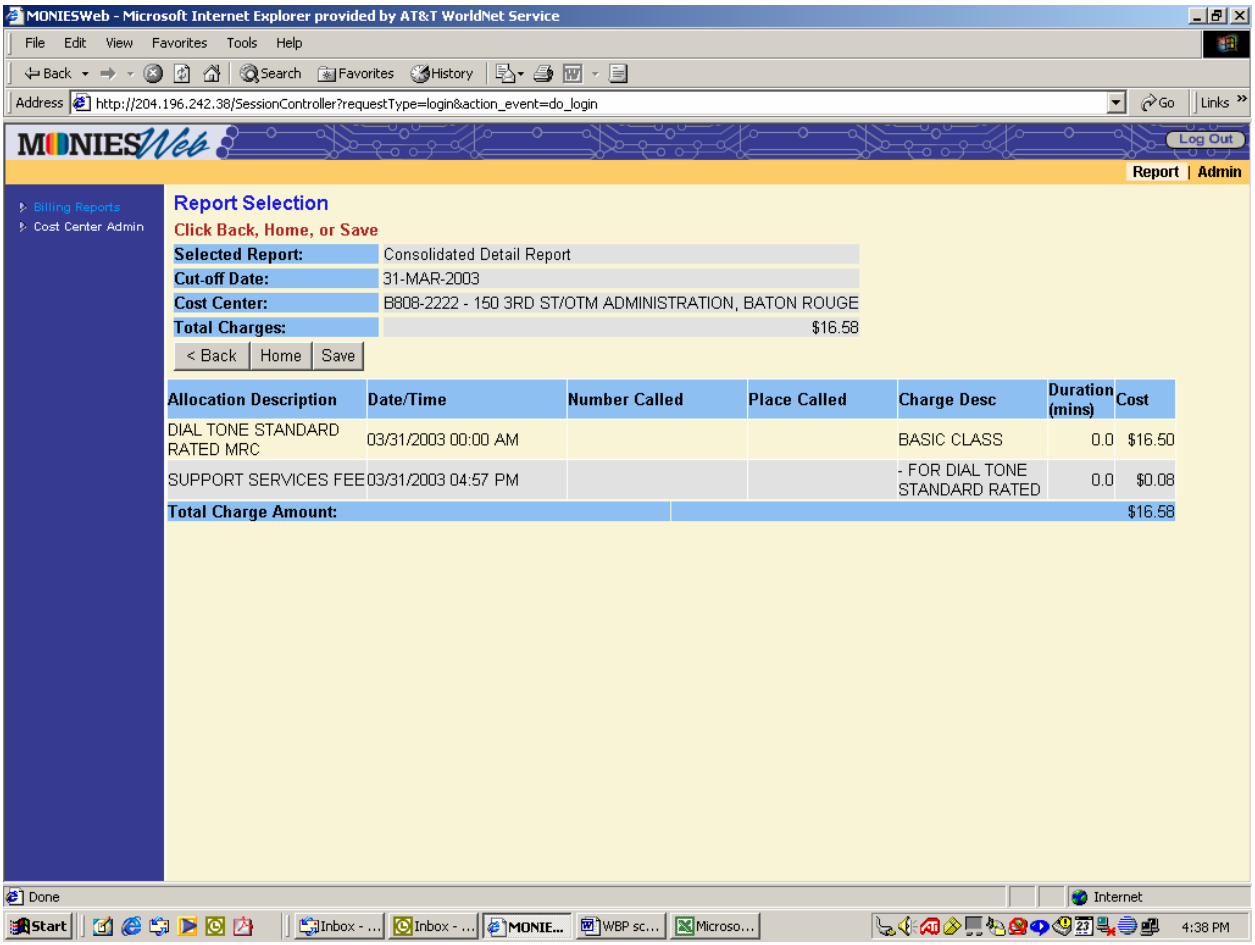
F. A list of **inventory numbers** (assets) appears.



G. Use the scroll bar next to **Select an Inventory Number** to find the one for which you wish to see charges.

H. Highlight the inventory number by clicking on it.

I. All detail charges, by charge type, will appear below.



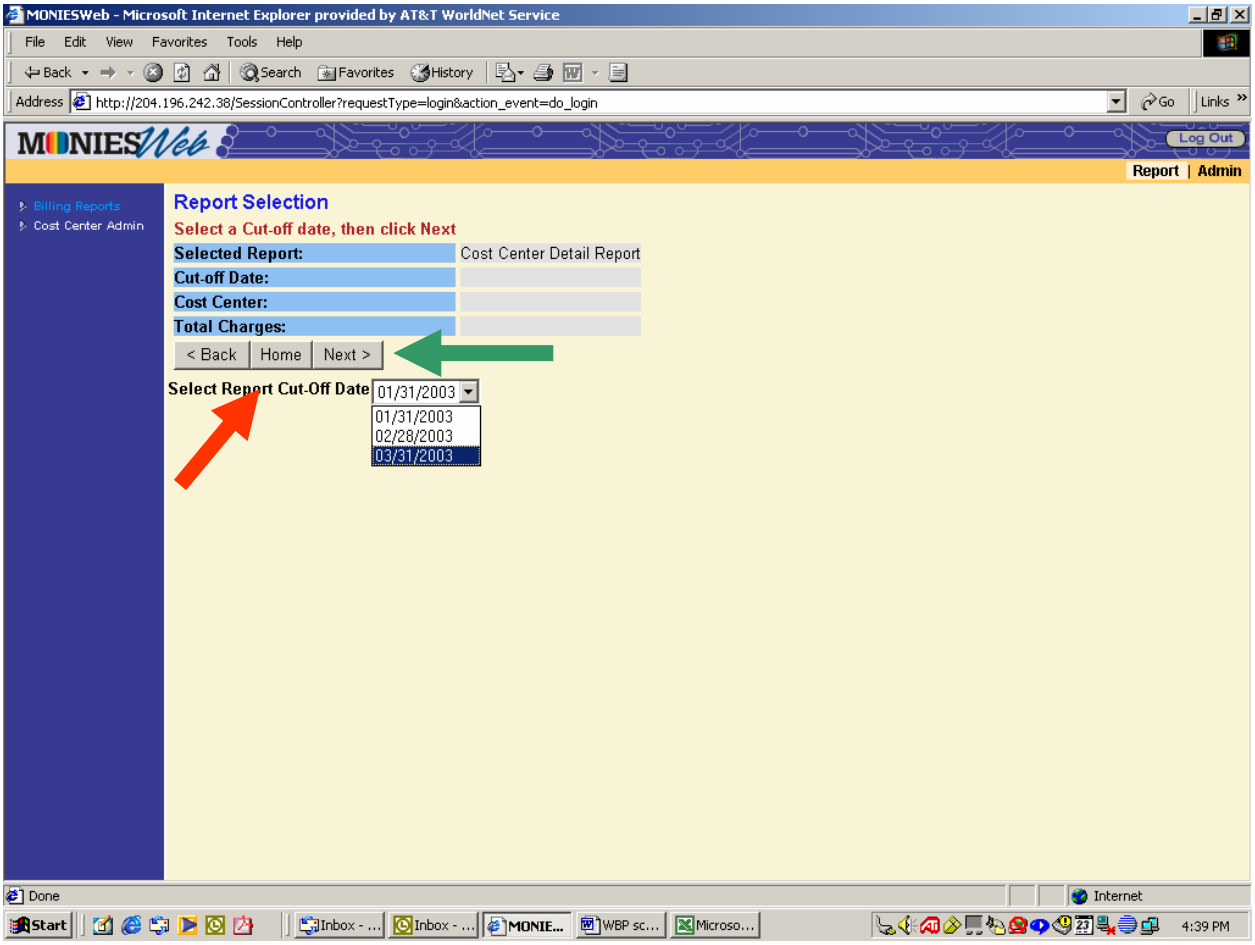
J. Click on the **Save** button to download the data. (**See Saving Data Section**)

K. Click on the **Back** button to return to the list of Inventory Numbers.

L. Click on the **Home** button to return to the list of **Billing Reports**.

Cost Center Detail Report

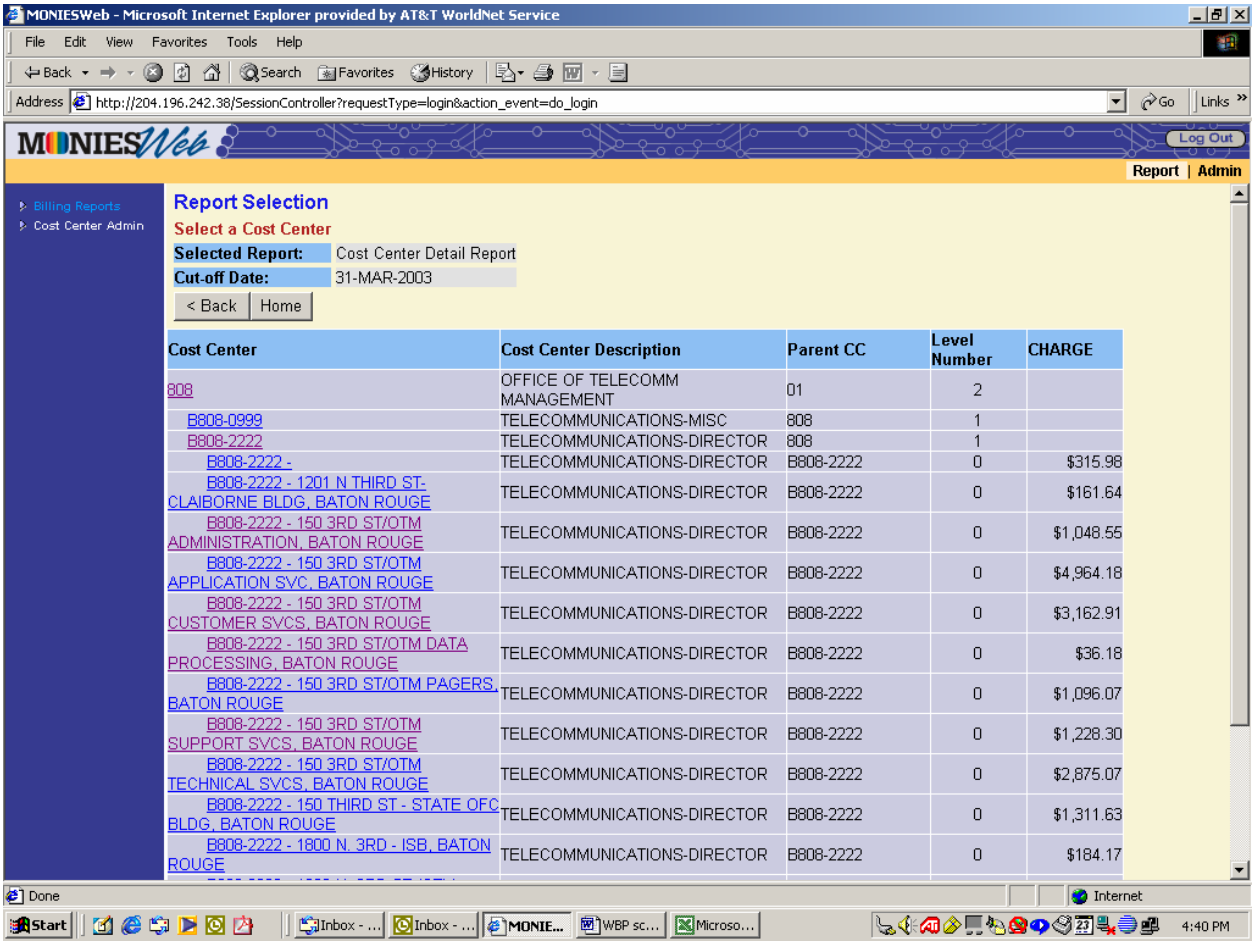
A. Click on the **Cost Center Detail Report**



B. Select the report date from the **Select Report Cut-Off Date** menu box.

C. Click on the **Next** button.

D. The highest level cost center to which you have access will be displayed.



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B808-2222 - 150 3RD ST/OTM TECHNICAL SVCS, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$2,875.07
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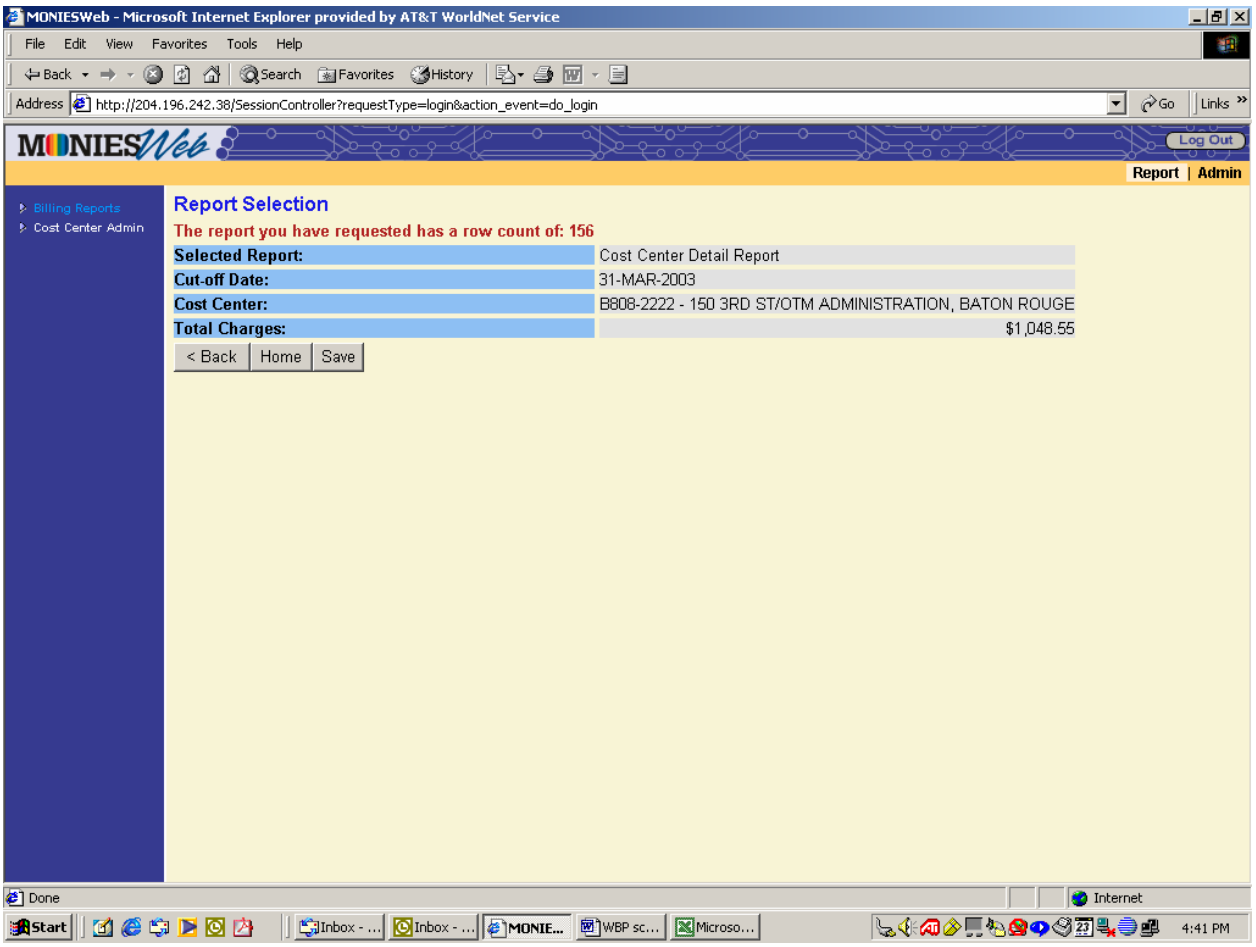
B808-2222 - 1800 N. 3RD - ISB, BATON ROUGE	TELECOMMUNICATIONS-DIRECTOR	B808-2222	0	$184.17

E. Click on the cost center and drill down until you reach the AU/location combination with charges that you wish to download.

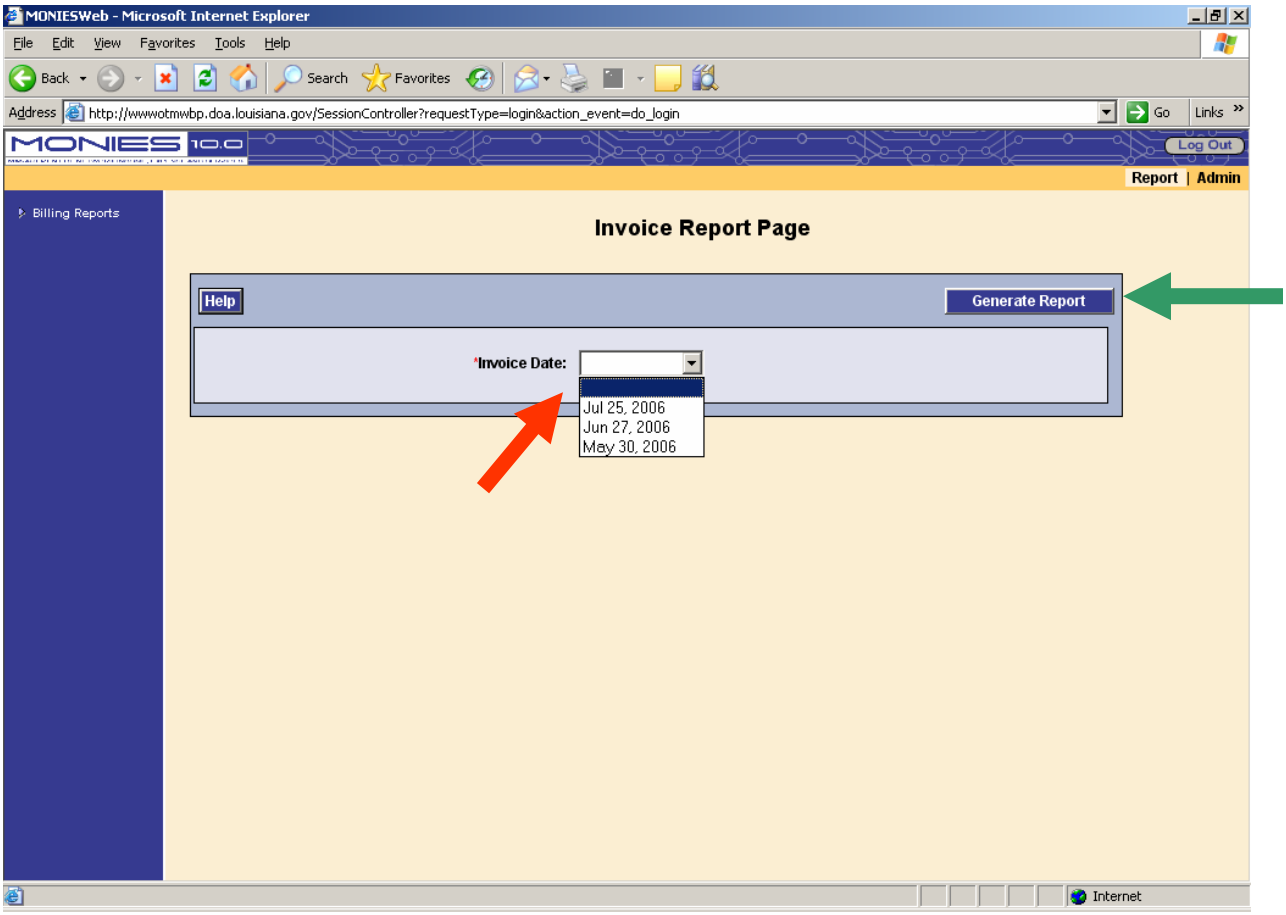
F. A message will be returned indicating the number of lines of data that will download.



G. Click the **Save** button to begin the download process. (**See Saving Data Section for further instructions**.)

Invoice Report

A. Click on the **Invoice Report.**

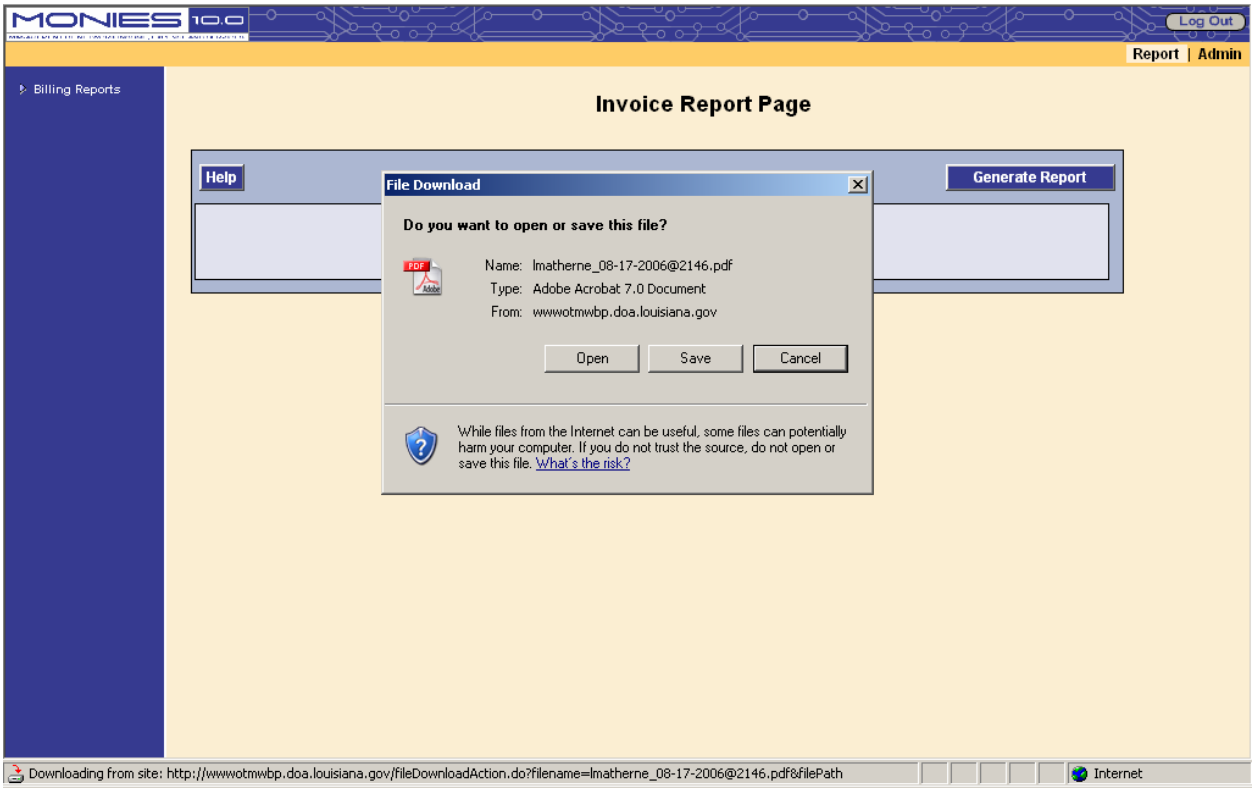


B. Select the invoice date from the **Invoice Date** menu box.

C. Click on the **Generate Report** button.

D. The **File Download** box appears.

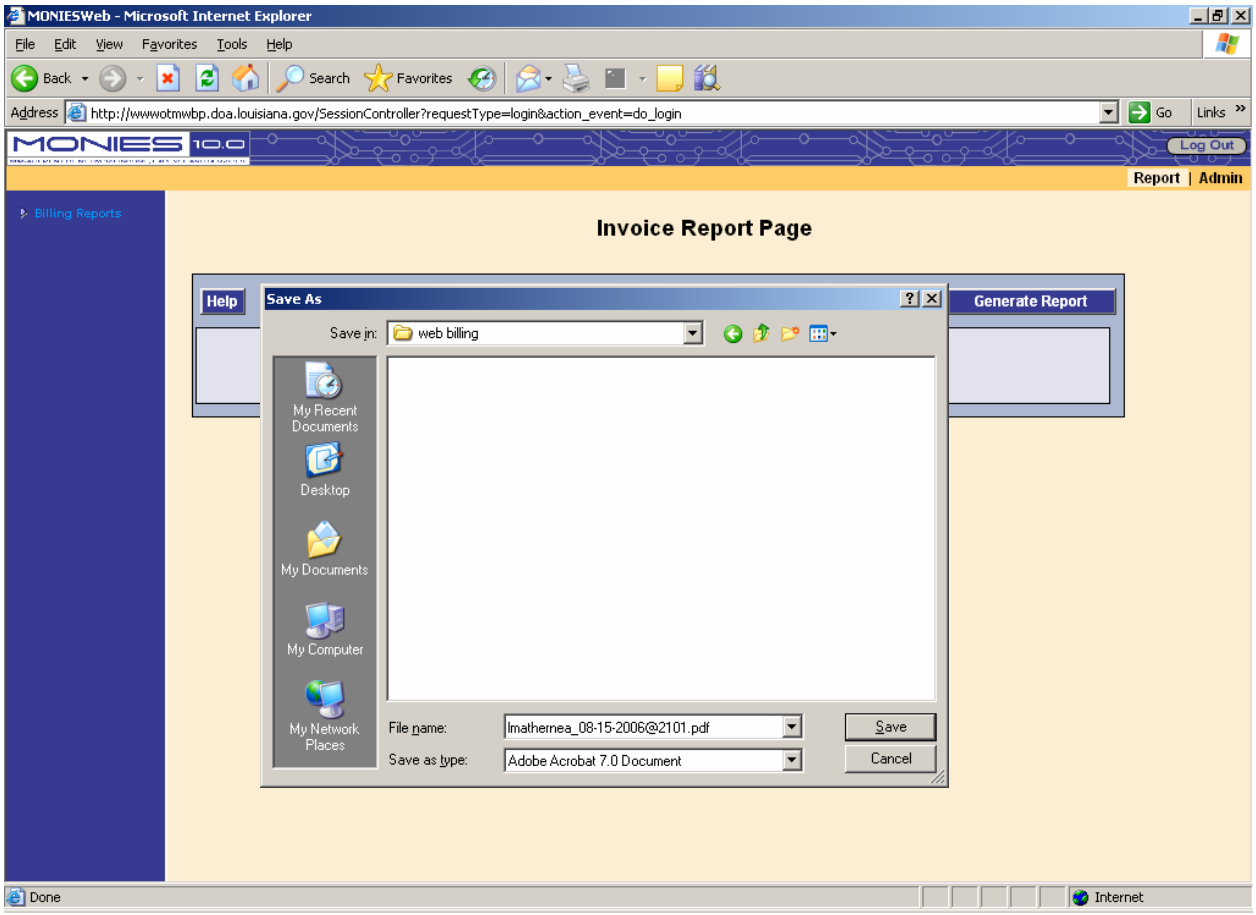
E. Click the **Save** button.



F. Determine the location to which the data will be saved.

G. Create a file name for the data.

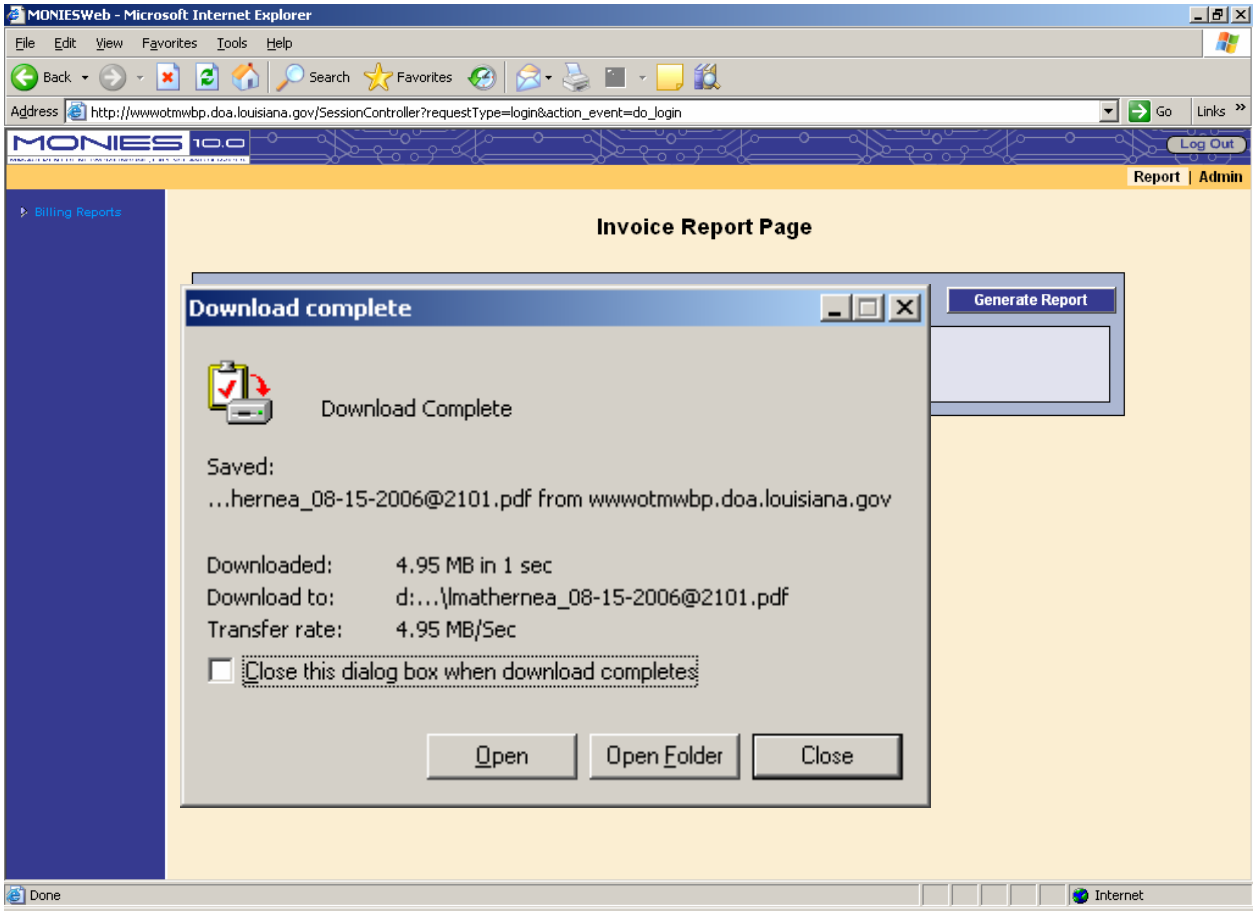
H. Click the **Save** button.



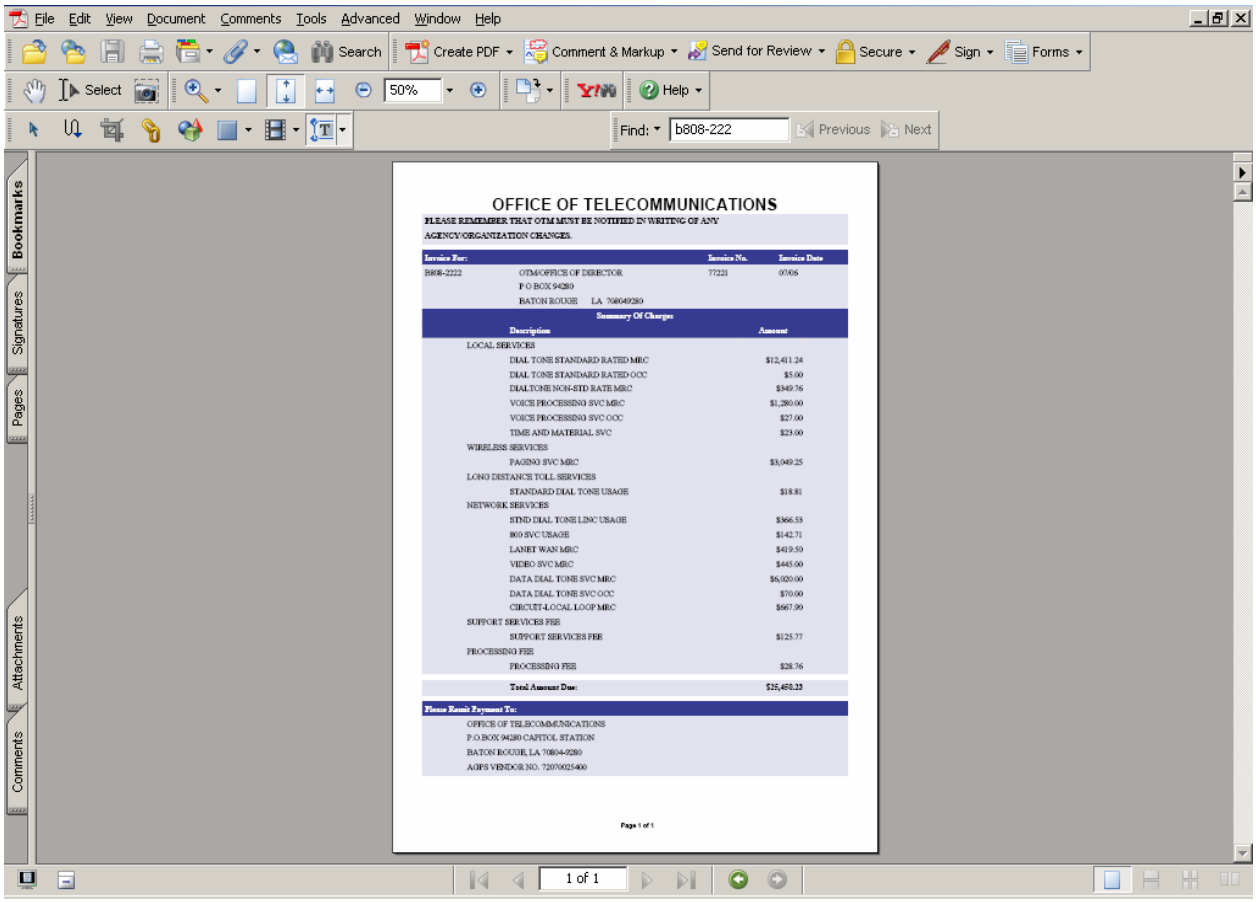
I. A message will return when the download is complete.

J. Click the **Close** button to return to the WBP application, OR

K. Click the **Open** button to view the report.



L. A PDF document including the invoice report for each Level 1 cost center which can be accessed with your user login and password will be displayed.



OFFICE OF TELECOMMUNICATIONS

PLEASE REMEMBER THAT OTM MUST BE NOTIFIED IN WRITING OF ANY AGENCY/ORGANIZATION CHANGES.

Invoice For:		Invoice No.	Invoice Date
B808-2222	OTM/OFFICE OF DIRECTOR P O BOX 94280 BATON ROUGE LA 70804-9280	77221	07/06

Summary Of Charges

Description	Amount
LOCAL SERVICES	
DIAL TONE STANDARD RATED MRC	$12,411.24
DIAL TONE STANDARD RATED OCC	$5.00
DIALTONE NON-STD RATE MRC	$349.76
VOICE PROCESSING SVC MRC	$1,280.00
VOICE PROCESSING SVC OCC	$27.00
TIME AND MATERIAL SVC	$23.00
WIRELESS SERVICES	
PAGING SVC MRC	$3,049.25
LONG DISTANCE TOLL SERVICES	
STANDARD DIAL TONE USAGE	$18.81
NETWORK SERVICES	
STND DIAL TONE LINC USAGE	$366.53
800 SVC USAGE	$142.71
LANET WAN MRC	$419.50
VIDEO SVC MRC	$445.00
DATA DIAL TONE SVC MRC	$6,020.00
DATA DIAL TONE SVC OCC	$70.00
CIRCUIT-LOCAL LOOP MRC	$667.99
SUPPORT SERVICES FEE	
SUPPORT SERVICES FEE	$125.77
PROCESSING FEE	
PROCESSING FEE	$28.76
Total Amount Due:	$25,450.23

Please Remit Payment To:

OFFICE OF TELECOMMUNICATIONS
P.O. BOX 94280 CAPITOL STATION
BATON ROUGE, LA 70804-9280
AGPS VENDOR NO. 7207002540O

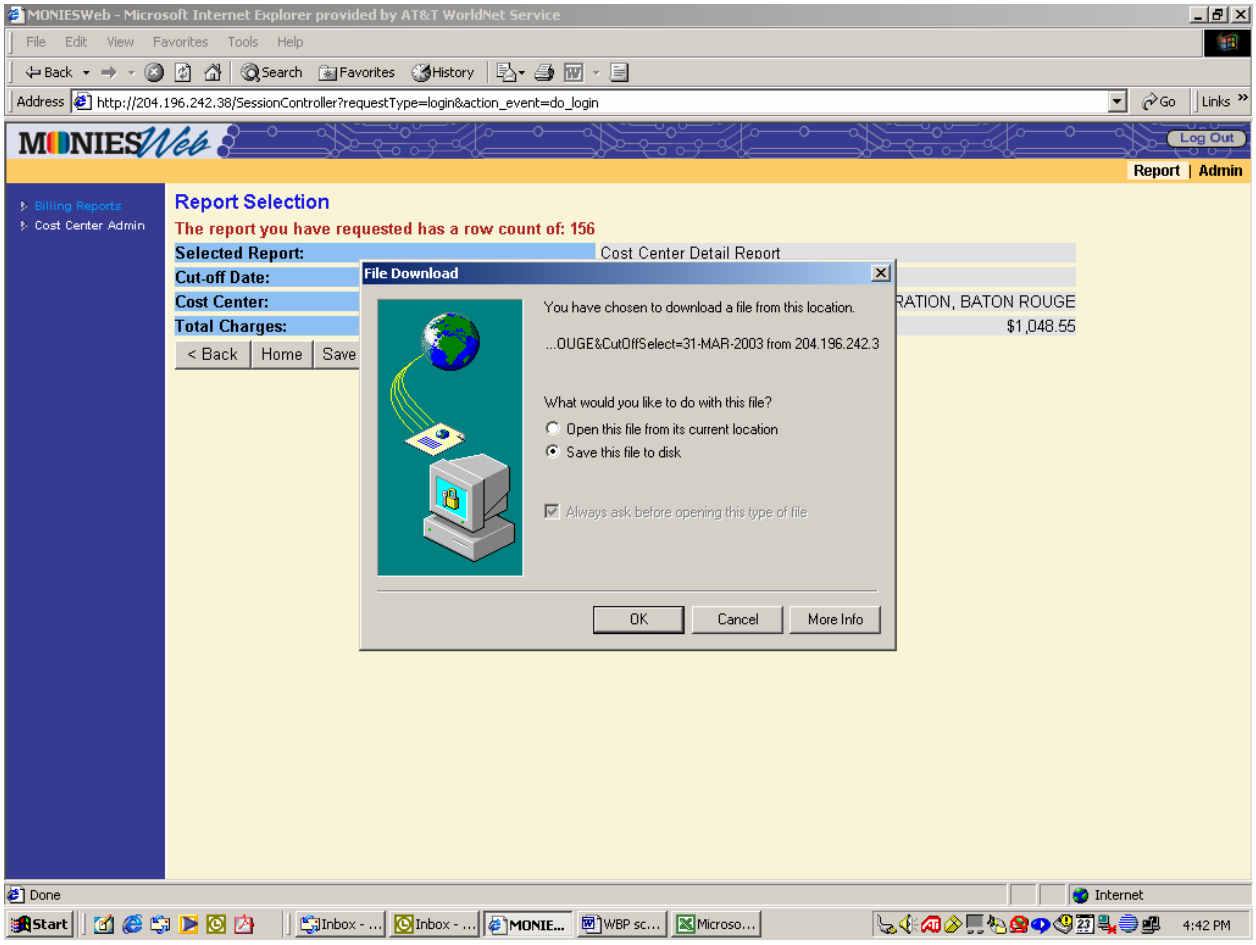
Page 1 of 1

Saving Data

A. From any screen with data and a **Save** button, click on the **Save** button.

B. The **File Download** box appears.

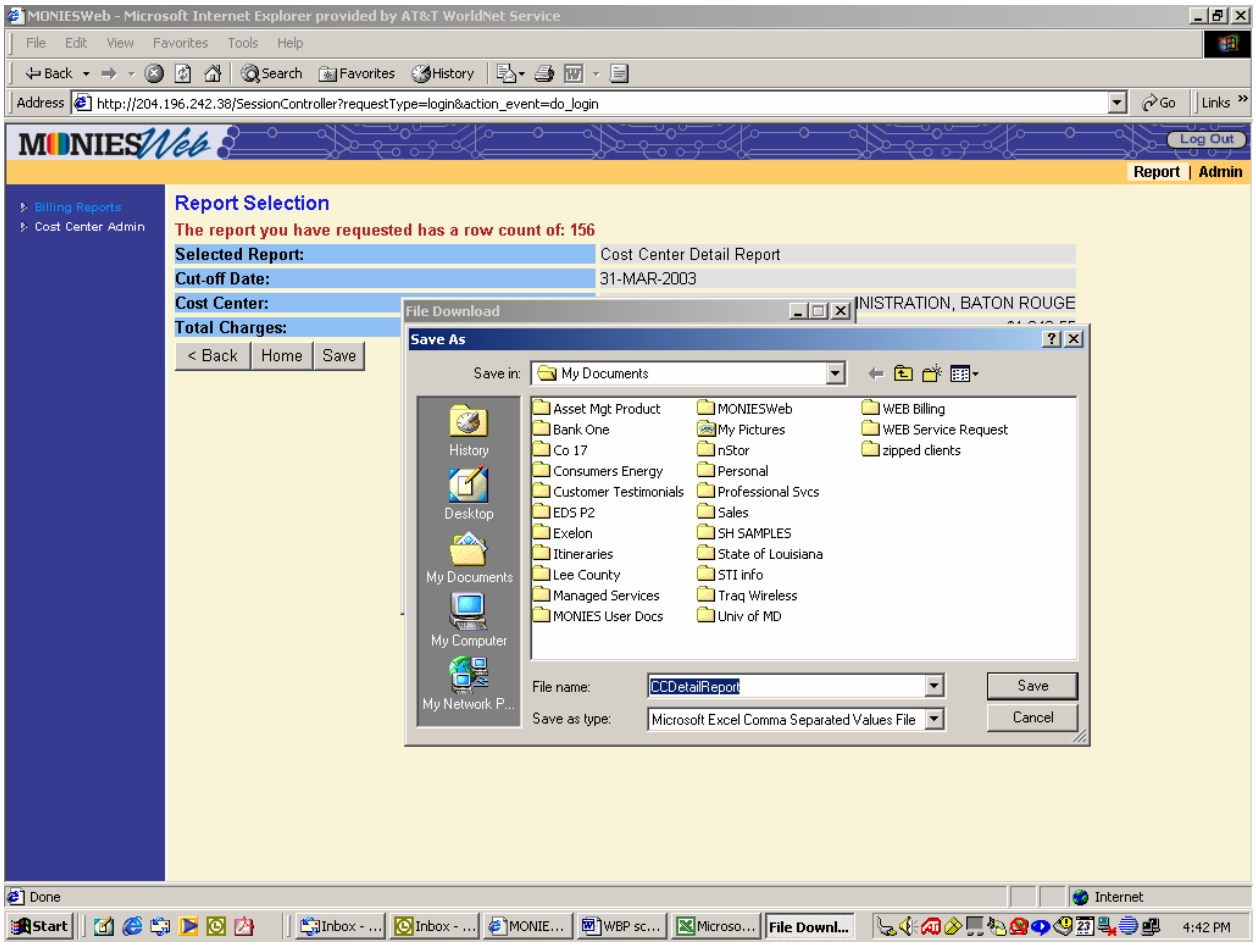
C. Confirm that the **"save this file to disk"** is selected and click the **OK** button.



D. Determine the location to which the data will be saved.

E. Create a file name for the data. You may want to include date, cost center and location in the file name.

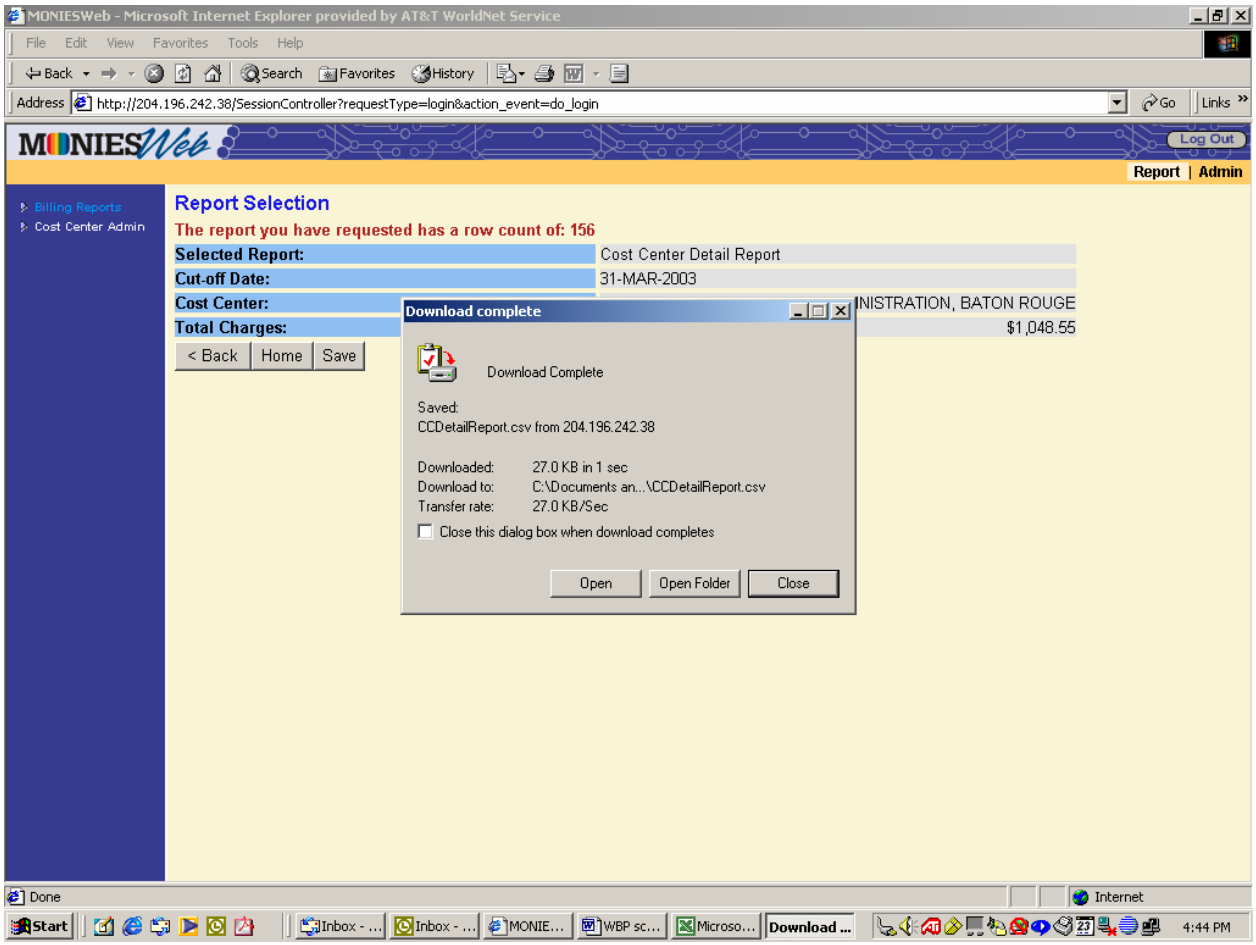
F. Click the **Save** button. Save the file with a **.csv** extension that can be viewed in Excel or imported to Access.



G. A message will return when the download is complete.

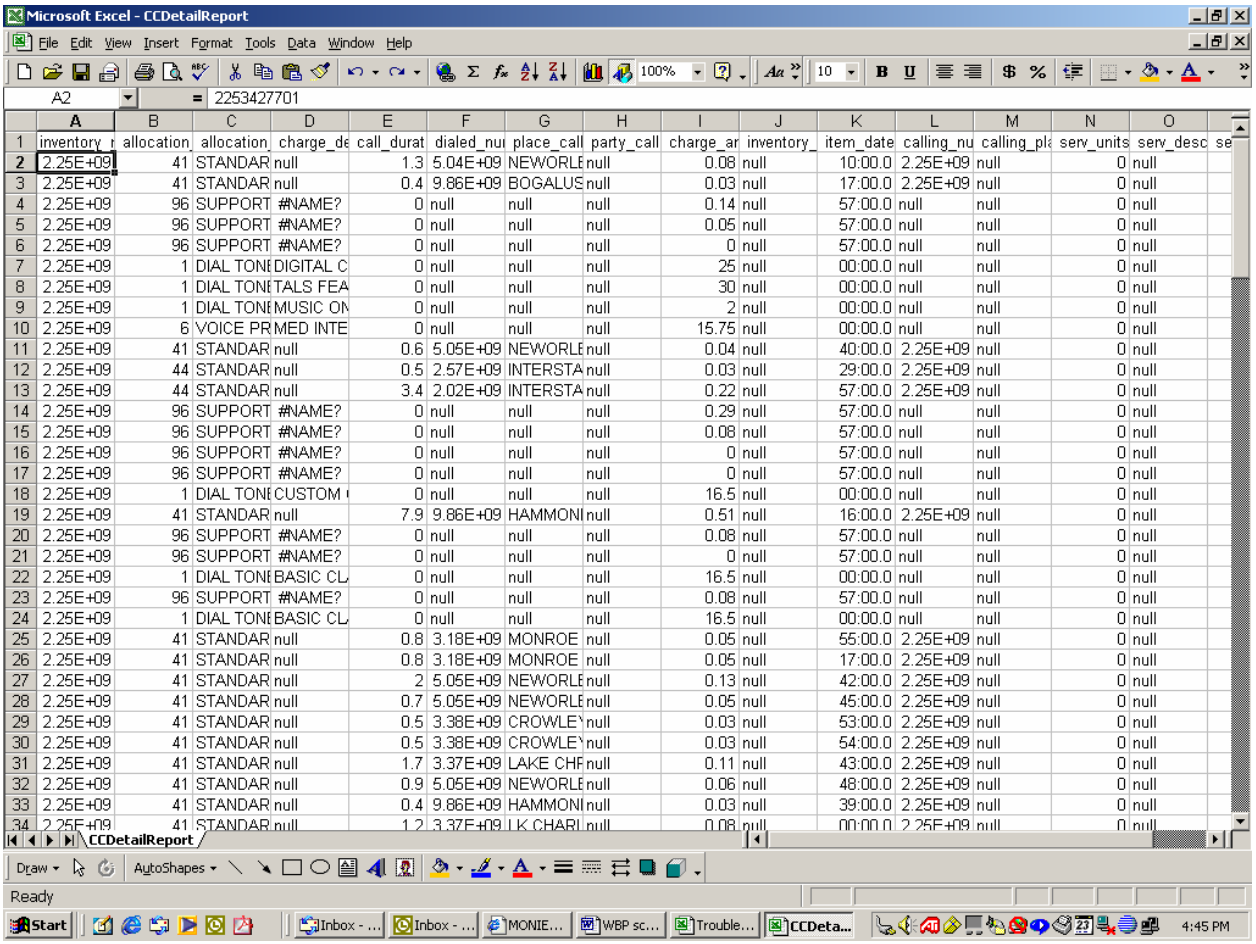
H. Click the **Close** button to return to the WBP application, OR

I. Click the **Open** button to view the Excel spreadsheet.



J. A spreadsheet will appear.

K. Expand the column(s) to view the data without truncation. To expand the columns to fit the data, click the **Select All** button and then double-click a boundary to the right of one of the column headings.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	inventory_	allocation	allocation	charge_de	call_durat	dialed_nu	place_call	party_call	charge_ar	inventory_	item_date	calling_nu	calling_pla	serv_units	serv_desc
2	2.25E+09	41	STANDAR	null	1.3	5.04E+09	NEWORLE	null	0.08	null	10:00.0	2.25E+09	null	0	null
3	2.25E+09	41	STANDAR	null	0.4	9.86E+09	BOGALUS	null	0.03	null	17:00.0	2.25E+09	null	0	null
4	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.14	null	57:00.0	null	null	0	null
5	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.05	null	57:00.0	null	null	0	null
6	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0	null	57:00.0	null	null	0	null
7	2.25E+09	1	DIAL TONE	DIGITAL C	0	null	null	null	25	null	00:00.0	null	null	0	null
8	2.25E+09	1	DIAL TONE	TALS FEA	0	null	null	null	30	null	00:00.0	null	null	0	null
9	2.25E+09	1	DIAL TONE	MUSIC ON	0	null	null	null	2	null	00:00.0	null	null	0	null
10	2.25E+09	6	VOICE PR	MED INTE	0	null	null	null	15.75	null	00:00.0	null	null	0	null
11	2.25E+09	41	STANDAR	null	0.6	5.05E+09	NEWORLE	null	0.04	null	40:00.0	2.25E+09	null	0	null
12	2.25E+09	44	STANDAR	null	0.5	2.57E+09	INTERSTA	null	0.03	null	29:00.0	2.25E+09	null	0	null
13	2.25E+09	44	STANDAR	null	3.4	2.02E+09	INTERSTA	null	0.22	null	57:00.0	2.25E+09	null	0	null
14	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.29	null	57:00.0	null	null	0	null
15	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.08	null	57:00.0	null	null	0	null
16	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0	null	57:00.0	null	null	0	null
17	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0	null	57:00.0	null	null	0	null
18	2.25E+09	1	DIAL TONE	CUSTOM	0	null	null	null	16.5	null	00:00.0	null	null	0	null
19	2.25E+09	41	STANDAR	null	7.9	9.86E+09	HAMMONI	null	0.51	null	16:00.0	2.25E+09	null	0	null
20	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.08	null	57:00.0	null	null	0	null
21	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0	null	57:00.0	null	null	0	null
22	2.25E+09	1	DIAL TONE	BASIC CL	0	null	null	null	16.5	null	00:00.0	null	null	0	null
23	2.25E+09	96	SUPPORT	#NAME?	0	null	null	null	0.08	null	57:00.0	null	null	0	null
24	2.25E+09	1	DIAL TONE	BASIC CL	0	null	null	null	16.5	null	00:00.0	null	null	0	null
25	2.25E+09	41	STANDAR	null	0.8	3.18E+09	MONROE	null	0.05	null	55:00.0	2.25E+09	null	0	null
26	2.25E+09	41	STANDAR	null	0.8	3.18E+09	MONROE	null	0.05	null	17:00.0	2.25E+09	null	0	null
27	2.25E+09	41	STANDAR	null	2	5.05E+09	NEWORLE	null	0.13	null	42:00.0	2.25E+09	null	0	null
28	2.25E+09	41	STANDAR	null	0.7	5.05E+09	NEWORLE	null	0.05	null	45:00.0	2.25E+09	null	0	null
29	2.25E+09	41	STANDAR	null	0.5	3.38E+09	CROWLE	null	0.03	null	53:00.0	2.25E+09	null	0	null
30	2.25E+09	41	STANDAR	null	0.5	3.38E+09	CROWLE	null	0.03	null	54:00.0	2.25E+09	null	0	null
31	2.25E+09	41	STANDAR	null	1.7	3.37E+09	LAKE CH	null	0.11	null	43:00.0	2.25E+09	null	0	null
32	2.25E+09	41	STANDAR	null	0.9	5.05E+09	NEWORLE	null	0.06	null	48:00.0	2.25E+09	null	0	null
33	2.25E+09	41	STANDAR	null	0.4	9.86E+09	HAMMONI	null	0.03	null	39:00.0	2.25E+09	null	0	null
34	2.25E+09	41	STANDAR	null	1.2	3.37E+09	LK CHAR	null	0.08	null	00:00.0	2.25E+09	null	0	null

Microsoft Excel - CCDetailReport

File Edit View Insert Format Tools Data Window Help

D34 = null

	A	B	C	D	E	F	G	H
1	inventory_number	allocation	allocation_desc	charge_description	call_duration	dialed_number	place_called	party_call
2	2253427701	41	STANDARD LINC INTRA DAY	null	1.3	5044834044	NEWORLEANSLA	null
3	2253427701	41	STANDARD LINC INTRA DAY	null	0.4	9857351322	BOGALUSA LA	null
4	2253427701	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
5	2253427701	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
6	2253427701	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
7	2253427704	1	DIAL TONE STANDARD RATED MRC	DIGITAL CLASS	0	null	null	null
8	2253427704	1	DIAL TONE STANDARD RATED MRC	TALS FEATURE	0	null	null	null
9	2253427704	1	DIAL TONE STANDARD RATED MRC	MUSIC ON HOLD	0	null	null	null
10	2253427704	6	VOICE PROCESSING SVC MRC	MED INTEGRATED 5	0	null	null	null
11	2253427704	41	STANDARD LINC INTRA DAY	null	0.6	5045665038	NEWORLEANSLA	null
12	2253427704	44	STANDARD LINC INTER DAY	null	0.5	2565201890	INTERSTATEAL	null
13	2253427704	44	STANDARD LINC INTER DAY	null	3.4	2024087872	INTERSTATEDC	null
14	2253427704	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
15	2253427704	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
16	2253427704	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
17	2253427704	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
18	2253427687	1	DIAL TONE STANDARD RATED MRC	CUSTOM CLASS	0	null	null	null
19	2253427687	41	STANDARD LINC INTRA DAY	null	7.9	9855421640	HAMMOND LA	null
20	2253427687	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
21	2253427687	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
22	2253426002	1	DIAL TONE STANDARD RATED MRC	BASIC CLASS	0	null	null	null
23	2253426002	96	SUPPORT SERVICES FEE	#NAME?	0	null	null	null
24	2253426867	1	DIAL TONE STANDARD RATED MRC	BASIC CLASS	0	null	null	null
25	2253426867	41	STANDARD LINC INTRA DAY	null	0.8	3183623163	MONROE LA	null
26	2253426867	41	STANDARD LINC INTRA DAY	null	0.8	3183623163	MONROE LA	null
27	2253426867	41	STANDARD LINC INTRA DAY	null	2	5047337949	NEWORLEANSLA	null
28	2253426867	41	STANDARD LINC INTRA DAY	null	0.7	5047337949	NEWORLEANSLA	null
29	2253426867	41	STANDARD LINC INTRA DAY	null	0.5	3377887642	CROWLEY LA	null
30	2253426867	41	STANDARD LINC INTRA DAY	null	0.5	3377887642	CROWLEY LA	null
31	2253426867	41	STANDARD LINC INTRA DAY	null	1.7	3373102977	LAKE CHRLSLA	null
32	2253426867	41	STANDARD LINC INTRA DAY	null	0.9	5048463790	NEWORLEANSLA	null
33	2253426867	41	STANDARD LINC INTRA DAY	null	0.4	9855495777	HAMMOND LA	null
34	2253426867	41	STANDARD LINC INTRA DAY	null	1.2	3374754970	LK CHARLESLA	null

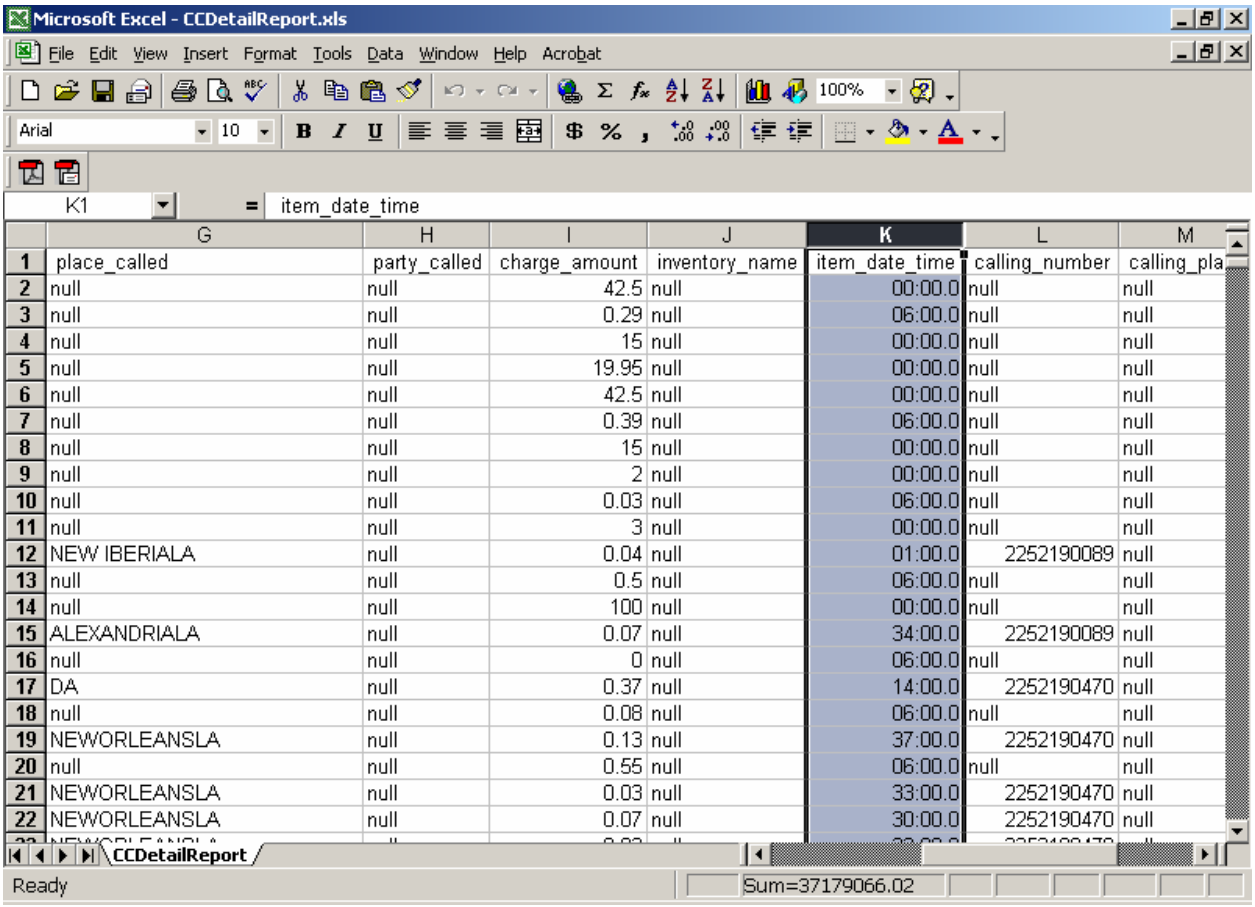
CCDetailReport

Draw AutoShapes

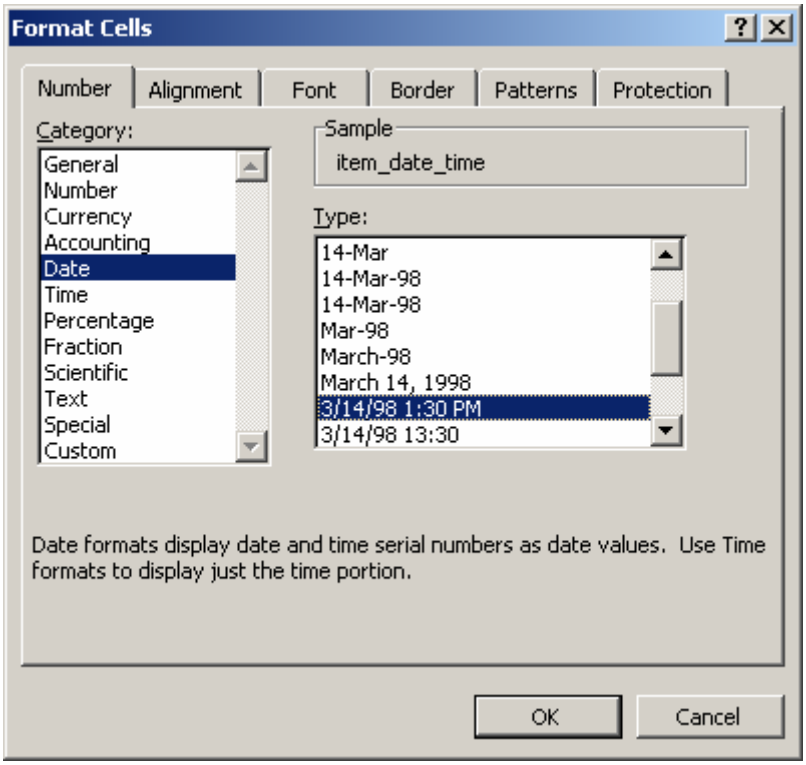
Ready

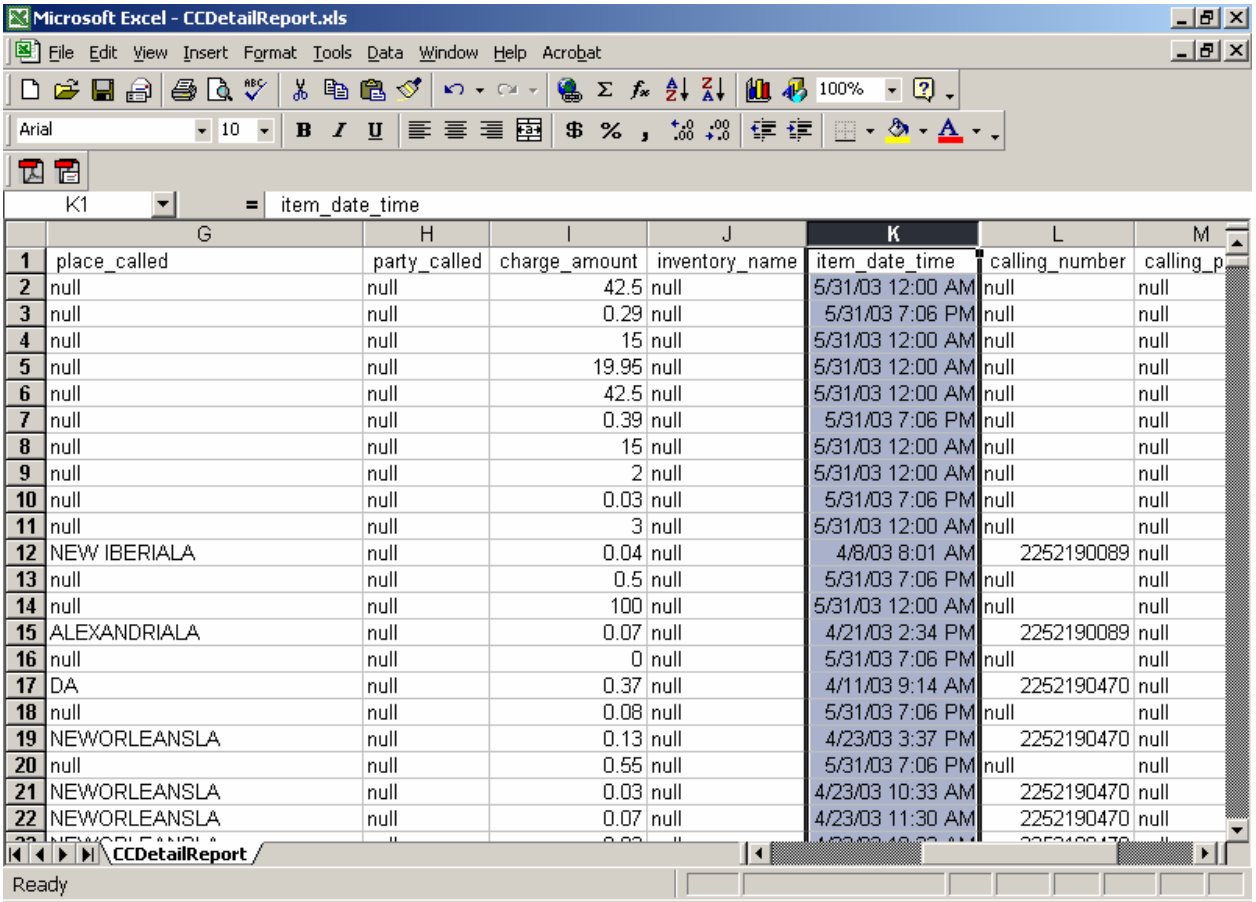
Start Inbox - ... Inbox - ... MONIE... WBP sc... Trouble... CCDeta... 4:52 PM

L. Format the item_date_time column to show the complete date and time calls were placed. To format the column, click on the letter above the **item_date_time** column to select it. Then choose **Format** from the menu bar. Choose **Cells** from the drop down menu. Choose the **Number** tab, then the **Date** category. Select the Type that shows both the date and the time and click on the **OK** button.



	G	H	I	J	K	L	M
1	place_called	party_called	charge_amount	inventory_name	item_date_time	calling_number	calling_pla
2	null	null	42.5	null	00:00.0	null	null
3	null	null	0.29	null	06:00.0	null	null
4	null	null	15	null	00:00.0	null	null
5	null	null	19.95	null	00:00.0	null	null
6	null	null	42.5	null	00:00.0	null	null
7	null	null	0.39	null	06:00.0	null	null
8	null	null	15	null	00:00.0	null	null
9	null	null	2	null	00:00.0	null	null
10	null	null	0.03	null	06:00.0	null	null
11	null	null	3	null	00:00.0	null	null
12	NEW IBERIALA	null	0.04	null	01:00.0	2252190089	null
13	null	null	0.5	null	06:00.0	null	null
14	null	null	100	null	00:00.0	null	null
15	ALEXANDRIALA	null	0.07	null	34:00.0	2252190089	null
16	null	null	0	null	06:00.0	null	null
17	DA	null	0.37	null	14:00.0	2252190470	null
18	null	null	0.08	null	06:00.0	null	null
19	NEWORLEANSLA	null	0.13	null	37:00.0	2252190470	null
20	null	null	0.55	null	06:00.0	null	null
21	NEWORLEANSLA	null	0.03	null	33:00.0	2252190470	null
22	NEWORLEANSLA	null	0.07	null	30:00.0	2252190470	null





	G	H	I	J	K	L	M
1	place_called	party_called	charge_amount	inventory_name	item_date_time	calling_number	calling_p
2	null	null	42.5	null	5/31/03 12:00 AM	null	null
3	null	null	0.29	null	5/31/03 7:06 PM	null	null
4	null	null	15	null	5/31/03 12:00 AM	null	null
5	null	null	19.95	null	5/31/03 12:00 AM	null	null
6	null	null	42.5	null	5/31/03 12:00 AM	null	null
7	null	null	0.39	null	5/31/03 7:06 PM	null	null
8	null	null	15	null	5/31/03 12:00 AM	null	null
9	null	null	2	null	5/31/03 12:00 AM	null	null
10	null	null	0.03	null	5/31/03 7:06 PM	null	null
11	null	null	3	null	5/31/03 12:00 AM	null	null
12	NEW IBERIALA	null	0.04	null	4/8/03 8:01 AM	2252190089	null
13	null	null	0.5	null	5/31/03 7:06 PM	null	null
14	null	null	100	null	5/31/03 12:00 AM	null	null
15	ALEXANDRIALA	null	0.07	null	4/21/03 2:34 PM	2252190089	null
16	null	null	0	null	5/31/03 7:06 PM	null	null
17	DA	null	0.37	null	4/11/03 9:14 AM	2252190470	null
18	null	null	0.08	null	5/31/03 7:06 PM	null	null
19	NEWORLEANSLA	null	0.13	null	4/23/03 3:37 PM	2252190470	null
20	null	null	0.55	null	5/31/03 7:06 PM	null	null
21	NEWORLEANSLA	null	0.03	null	4/23/03 10:33 AM	2252190470	null
22	NEWORLEANSLA	null	0.07	null	4/23/03 11:30 AM	2252190470	null