

OTM Self Service Portal

Instructions for Viewing Agency Billing Reports



**State of Louisiana
Office of Telecommunications Management
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Introduction to the OTM Self Service Portal

Transition from Web Billing to the OTM Self Service Portal

Since 2003, the State of Louisiana's Office of Telecommunications Management (OTM) has offered agencies the ability to view their telecommunications costs online through its Web Billing application. In 2014, OTM implemented a new Telecommunications Expense Management System. This resulted in changes to the bill format. Agencies can now access the bill through OTM's Self Service Portal.

As in the past, agencies will be able to access electronic reports of telecommunications charges that can be:

- downloaded and saved to the user's computer or network,
- charted and graphed for a clearer picture of telecommunication expenditures, or
- sent by email to other personnel.

Agencies will continue to have access to both summary reports and detailed reports. As in the past, appropriate backup from vendors may be sent by email, fax, or mail to the agencies.

However, Web Billing users will notice significant changes in the appearance of the bill and the functions of the online billing application. Some of these include:

In Web Billing, there were two levels of users—administrators, who could add other users, and end users, who could not. With the new service, there will be only one level of user.

In Web Billing there were levels of access. A user with access at a higher level would be able to see all lower level associated cost centers. For example, a user with access to all Department of Health and Hospitals cost centers would be able to view bills for the East Baton Rouge Parish Health Unit. With the new service, access is by individual cost center only. One impact of this is that when cost centers are changed OTM will need to be notified of every user who will need access to the new cost center.

In Web Billing, there were no guidelines enforced regarding the strength of the password or period of time between password changes. With the new service, the password:

- Must contain:
 - at least 10 characters
 - at least 1 number
 - at least 1 capital letter
- Should be different from the past three passwords used

- Must be changed every 35 days

Also, entering an incorrect password more than five times will disable the account and the user will need to contact OTM at otmserviceportal@la.gov to reset it. However, while in Web Billing if a user forgot his password the only option was to contact OTM for assistance, with the new service the user may use the "Forgot Password" tool to reset his password before his fifth attempt.

Agency users who have already established access using the Self Service Portal Security Access Confirmation Form will continue to have access.

New Access to the OTM Self Service Portal

To establish new access to view the OTM bill online, submit a form OTM-26 Self Service Portal Security Access Form. This form is available from OTM's website, www.doa.louisiana.gov/otm, and must be approved by an authorized telecommunications coordinator.

Once access is established, users will use a login id and password to access electronic reports of telecommunications charges that can be:

- downloaded and saved to the user's computer or network,
- charted and graphed for a clearer picture of telecommunication expenditures, or
- sent by email to other personnel.

Agencies will have access to both summary reports and detailed reports, with appropriate backup from vendors sent by email, fax, or mail to the agencies.

When cost centers are changed OTM will need to be notified of every user associated with that cost center.

Billing Terminology

The OTM bill consists of several "reports." The following terms are used in these bill reports:

- **MRC (Monthly Recurring Charges)**—the monthly charge for dial tone, voice mail, circuits, etc.
- **OCC (Other Charges and Credits)**—miscellaneous, non-recurring services and installation charges
- **Numbers**—the telephone number, circuit numbers, etc. associated with the line of service.
- **Address**—the physical address of the number.
- **City**—the city associated with the physical address of the number.
- **Description**—a description of the charge associated with the line of service.
- **Qty (Quantity)**—how many of each item described are included in the total.
- **Amount**—the charge for the description associated with a line of service.
- **Support Fee**—an OTM administrative fee.
- **Proc Fee (Processing Fee)**—an OTM administrative fee.
- **Total**—the total charge for a particular number associated with a line of service including support service and processing fees.
- **Total For**—a total of charges for a line of service.
- **Account Number**—formerly OTM accounting unit number or cost center number.
- **GL (General Ledger) Number**—same as account number.
- **Total Amount Due**—the total due for the general ledger number.
- **Grand Total**—total for all lines of service for an account number. Located at the end of the report titled Agency Bill.

Standard Features and Functions

There are some features and functions which are standard throughout the OTM Self Service Portal.

Forgot Password—At the Log In screen, the **Forgot Password** tool offers users the opportunity to obtain a temporary password. Users will then be forced to reset their password.

Password—Users select their own passwords. Passwords:

- Must contain:
 - at least 10 characters
 - at least 1 number
 - at least 1 capital letter
- Should be different from the past three passwords used
- Must be changed every 35 days

Entering an incorrect password more than five times will disable the account and the user will need to contact OTM to reset it.

Menu—On the left side of all screens within the OTM Self Service Portal there is a menu with three items:

- Change Password
- Report History List (view list of bill reports)
- Logout

These items are available at any time. Note the other option for changing a password is to use the **Forgot Password** tool before entering the application.

Report History List—List of all billing reports available to the user.

Get—Clicking **Get** on the Report History List screen retrieves a list of all reports available to the user. The list can be narrowed by entering an asterisk (*) followed by a full or partial report title in the **Title** field.

Report Titles—Bill report titles follow a standard format. For most reports the format is: type of report - three letter month and four digit year - cost center (for example, Agency Bill - Mar 2014 - B808-0999). Each information block is separated by a space, a dash, a space. The types of reports are:

- **Agency Bill Summary by AuthUser**—A list of grand totals due for each cost center the user is authorized to access. Best for printing or viewing in PDF.

- **Agency Bill**—Comprehensive report for the account number (general ledger number/cost center/accounting unit) including announcements; identifying information; summary charges by line of service, including totals for each line of service as well as a grand total; and detail charges for each line of service including charges for each telephone or circuit number. Best for printing or viewing in PDF.
- **Agency Bill Summary**—Summary of charges for the account number (general ledger number/cost center/accounting unit) by line of service, including totals for each line of service as well as a grand total. Best for printing or viewing in PDF.
- **Agency Bill Detail Only Export**—Monthly recurring charges for each telephone or circuit number (includes all lines of service). Best for export to Excel Data Only.
- **Agency Bill 800 Call Detail Export**—Call charges for each toll free number associated with the cost center. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.
- **Agency Long Distance Usage Export**—Long distance charges associated with each telephone number. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.

Email—When viewing an individual report, the user will see the option to **Email** the report. After selecting an export format type (OTM recommends PDF or Excel Data Only depending on the report type), clicking the **Email** button will open a window for you to enter destination information, a subject line, and additional attachments if desired. If no export format type is selected, the export format type defaults to PDF.

Export— When viewing an individual report, the user will see the option to **Export** the report. After selecting an export format type (OTM recommends PDF or Excel Data Only depending on the report type), clicking the **Export** button begins the steps to save the report as a PDF or Excel document.

Export Format Type— An export format type *must* be selected before the report can be exported. An export format type *should* be selected before the report is sent by email to another person. The Self Service Portal offers users the option to export billing reports to several formats. OTM only supports two of these export formats:

- PDF -Adobe for printing and/or visually representing data from any report type, or
- XLS - Excel (Data Only) for manipulating data (sorting, filtering, graphing, etc.) from these report types only:
 - Agency Bill 800 Call Detail Export
 - Agency Bill Detail Only Export (includes all lines of service)
 - Agency Long Distance Usage Export

Export to unsupported format types may produce unexpected results.

DOC - MS Word
PDF - Adobe ← **Supported**
HTML - HTML 4.0
RPT - Crystal Reports
RTF - Rich Text
TXT - Text
XLS - Excel (Data Only) ← **Supported for specified report types only
(those with "Export" in the name)**
XLS - Excel
CSV

Back—Returns the user to the first page of a report within a single report view.

Cancel—Returns the user from a single report view to the Report History List.

Report Parameters: Run Export and **Export Report**—The application may generate this window when a report is viewed. Users may simply close this window. Clicking the buttons will generate errors.

Help Buttons—Inactive.



—Bill reports are opened in pdf format. You may see this tool with quick buttons to save, print, page through, zoom in or out, or show the Adobe Reader toolbar.

Log In

- Open Internet Explorer.



- Enter the following address in the address bar (near the top of the screen):
wwwotmms.doa.louisiana.gov/SelfService

*Note: There is **no dot** after www in this address.*



- Press <Enter>
- The Login Screen will appear.



- Enter your Login ID.

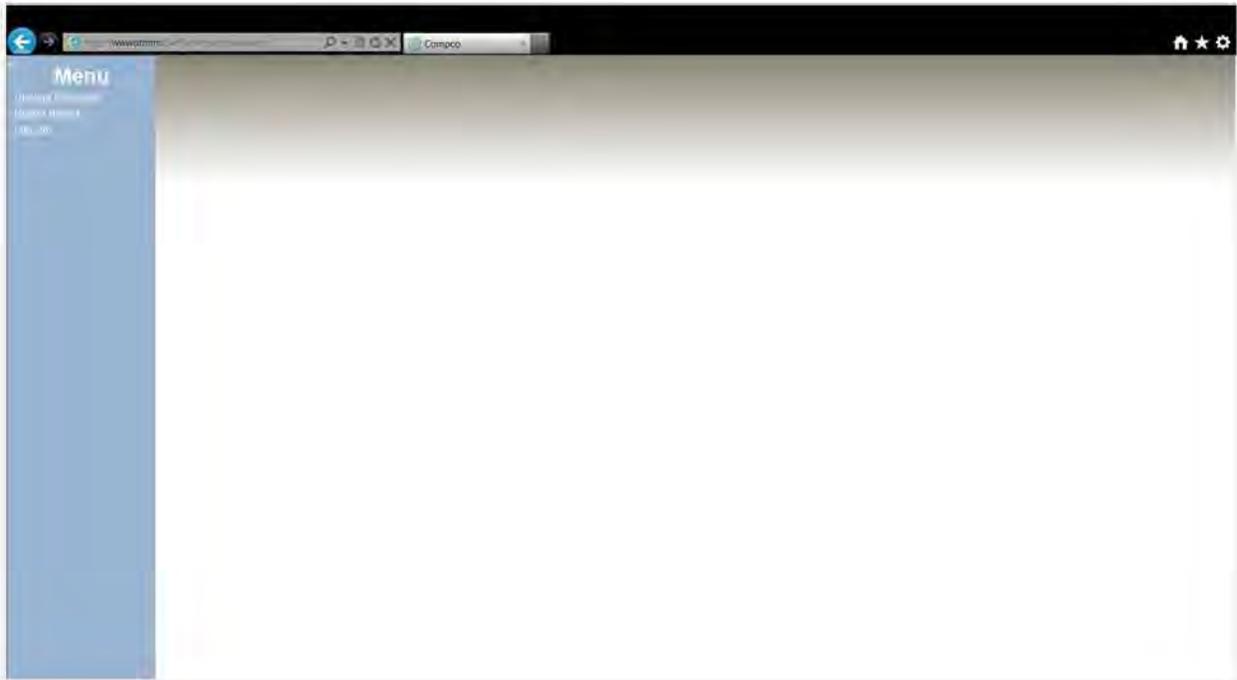
This is usually your first initial and last name. In some cases, because of duplication, it is the first name and last name. Other IDs are possible. If you do not remember your Login ID you may contact OTM for assistance.



- Press <Tab> OR click in the Password field. Enter your Password.
 - The password is case sensitive.
 - If you do not remember your password, you have the option to reset it using the "Forgot Password" tool.
- Press <Enter> OR click on the **Logon** button.



- The **Menu** will be displayed. Note the menu items:
 - Change Password
 - Report History
 - Log Out.

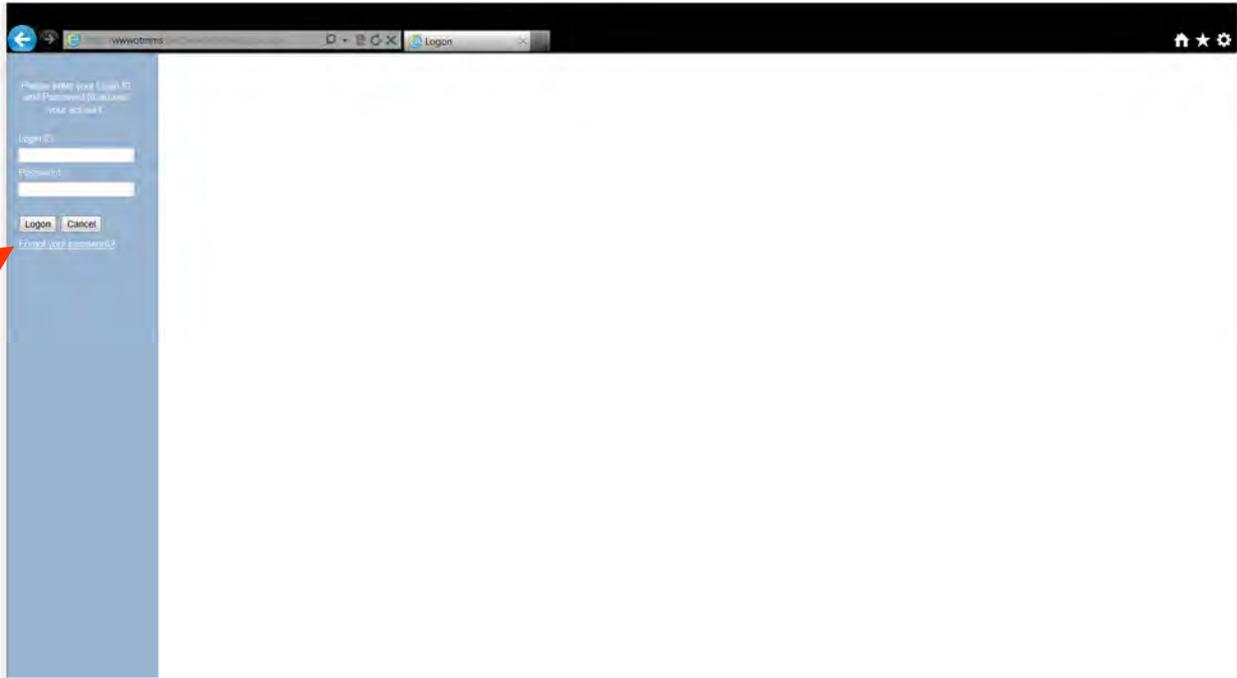


Forgot Password?

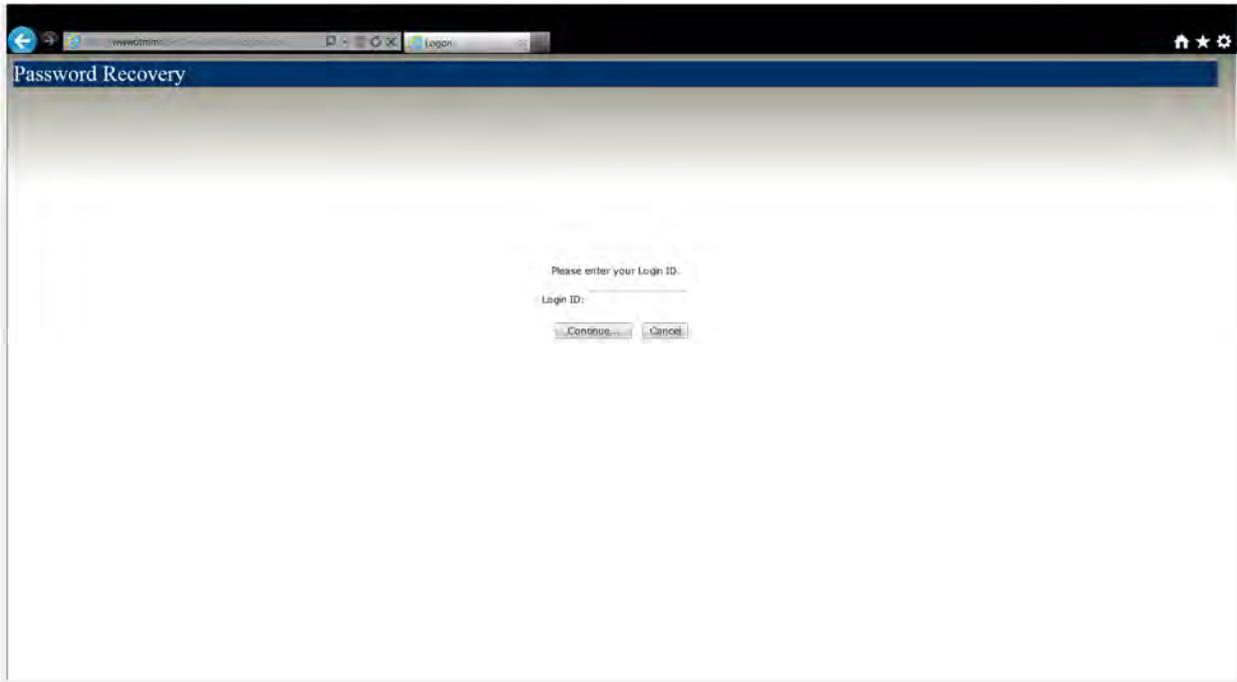
A Login ID and password are required to access the OTM Self Service Portal. If you do not remember your password, you can reset it by first obtaining a temporary password.

To have a temporary password sent to you by email, use the "Forgot Your Password" tool.

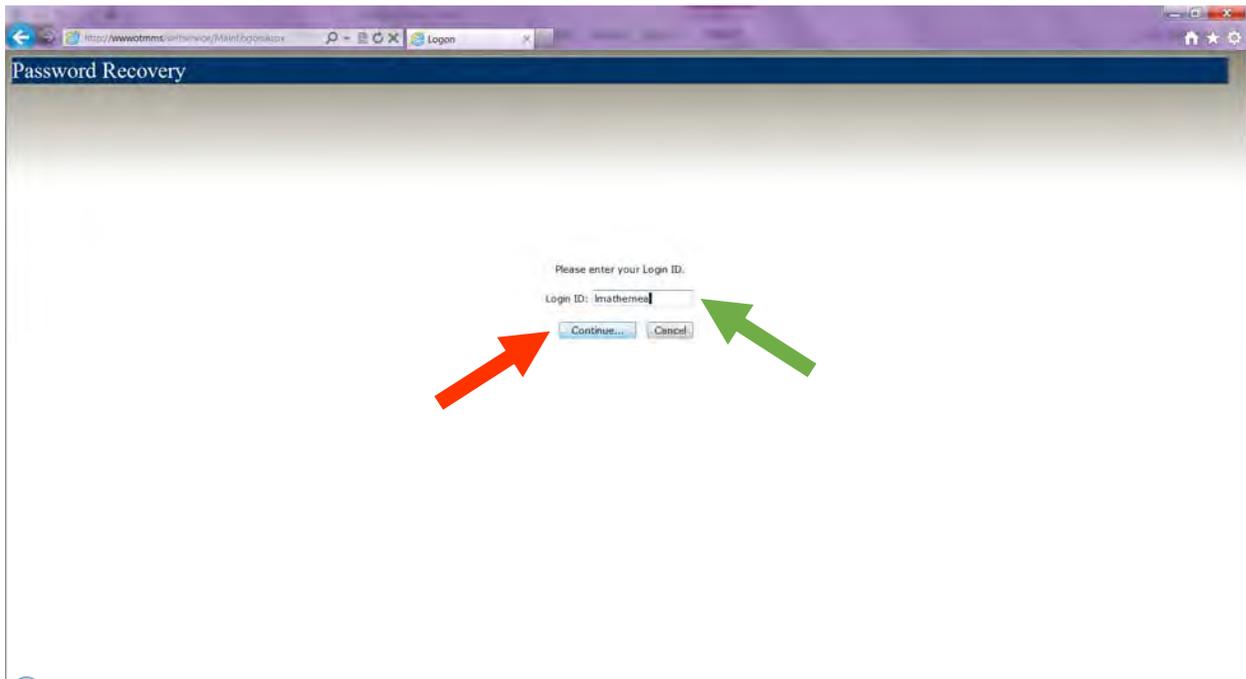
- At the Login Screen, choose **Forgot your password**.



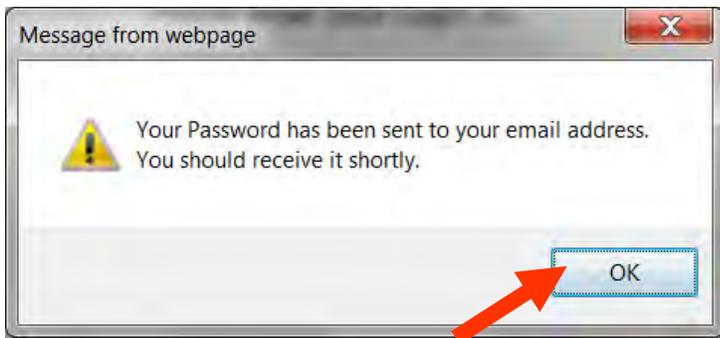
- The Password Recovery Screen will appear. You will be prompted to enter your Login ID.



- Enter your Login ID and press <Tab> then <Enter> OR click the **Continue** button
Allow a few seconds for the action to take place; clicking **Continue** multiple times may result in your receiving multiple password resets



- Your password will be sent to the email address on record for you in OTM's Self Service security database. Click the **OK** button to continue.



- Check your email for a message from OTMBill@LA.Gov



- Note your temporary password.
Tip: You should be able to **copy** the temporary password from your email and **paste** it into the password field when you log in.

Thu 5/22/2014 4:25 PM

OTMBill@LA.Gov

Password

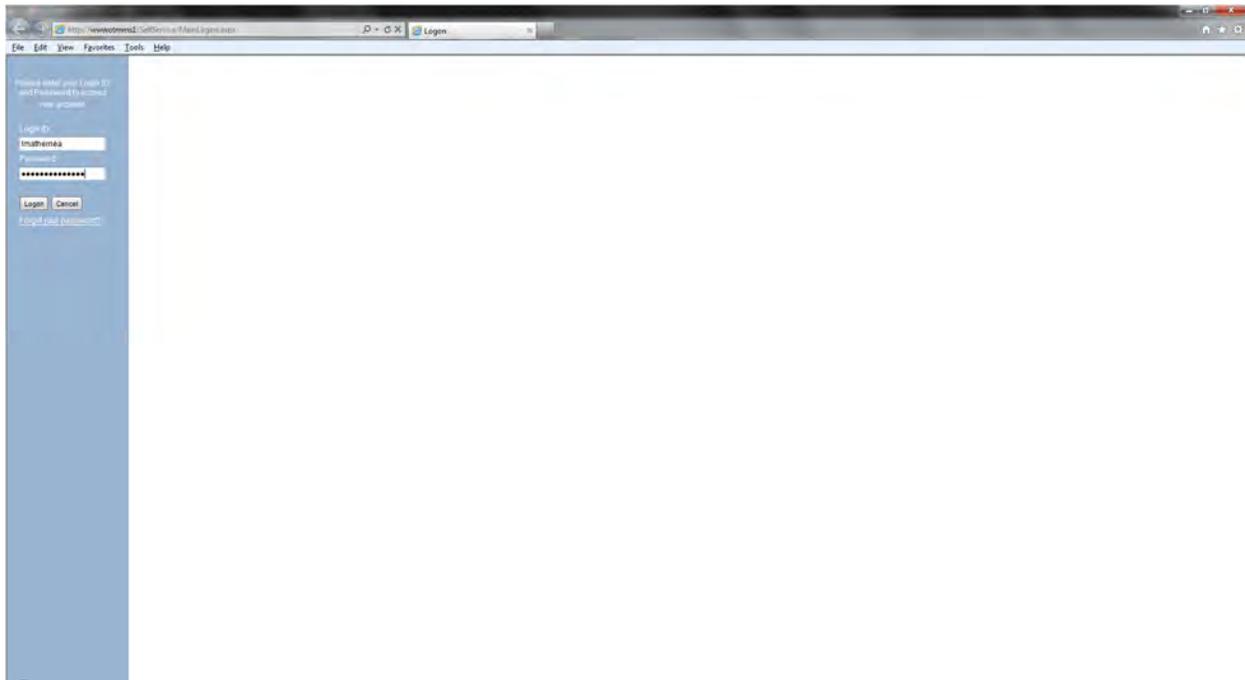
To: Laura Matherne

Cc: Laura Matherne

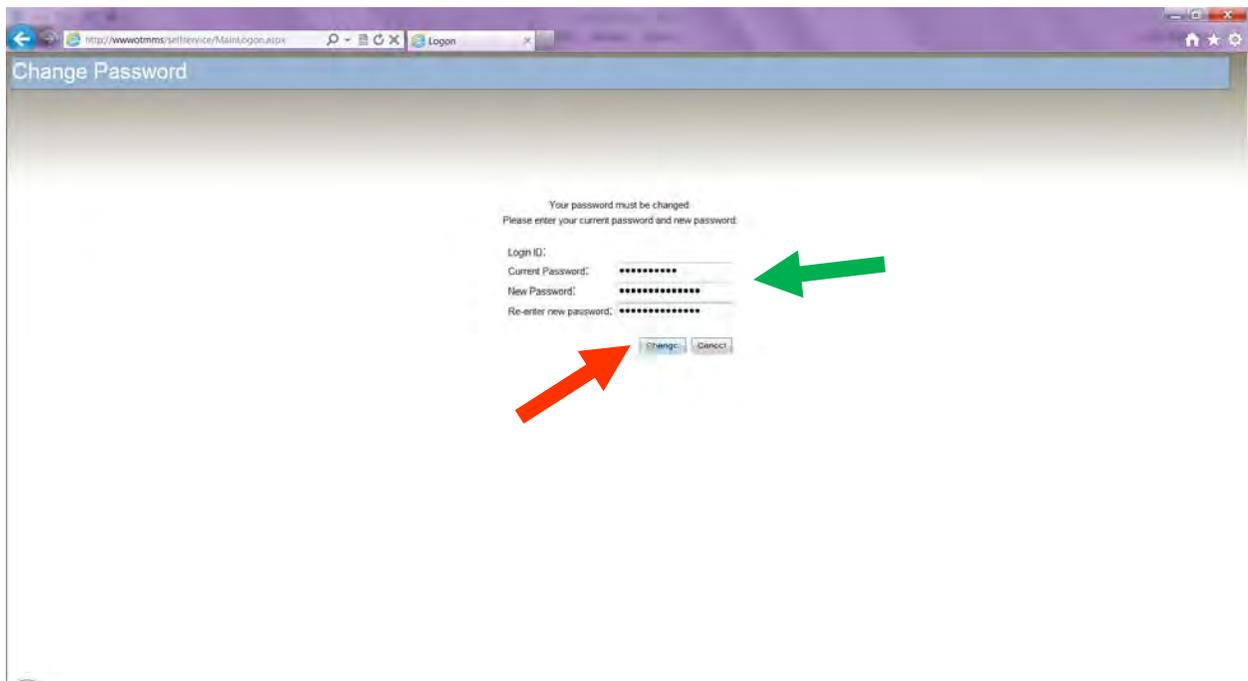
Login ID: lmatherna
Password: B55a6BR\$Gz



- Log in with your Login ID and your temporary password



- You will be prompted to change your password.
 - Enter your temporary password in the **Current Password** field.
 - Enter a new password in the **New Password** field. The password:
 - must contain:
 - at least 10 characters
 - at least 1 number
 - at least 1 capital letter
 - should be different from your past three passwords.
 - Re-enter the new password in the **Re-enter new password** field.
- Click **Change** to continue



The screenshot shows a web browser window with the URL <http://www.otmms/selfservice/MainLogin.aspx>. The page title is "Change Password". The form contains the following fields and buttons:

- Header: "Your password must be changed. Please enter your current password and new password."
- Field: "Login ID:" (text input)
- Field: "Current Password:" (password input, masked with asterisks)
- Field: "New Password:" (password input, masked with asterisks)
- Field: "Re-enter new password:" (password input, masked with asterisks)
- Buttons: "Change" and "Cancel"

Two arrows are overlaid on the form: a green arrow points to the "Current Password" field, and a red arrow points to the "Change" button.

Menu

The **Menu** is available throughout the Self Service Portal. You may select:

- Change Password—Change the password used to log in to the application
- Report History—View a list of all billing reports accessible to the user
- Log Out—Log out of the application



Click the double arrow at the top left of the screen to hide the **Menu**.



Click the single arrow at the top left of the screen to show the **Menu** again.



The original view is restored.



Change Your Password

After you have logged in to the OTM Self Service Portal, you may change your password at any time.

- Click the **Change Password** menu item on the left side of the screen.



- The **Change Password** screen is displayed



- Enter your new password.
 - The password must contain:
 - at least 10 characters
 - at least 1 number
 - at least 1 capital letter
 - The password should be different from the past three passwords used
- Re-enter (confirm) the new password
- Click **Change** to continue

Please enter your current password and new password:

Login ID: imatheme

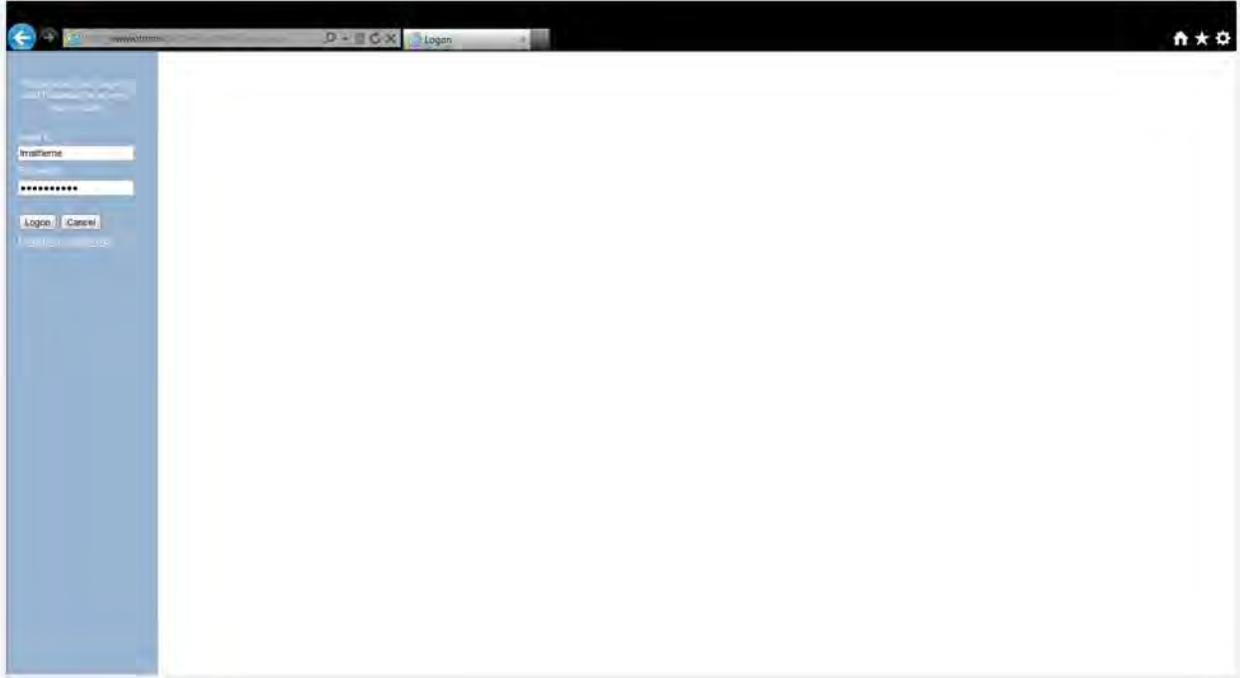
Current Password:

New Password:

Re-enter new password:

Change Cancel

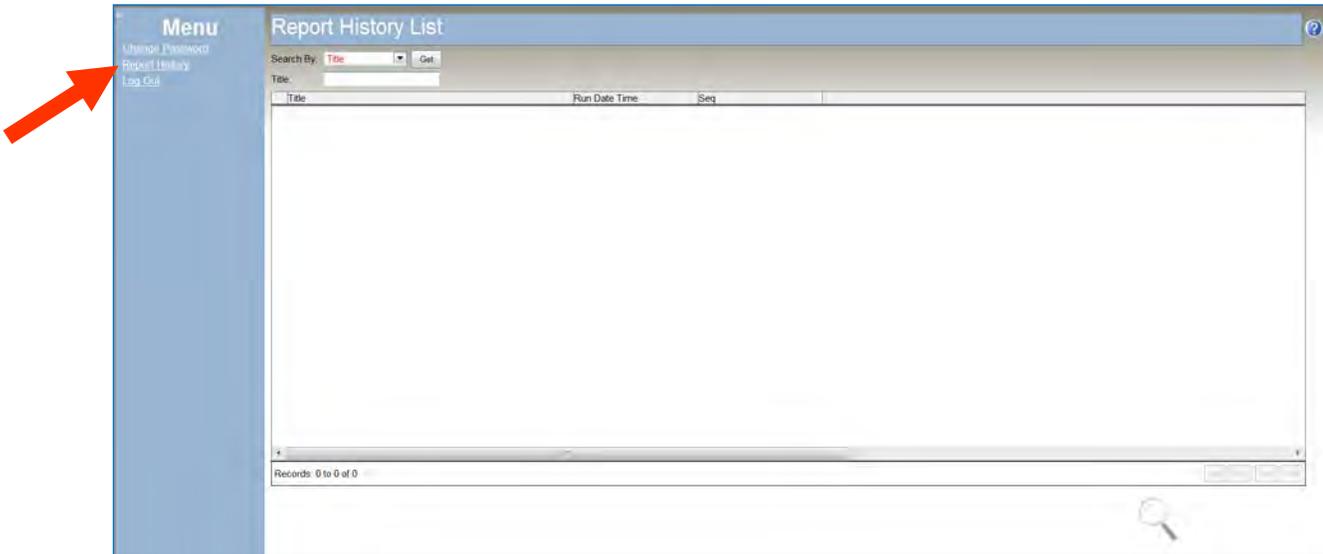
Log in using your new password.



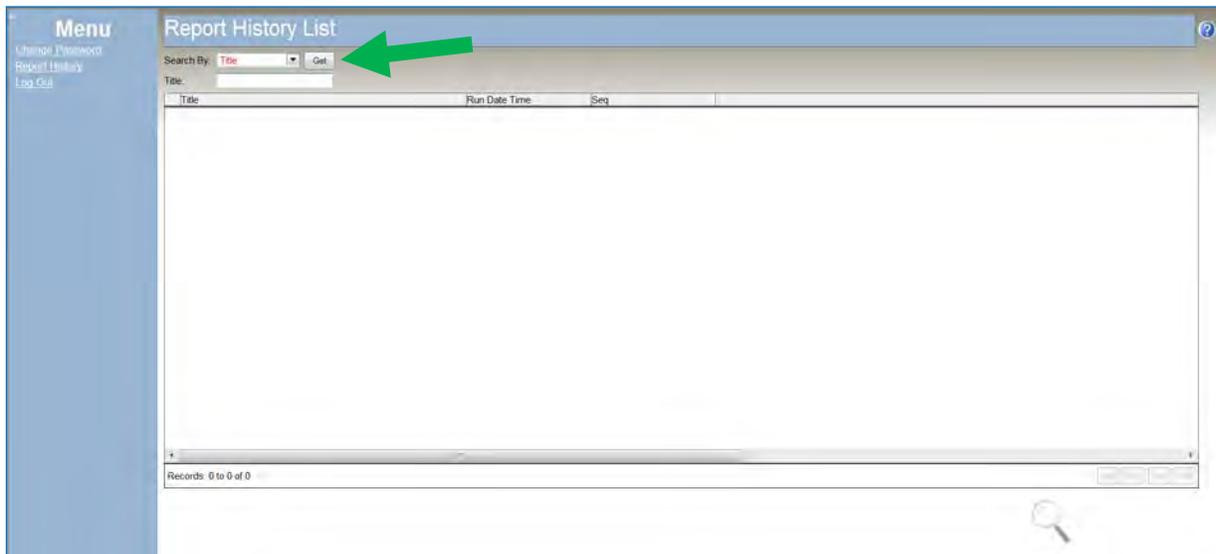
Report History List

"Get" Reports

To access the reports click the **Report History** menu item.



From the **Report History List** screen, click the **Get** button to retrieve a list of available reports.



All reports available to you will be listed.

Title	Run Date Time	Seq
Agency Bill - Mar 2014 - B806-0999	4/10/2014 9:18 AM	5117
Agency Bill - Mar 2014 - B808-2222	4/10/2014 9:19 AM	5118
Agency Bill 800 Call Detail Export - Mar 2014 - B808-2222	4/10/2014 9:04 AM	5115
Agency Bill Detail Only Export - Mar 2014 - B806-0999	4/10/2014 10:01 AM	5128
Agency Bill Detail Only Export - Mar 2014 - B808-2222	4/10/2014 10:01 AM	5129
Agency Bill Long Distance Usage Export - Mar 2014 - B808-2222	4/10/2014 8:56 AM	5112
Agency Bill Summary - Mar 2014 - B808-0999	4/10/2014 9:50 AM	5124
Agency Bill Summary - Mar 2014 - B808-2222	4/10/2014 9:50 AM	5125
Agency Bill Summary by AuthUser - Mar 2014 - Imatherna	4/11/2014 10:54 AM	5131
IMPORTANT! OTM Billing System Change Information - Imatherna	10/31/2013 7:10 PM	1469
IMPORTANT! OTM Billing System Change Information - Imatherna	11/1/2013 4:16 PM	3902

Note: Reports are only generated when there is actually data to report. This means that, for example, if a particular cost center has no long distance service usage there will be no Agency Bill Long Distance Usage Export report for that cost center.

The list of reports shows:



—The select button. Click to select and view a single report from the Report History List. (A report can also be selected by double-clicking the report title.)

Title—The report title. Most bill report titles include the report type, the date as a three-letter month and four-digit year, and the account unit.

Run Date Time—The date and time OTM published the bill report online.

Seq—A code associated with each report.

Filter Reports

You may filter the reports shown in the Report History List by entering information in the **Title** field. Enter an asterisk (*) at the beginning of this field, followed by the full or partial report title. The results will include all reports with the characters you entered in the title.

Most bill report title consists of three elements:

- the type of bill report
 - Agency Bill Summary by AuthUser,
 - Agency Bill,
 - Agency Bill Summary,
 - Agency Bill Detail Only Export,
 - Agency Bill 800 Call Detail Export, or
 - Agency Long Distance Usage Export;
- the invoice date, written as a three-letter month abbreviation and a four-digit year;
- the account number (general ledger number/accounting unit/cost center).

Each element is separated by a "space dash space" (-).

A complete report title is written as:

Report type - Invoice Date - Account Number

For example, the Agency Bill report for account number B808-0999 for March 2014 is titled:

Agency Bill	-	Mar	-	2014	-	B808-0999
report type	space	dash	space	3-letter month	space	4-digit year
	dash		space		dash	space
						account number

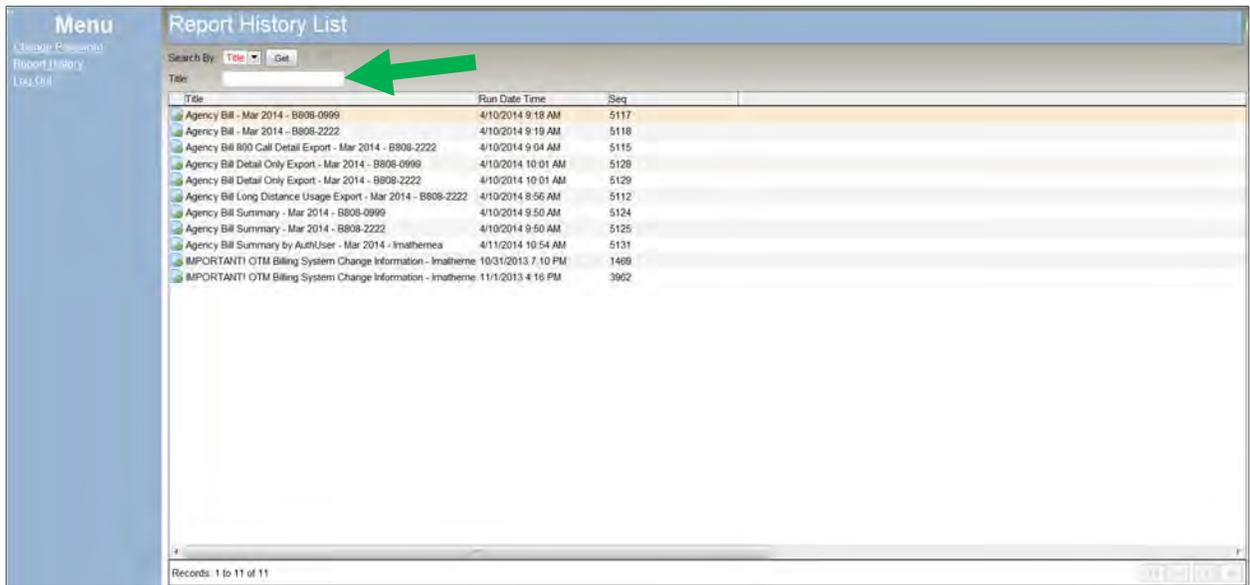
To filter reports, from the Report History List screen:

- Click in the **Title** field
- Enter an asterisk (*) followed by the full or partial report title
- Press the **Get** button.

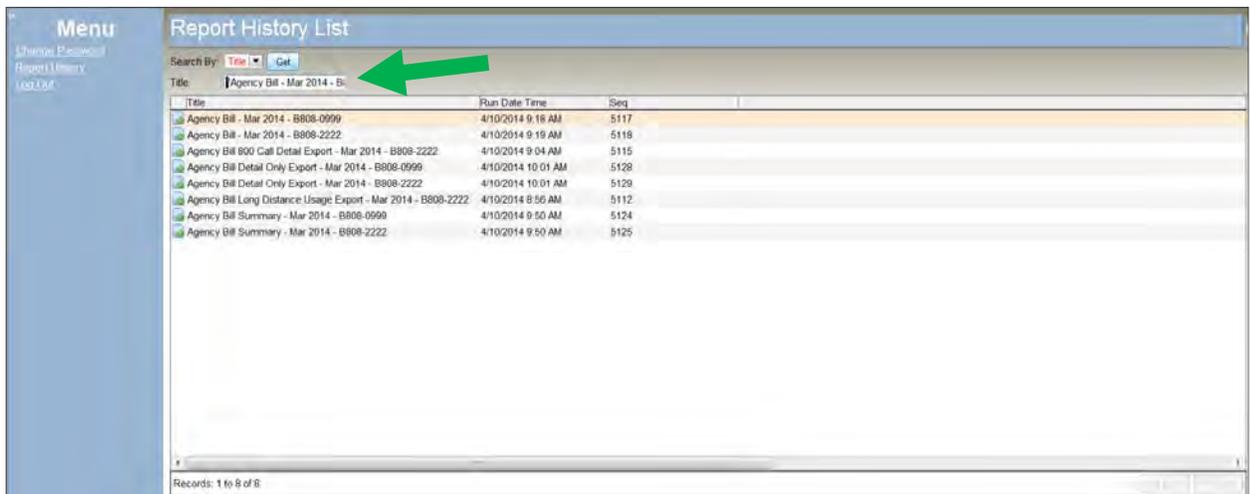
Example 1—Filter by Complete Title

To see only the March 2014 Agency Bill report for account number B808-0999, from the Report History List screen:

- Click in the **Title** field



- Enter an asterisk followed by the report title: ***Agency Bill - Mar 2014 - B808-0999**



- Press the **Get** button.

Menu
Change Password
Report History
Logout

Report History List

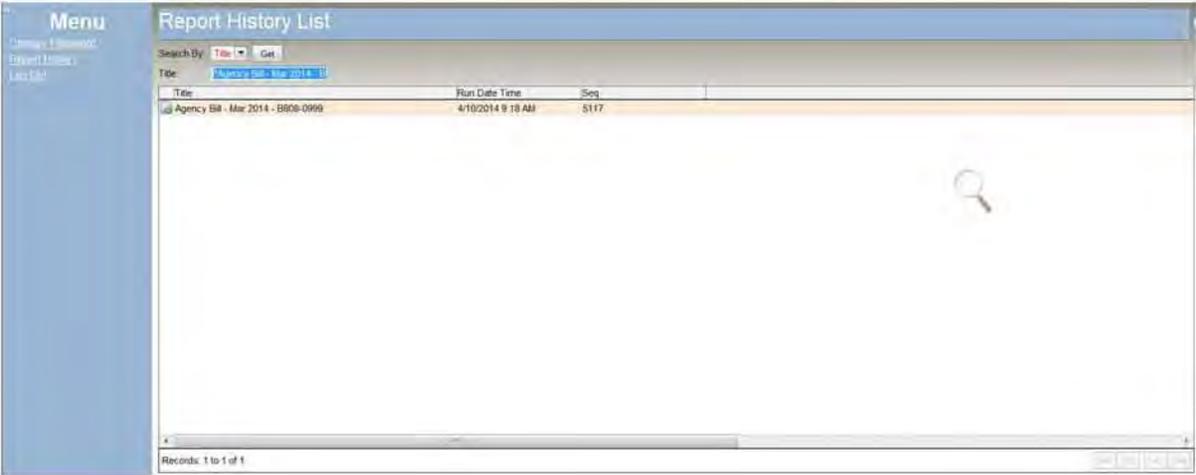
Search By: **Title**

Title: Agency Bill - Mar 2014 - B-

Title	Run Date Time	Seq
Agency Bill - Mar 2014 - B808-0999	4/10/2014 9:16 AM	5117
Agency Bill - Mar 2014 - B909-2222	4/10/2014 9:19 AM	5118
Agency Bill 600 Call Detail Export - Mar 2014 - B908-2222	4/10/2014 9:04 AM	5115
Agency Bill Detail Only Export - Mar 2014 - B908-0999	4/10/2014 10:01 AM	5128
Agency Bill Detail Only Export - Mar 2014 - B908-2222	4/10/2014 10:01 AM	5129
Agency Bill Long Distance Usage Export - Mar 2014 - B808-2222	4/10/2014 8:56 AM	5112
Agency Bill Summary - Mar 2014 - B808-0999	4/10/2014 9:50 AM	5124
Agency Bill Summary - Mar 2014 - B808-2222	4/10/2014 9:50 AM	5125

Records: 1 to 8 of 8

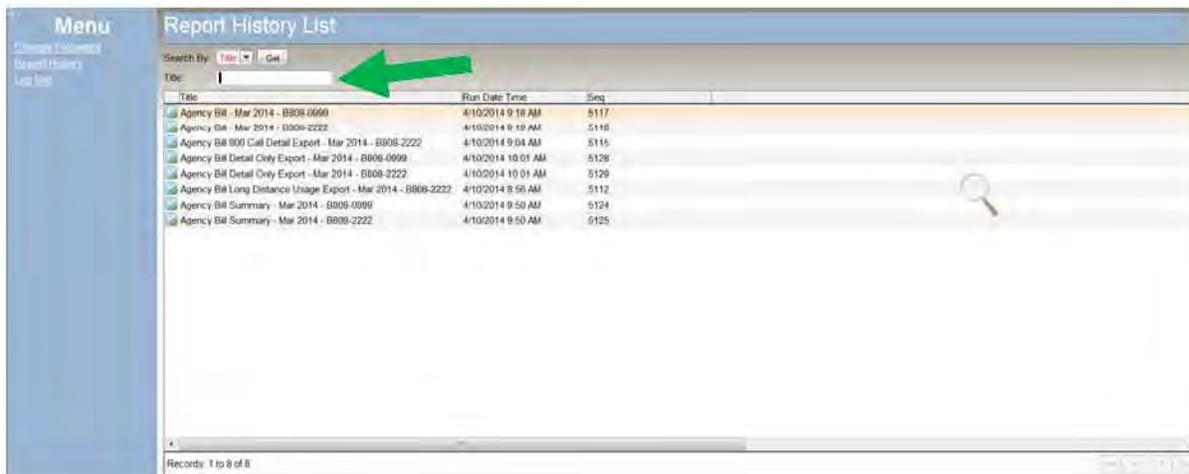
The report choices are limited to those containing the characters you included.



Example 2—Filter by Cost Center

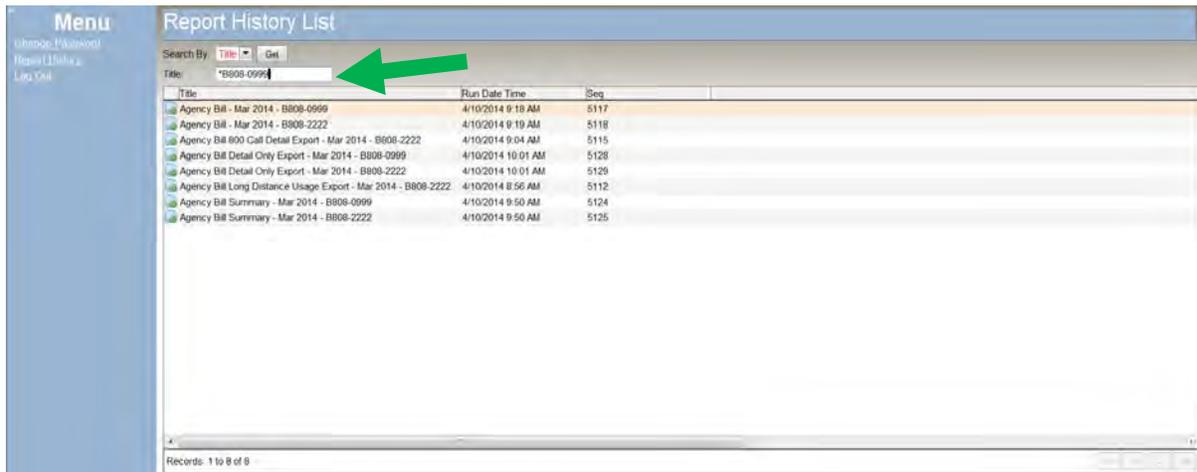
To see all reports for Account Number B808-0999 only, from the Report History List screen:

- Click in the **Title** field

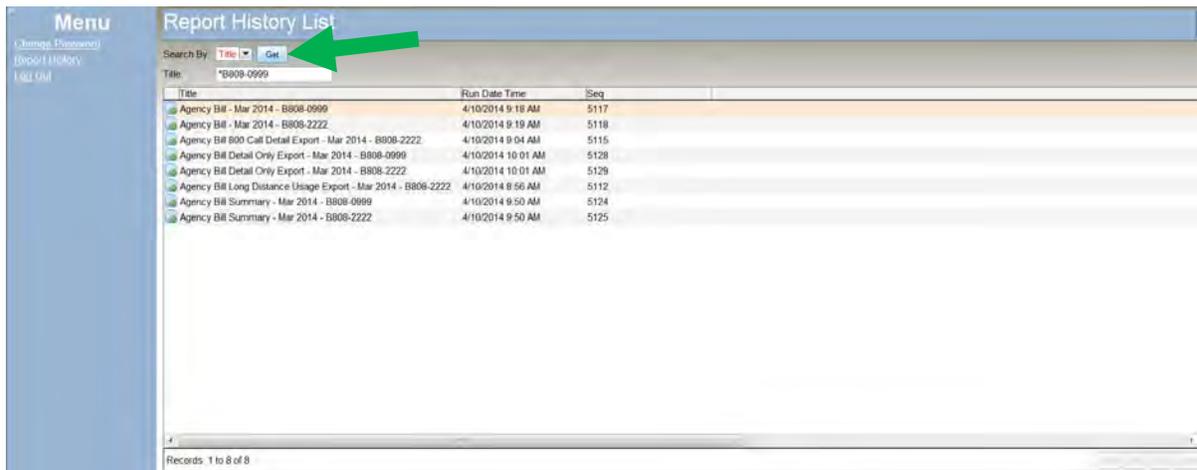


Title	Run Date Time	Seq
Agency Bill - Mar 2014 - B808-0999	4/10/2014 9:18 AM	5117
Agency Bill - Mar 2014 - B808-2222	4/10/2014 9:18 AM	5116
Agency Bill 800 Call Detail Export - Mar 2014 - B808-2222	4/10/2014 9:04 AM	5115
Agency Bill Detail Only Export - Mar 2014 - B808-0999	4/10/2014 10:01 AM	5128
Agency Bill Detail Only Export - Mar 2014 - B808-2222	4/10/2014 10:01 AM	5129
Agency Bill Long Distance Usage Export - Mar 2014 - B808-2222	4/10/2014 8:56 AM	5112
Agency Bill Summary - Mar 2014 - B808-0999	4/10/2014 9:50 AM	5124
Agency Bill Summary - Mar 2014 - B808-2222	4/10/2014 9:50 AM	5125

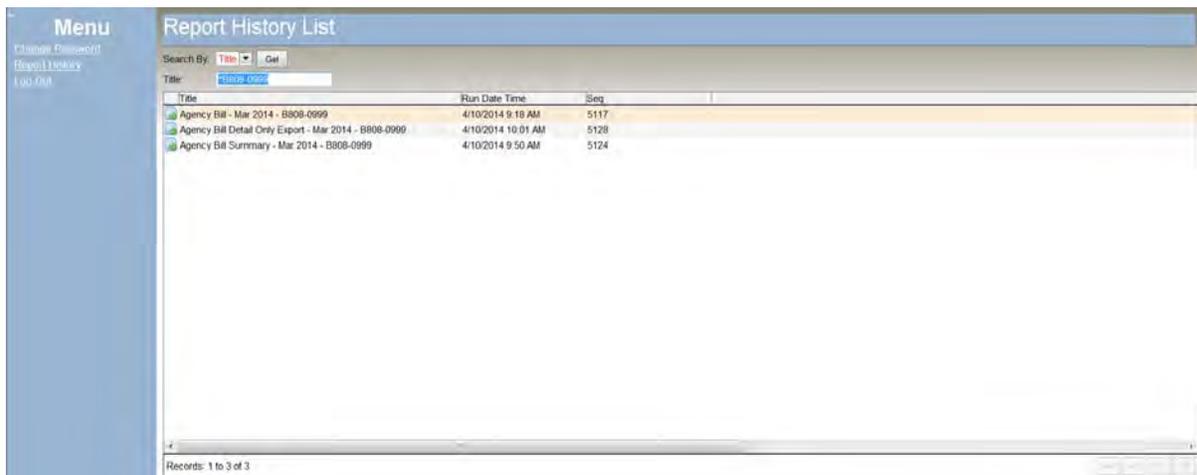
- Enter an asterisk followed the account number: ***B808-0999**



- Press the **Get** button.



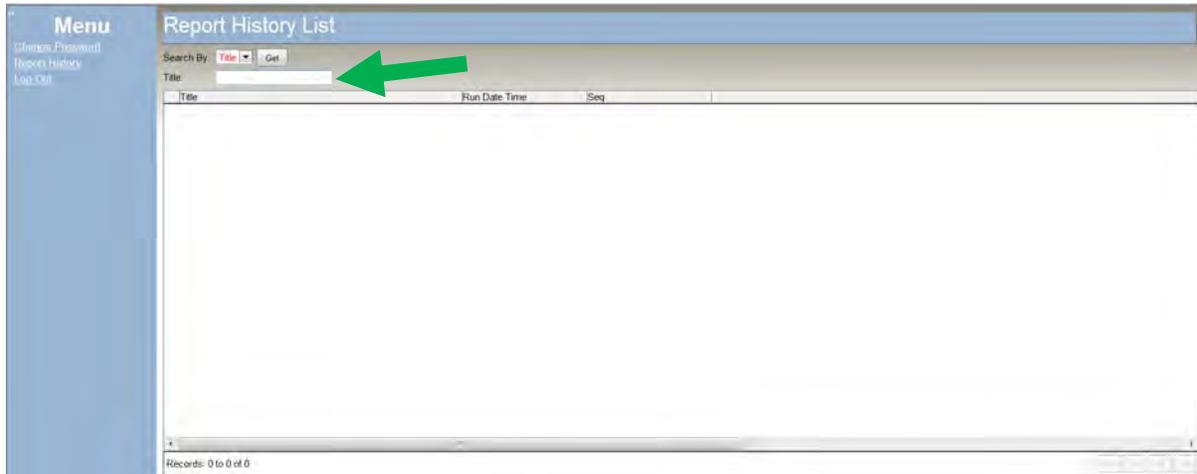
The report choices are limited to those containing the characters you included.



Example 3—Filter by Date

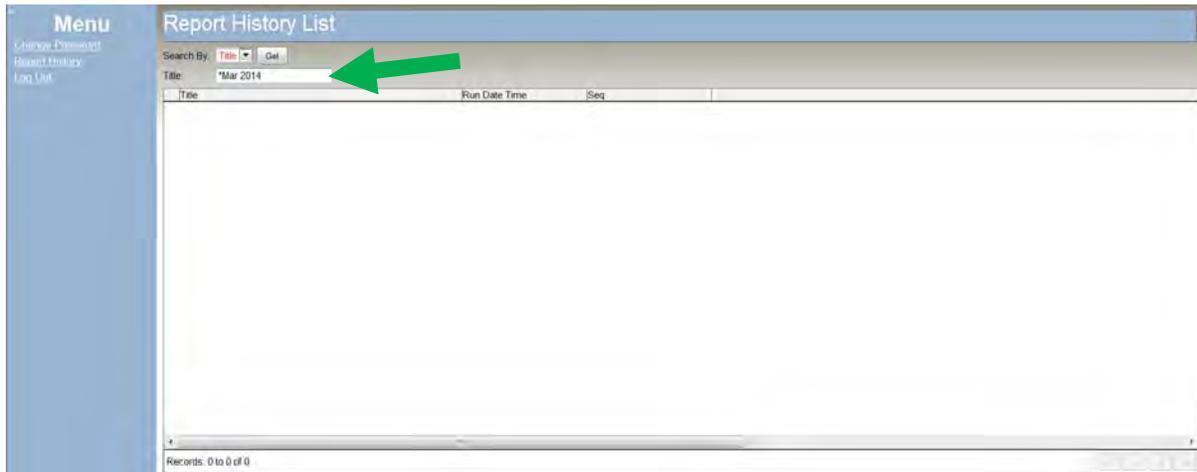
To see all reports for March 2014 only, from the Report History List screen:

- Click in the **Title** field



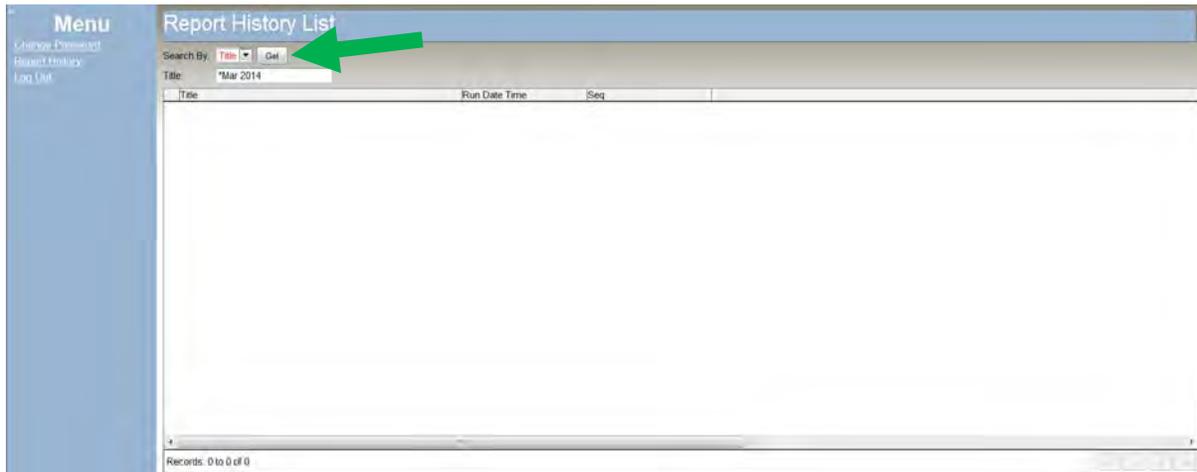
The screenshot shows the 'Report History List' interface. On the left is a 'Menu' with links for 'Change Password', 'Report History', and 'Log Out'. The main area has a search bar with 'Search By' set to 'Title' and a 'Get' button. Below the search bar is a table with columns 'Title', 'Run Date Time', and 'Seq'. The table is currently empty. A green arrow points to the 'Title' input field. At the bottom, it says 'Records: 0 to 0 of 0'.

- Enter an asterisk followed by the three letter month and four-digit year: ***Mar 2014**

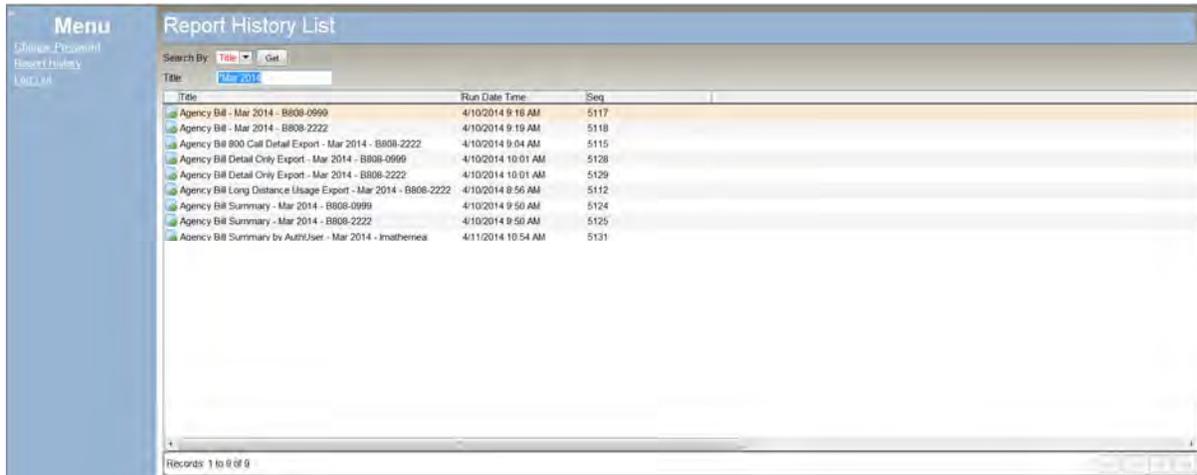


This screenshot is identical to the previous one, but the 'Title' input field now contains the text '*Mar 2014'. A green arrow points to this text. The rest of the interface, including the menu, search bar, and empty table, remains the same. The status at the bottom still shows 'Records: 0 to 0 of 0'.

- Press the **Get** button.



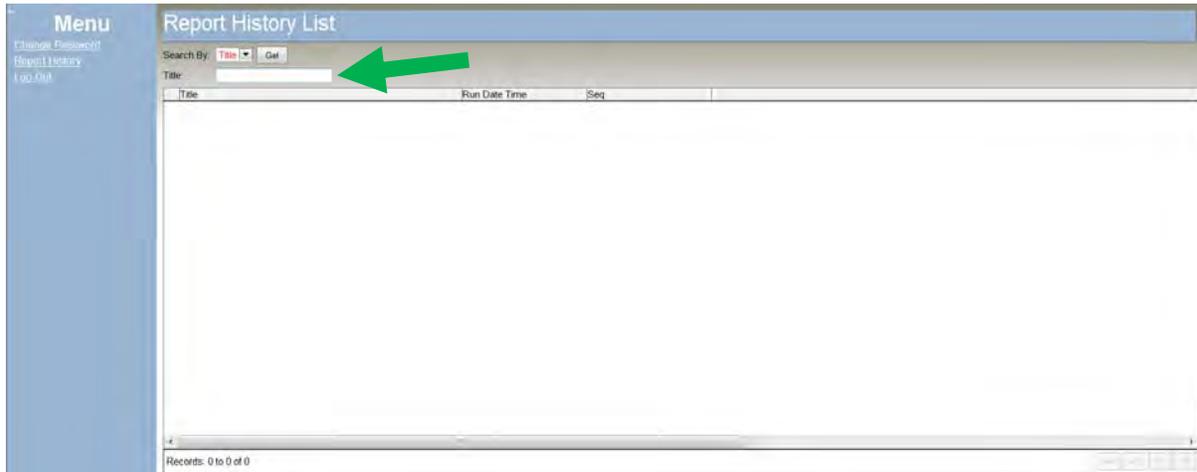
The report choices are limited to those containing the characters you included.



Example 4—Filter by Cost Center and Date

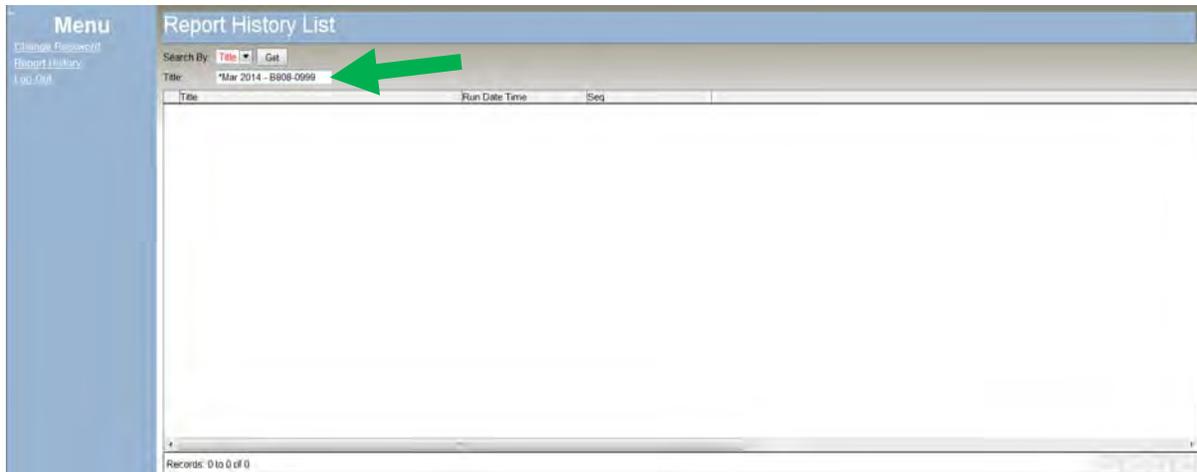
To see all account unit B808-0999 reports for March 2014 only, from the Report History List screen:

- Click in the **Title** field



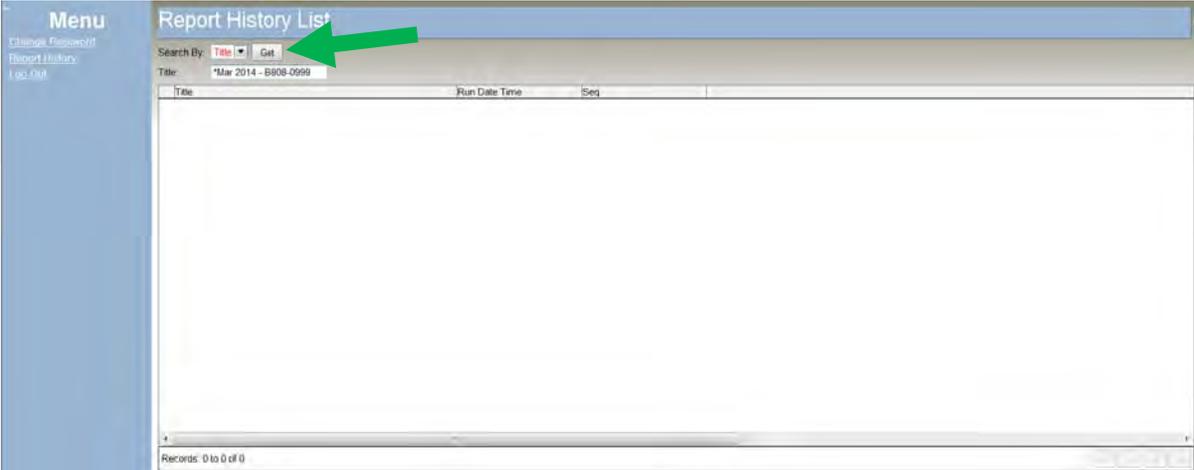
The screenshot shows the 'Report History List' interface. On the left is a 'Menu' sidebar with links for 'Change Password', 'Report History', and 'Log Out'. The main area has a search bar with 'Search By' set to 'Title' and a 'Get' button. Below the search bar is a table with columns 'Title', 'Run Date Time', and 'Seq'. The table is currently empty. A green arrow points to the 'Title' input field. At the bottom, it says 'Records: 0 to 0 of 0'.

- Enter an asterisk followed by the three letter month and four-digit year and the account unit number: ***Mar 2014 - B808-0999**

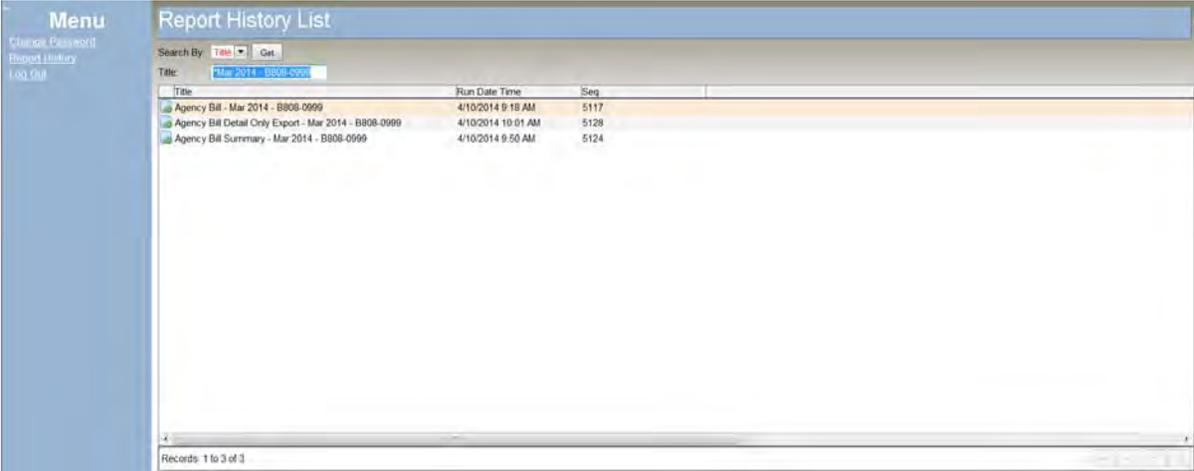


The screenshot shows the 'Report History List' interface after entering search criteria. The 'Search By' dropdown is still 'Title' and the 'Get' button is visible. The 'Title' input field now contains the text '*Mar 2014 - B808-0999'. A green arrow points to this input field. The table below remains empty. At the bottom, it says 'Records: 0 to 0 of 0'.

- Press the **Get** button.



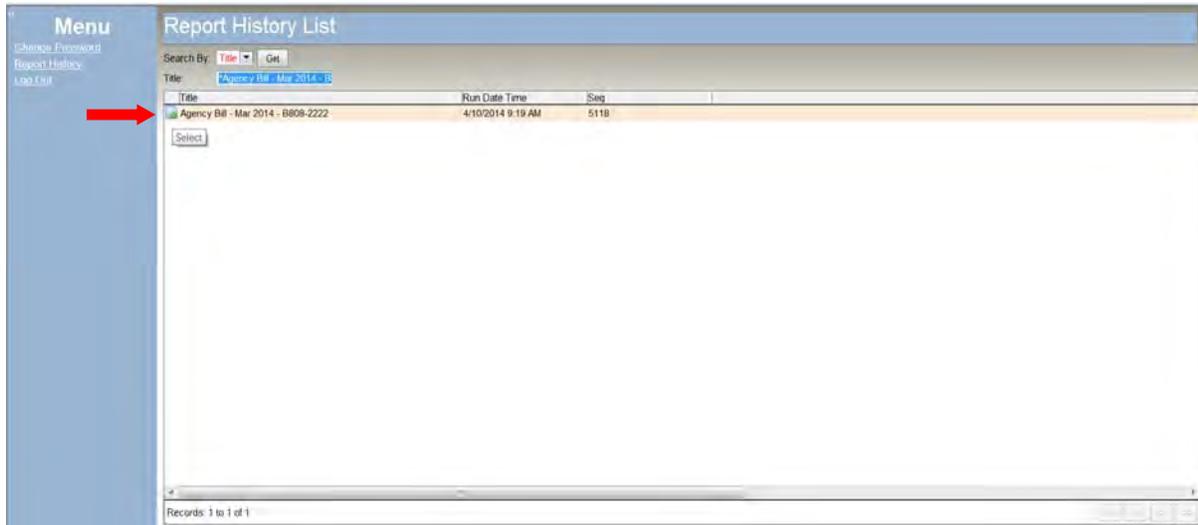
The report choices are limited to those containing the characters you included.



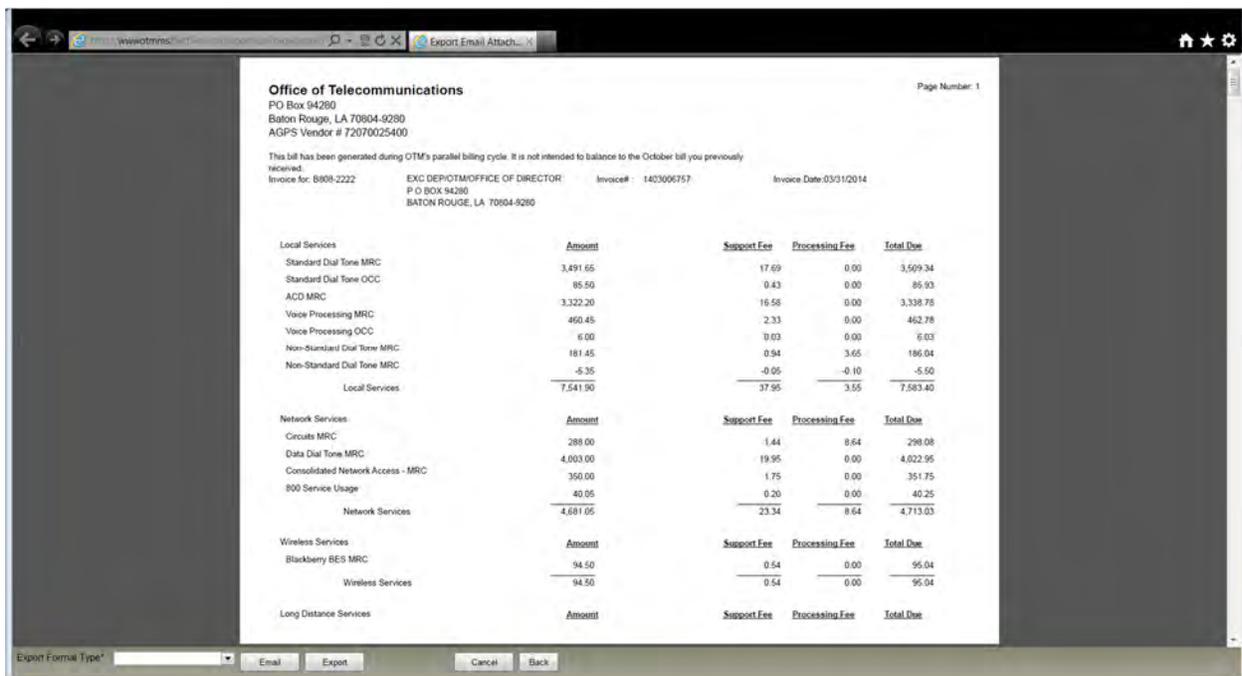
View, Navigate, and Print Report

To view a specific report, select it from the Report History List. To do this, you may either

- Click the Select button () beside the report title, OR
- Double-click the report title.



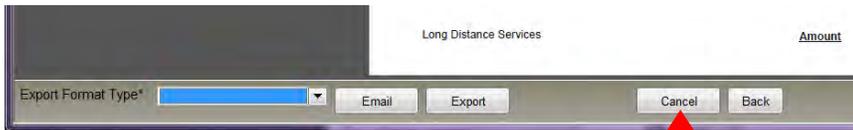
The selected report will be shown in PDF format.



At the bottom of the window are buttons to:

- email the report (refer to [Email Billing Reports](#) in this guide)
- export the report (refer to [Export and Save Billing Reports](#) in this guide)
- return to the Report History List (Cancel)

Click **Cancel** to leave the report and return to the Report History List.



- return to the first page of the current report (Back)

Click the **Back** button to return to the first page of a report.



Adobe Acrobat Toolbar



You may also see an Adobe Acrobat toolbar. It will likely appear in Read Mode

(). This toolbar provides the capability to:

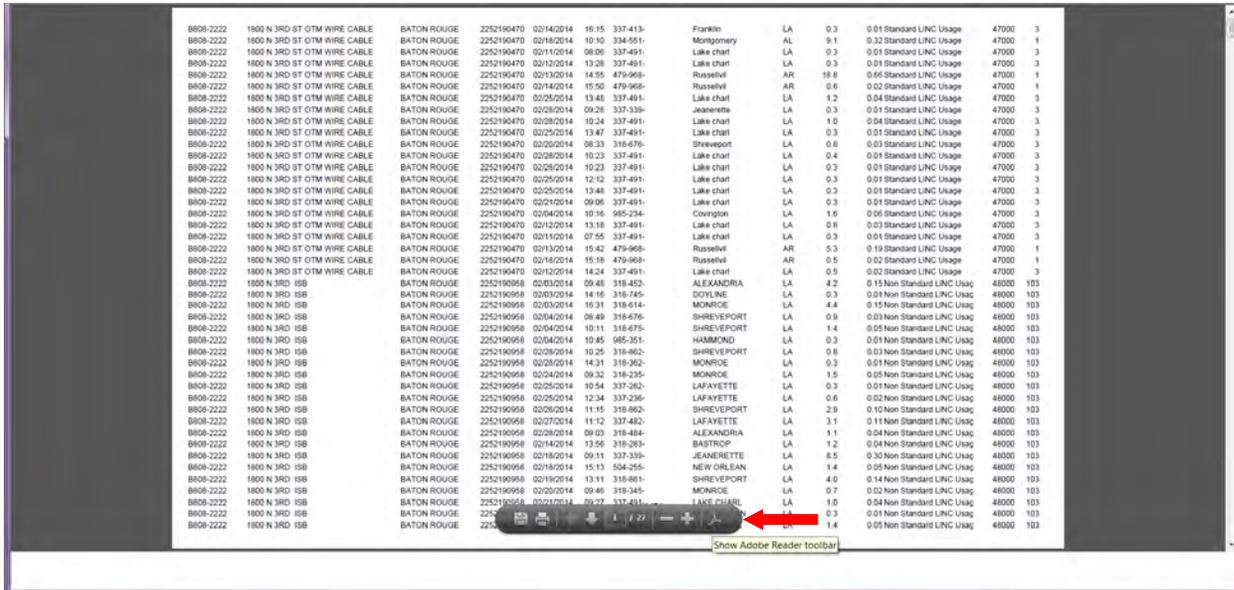
- **Save** the PDF document 
- **Print** the report 
- **Page backward** 
- **Page forward** 
- **Go to** a specific page by typing a page number in the box 
- **Zoom out** 
- **Zoom in** 
- **Show the complete Adobe Acrobat Reader toolbar** 

Note: The toolbar shows by default in Read Mode display. Read Mode is an Acrobat Reader setting in which the floating bar displays when the mouse is hovered in near the toolbar and fades away when the mouse is removed. If you choose to display the complete Acrobat toolbar, more buttons will be available and the toolbar will be anchored to the window frame. This includes the Bookmark button. Click the Bookmark button to show points of interest within the report. Click an individual bookmark link to navigate to that point.

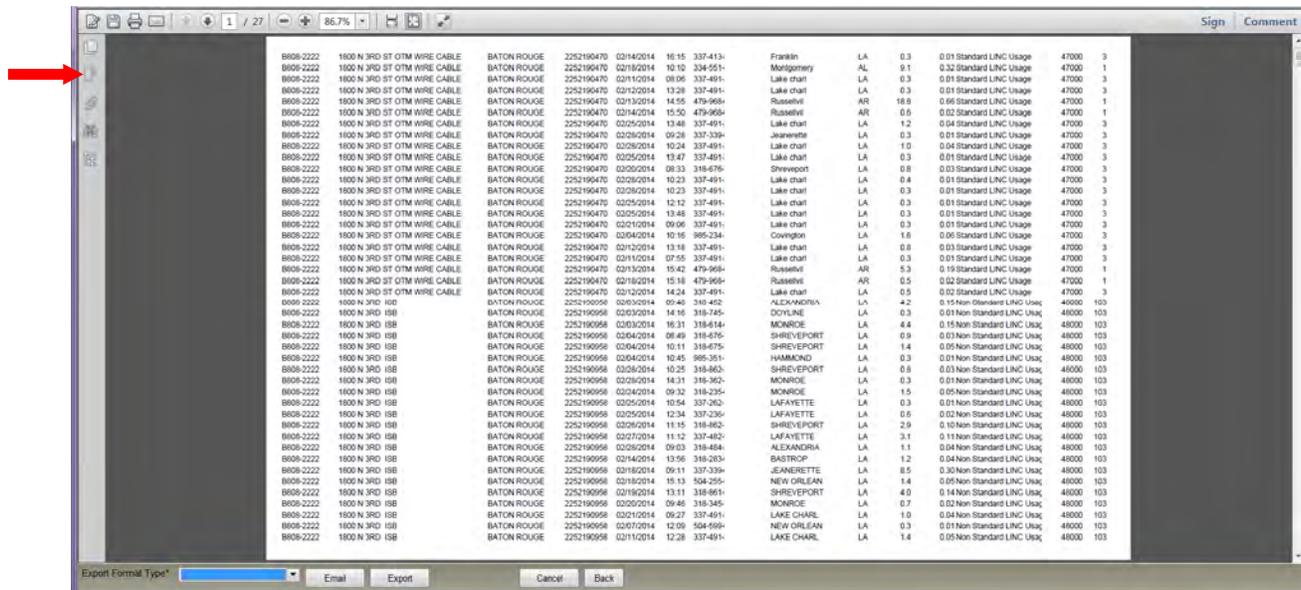
Example:

From an open Agency Long Distance Usage report:

- Click the Show Adobe Reader toolbar button



- Click the Bookmarks button



- Click a bookmark link to jump to the page you would like to see.

OTM Self Service Portal—Report History List: View, Navigate, and Print Report

The screenshot displays a web browser window with a 'Bookmarks' sidebar on the left and a main content area. The main area contains a table with columns for Report ID, Description, Location, Date, Amount, and other details. A red arrow points to the report ID 2253422500 in the left-hand list.

Report ID	Description	Location	Date	Amount	Other
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253421577 02/17/2014	15.55	334-409
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253421577 02/17/2014	15.56	334-409
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253421577 02/17/2014	15.57	334-409
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.01	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.55	304-376
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.56	304-376
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.58	305-801
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	13.22	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.62	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	08.50	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	10.43	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	08.59	337-276
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	09.43	304-868
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	08.22	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.64	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	09.47	318-487
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	14.10	318-443
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	09.44	304-868
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253422410 02/18/2014	09.40	304-868
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	14.47	304-868
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	18.42	337-521
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	15.26	318-381
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	14.50	337-421
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	11.10	304-868
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	10.24	815-225
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	10.50	337-484
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	13.58	318-627
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	10.37	304-846
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	16.90	305-881
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	15.62	304-846
8608-2222	1800 N 3RD ISB	BATON ROUGE	2253422500 02/18/2014	11.42	304-846
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253423848 02/11/2014	29.17	252-757
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253423848 02/11/2014	17.84	252-761
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253423848 02/11/2014	14.27	337-384
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253423848 02/11/2014	14.46	337-482
8608-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2253423939 02/19/2014	15.31	831-873
8608-2222	1201 N THIRD ST OTM SUPPORT SV	BATON ROUGE	2253424649 02/19/2014	10.14	318-381
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 02/17/2014	14.80	304-274
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 02/12/2014	13.56	305-543
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 03/03/2014	13.13	304-491
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 02/12/2014	09.11	318-863
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 02/12/2014	13.51	304-524
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 03/10/2014	09.61	337-482
8608-2222	1800 N 3RD ST CUS SERHHELP DSK	BATON ROUGE	2253424654 02/09/2014	09.43	304-274

*Note: In this example, the dialed telephone numbers have been truncated. The actual bill will contain all ten digits of the dialed telephone numbers.

OTM Billing Report Types

The OTM bill for each agency cost center may include the following reports. If there is no data to report, the report will not be generated. (For example, if no long distance calls were made there will be no long distance usage report.)

- **Agency Bill Summary by AuthUser**—A list of grand totals due for each cost center the user is authorized to access. Best for printing or viewing in PDF.
- **Agency Bill**—Comprehensive report for the account number (general ledger number/cost center/accounting unit) including announcements; identifying information; summary charges by line of service, including totals for each line of service as well as a grand total; and detail charges for each line of service including charges for each telephone or circuit number. Best for printing or viewing in PDF.
- **Agency Bill Summary**—Summary of charges for the account number (general ledger number/cost center/accounting unit) by line of service, including totals for each line of service as well as a grand total. Best for printing or viewing in PDF.
- **Agency Bill Detail Only Export**—Monthly recurring charges for each telephone or circuit number (includes all lines of service). Best for export to Excel Data Only.
- **Agency Bill 800 Call Detail Export**—Call charges for each toll free number associated with the cost center. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.
- **Agency Long Distance Usage Export**—Long distance charges associated with each telephone number. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.

Billing-related announcements may also be included in the Report History List.

Menu
Home
My Account
Report History
Full List

Report History List

Search By: Title [v] [x] [q]

Title	Run Date/Time	Size
Agency Bill - Mar 2014 - BB08-0999	4/10/2014 9:18 AM	5117
Agency Bill - Mar 2014 - BB08-2222	4/10/2014 9:19 AM	5118
Agency Bill 800 Call Detail Export - Mar 2014 - BB08-2222	4/10/2014 9:04 AM	5115
Agency Bill Detail Only Export - Mar 2014 - BB06-0999	4/10/2014 10:01 AM	5126
Agency Bill Detail Only Export - Mar 2014 - BB06-2222	4/10/2014 10:01 AM	5125
Agency Bill Long Distance Usage Export - Mar 2014 - BB08-2222	4/10/2014 8:56 AM	5112
Agency Bill Summary - Mar 2014 - BB08-0999	4/10/2014 9:50 AM	5124
Agency Bill Summary - Mar 2014 - BB08-2222	4/10/2014 9:50 AM	5125
Agency Bill Summary by AuthUser - Mar 2014 - Inatheme	4/11/2014 10:54 AM	5131
IMPORTANT! OTM Billing System Change Information - Inatheme	10/31/2013 7:10 PM	1409
IMPORTANT! OTM Billing System Change Information - Inatheme	11/12/2013 4:16 PM	3802

Records: 1 to 11 of 11

Agency Bill Summary by AuthUser

This report provides a list of grand totals due for each cost center the user is authorized to access. This report will be sent by email monthly to OTM Self Service Portal users. The report includes three sections:

- A statement indicating the date ending the month covered by the invoice. For example, the Agency Bill Summary by AuthUser for March 2014 would have a statement "Summary of Charges for period ending 3/31/2014."
- A table showing account numbers, descriptions of the account numbers, and associated charges.
- A link to the OTM Self Service Portal.

<u>Account Number</u>	<u>Description</u>	<u>Total</u>
B808-0999	EXC DEP/OTM MISCELLANEOUS BILL	38.02
B808-2222	EXC DEP/OTM/OFFICE OF DIRECTOR	12,422.00

*Details of these charges have been posted at:
<http://otmserviceportal.doa.louisiana.gov/selfservice>*

This report is intended for printing or saving to PDF.

Tip: Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

Agency Bill

This report provides a comprehensive view of the agency charges. There are four sections to the report:

- A message with the latest news from OTM regarding changes or enhancements to services
- Identifying information
 - The account number (OTM general ledger number/accounting unit number or cost center) associated with the invoice
 - The address of the agency being invoiced
 - The invoice number
 - The invoice date
- A summary of charges by line of service and total amount due
- Details of charges for each billed item (number) and total amount due

Office of Telecommunications
 PO Box 94280
 Baton Rouge, LA 70804-9280
 AGPS Vendor # 72070025400

This bill has been generated during OTM's parallel billing cycle. It is not intended to balance to the October bill you previously received.
 Invoice for: 8808-2222 EXC DEP/OTM/OFFICE OF DIRECTOR Invoice#: 1403006797 Invoice Date: 03/31/2014
 P O BOX 94280
 BATON ROUGE, LA 70804-9280

	Amount	Support Fee	Processing Fee	Total Due
Local Services				
Standard Dial Tone MRC	3,491.65	17.69	0.00	3,509.34
Standard Dial Tone OCC	65.50	0.43	0.00	65.93
ACD MRC	3,322.20	16.58	0.00	3,338.78
Voice Processing MRC	480.45	2.33	0.00	482.78
Voice Processing OCC	6.00	0.03	0.00	6.03
Non-Standard Dial Tone MRC	181.45	0.94	3.65	186.04
Non-Standard Dial Tone MRC	-9.35	-0.05	-0.10	-9.50
Local Services	7,541.90	37.96	3.55	7,583.40
Network Services				
Circuit MRC	296.00	1.44	8.64	296.08
Data Dial Tone MRC	4,003.00	19.95	0.00	4,022.95
Consolidated Network Access - MRC	350.00	1.75	0.00	351.75
800 Service Usage	40.05	0.20	0.00	40.25
Network Services	4,689.05	23.34	8.64	4,713.03
Wireless Services				
BlackBerry BES MRC	94.50	0.54	0.00	95.04
Wireless Services	94.50	0.54	0.00	95.04
Long Distance Services				
	Amount	Support Fee	Processing Fee	Total Due

Export Format Type: [Dropdown] Email Export Cancel Back

OTM Self Service Portal—OTM Billing Report Types: Agency Bill

Invoice for 888-222 EXC DEPT/MO/OFFICE OF DIRECTOR Invoice# 143306757 Invoice Date 03/31/2014 Page Number: 7

Local Services		Standard Dial Tone MRC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
225342892	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	DIGITAL CLASS	1	38.25	0.14	0.00	38.39
225342892	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ADDFL DIRECTORY LISTING	1	1.82	0.01	0.00	1.83
225342891	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	DIGITAL CLASS	1	38.25	0.14	0.00	38.39
225342893	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ADDFL DIRECTORY LISTING	1	1.82	0.01	0.00	1.83
225342893	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	MEMORY CALL	1	6.20	0.03	0.00	6.23
225342894	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	DIGITAL CLASS	1	38.25	0.14	0.00	38.39
225342892	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	BASIC CLASS	1	15.50	0.08	0.00	15.58
225342899	1251 N THIRD ST CLAIRBORNE	BATON ROUGE	BASIC CLASS	1	15.50	0.08	0.00	15.58
225342897	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	PROPRIETARY BUSINESS CLASS	1	15.50	0.09	0.00	15.59
225342897	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	AUTHORIZATION CODE	1	0.40	0.00	0.00	0.40
225342897	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	INTER OFFICE CHANNEL	1	28.80	0.14	0.00	28.94
318576295	1800 N 3RD ST OTM LANET N	BATON ROUGE	BASIC CLASS	1	15.50	0.08	0.00	15.58
337521289	1800 N 3RD ST OTM LANET N	BATON ROUGE	BASIC CLASS	1	15.50	0.08	0.00	15.58
954986774	1800 N 3RD ST OTM LANET N	BATON ROUGE	BASIC CLASS	1	15.50	0.08	0.00	15.58
2253427879	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	MEMORY CALL	1	6.20	0.03	0.00	6.23
164903186	1541 TULANE AVENUE	NEW ORLEANS	BASIC CLASS	1	15.50	0.08	0.00	15.58
225342892	1251 N THIRD ST CLAIRBORNE	BATON ROUGE	DIGITAL CLASS	1	15.50	0.00	0.00	15.50
225342892	1251 N THIRD ST CLAIRBORNE	BATON ROUGE	MEMORY CALL	1	6.20	0.03	0.00	6.23
Total for Standard Dial Tone MRC					3,891.65	17.69	0.00	3,909.34
Local Services		Standard Dial Tone OCC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
225342892	1251 N THIRD ST CLAIRBORNE	BATON ROUGE	COMMON CONNECT	1	79.50	0.08	0.00	79.58
225342892	1251 N THIRD ST CLAIRBORNE	BATON ROUGE	MISDARY CALL INSTALL	1	9.00	0.00	0.00	9.00
Total for Standard Dial Tone OCC					10.50	0.43	0.00	10.93
Local Services		LCD MRC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
AC00000004	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	QUE SLOTS CONVERTED	1	84.00	0.42	0.00	84.42
AC00000005	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	QUE SLOTS CONVERTED	1	84.00	0.42	0.00	84.42
AC00000006	1800 N 3RD ST CLUS SERPHEL	BATON ROUGE	QUE SLOTS CONVERTED	1	84.00	0.42	0.00	84.42

Export Format Type: [Dropdown] Email Export Cancel Back

Invoice for 888-222 EXC DEPT/MO/OFFICE OF DIRECTOR Invoice# 143306757 Invoice Date 03/31/2014 Page Number: 12

Local Services		Non-Standard Dial Tone MRC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
2250297814	801 W PENDERBON BOULEVARD	BOULDER	NON-STANDARD DIALTONE BRY	4	-4.28	-0.04	-0.06	-4.40
142255848	711 W CALIFORNIA AVE	BOSTON	NON-STANDARD DIALTONE BRY	1	-1.07	-0.01	-0.52	-1.10
Total for Non-Standard Dial Tone MRC					-5.35	-0.05	-0.10	-5.50
Network Services		Circuits MRC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
2258117542	1800 N 3RD ST	BATON ROUGE	CIRCUIT LOCAL LOOP	2	288.00	1.44	0.54	290.00
Total for Circuits MRC					288.00	1.44	0.54	290.00
Network Services		Data Dial Tone MRC						
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total
DDALD9K0009602	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 12/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009603	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 13/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009604	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 14/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009605	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 15/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009606	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 16/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009607	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 17/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009608	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 18/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009609	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 19/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009610	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 20/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009611	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 21/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009612	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 22/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009613	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 23/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009614	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 24/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009615	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 25/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009616	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 26/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009617	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 27/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009618	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 28/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009619	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 29/1/00	1	20.00	0.10	0.00	20.10
DDALD9K0009620	1800 N 3RD ST OTM LANET	BATON ROUGE	DESKTOP ACCESS 30/1/00	1	20.00	0.10	0.00	20.10

Export Format Type: [Dropdown] Email Export Cancel Back

OTM Self Service Portal—OTM Billing Report Types: Agency Bill

Invoice for: 8809-2222		EXC DEPT/MS/OFFICE OF DIRECTOR		Invoice#:	140300757	Invoice Date:	03/31/2014	Page Number:	17
Network Services					Data Dial Tone MRC				
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total	
DDIALSRV00020	801 INDEPENDENCE BOULE	BATON ROUGE	DMZ SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00024	801 INDEPENDENCE BOULE	BATON ROUGE	DMZ SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00029	1800 N 3RD ISB	BATON ROUGE	DMZ SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00023	1800 N 3RD ISB	BATON ROUGE	DMZ SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00024	801 INDEPENDENCE BOULE	BATON ROUGE	DMZ SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00026	1800 N 3RD ISB	BATON ROUGE	NW SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00037	1800 N 3RD ST OTM LANET	BATON ROUGE	NW SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00034	1800 N 3RD ST OTM LANET	BATON ROUGE	NW SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00079	801 INDEPENDENCE BOULE	BATON ROUGE	NW SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSRV00087	1800 N 3RD ISB	BATON ROUGE	NW SERVER ACCESS 10/100	1	38.50	0.00	0.00	38.50	
DDIALSLAN000540	817 N 3RD ST URSALE BLDG	BATON ROUGE	SDI WLAN ACCESS POINT	1	42.00	0.00	0.00	42.00	
DDIALDGN001876	1800 N 3RD ISB	BATON ROUGE	DESKTOP ACCESS 10/100	1	20.00	0.00	0.00	20.00	
				Total for Data Dial Tone MRC:	1,003.00	16.99	0.00	1,020.00	
Network Services					Consolidated Network Access - MRC				
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total	
ENMR0010011	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	LOCAL ETHERNET ACCESS 1.0	1	160.00	1.75	0.00	161.75	
				Total for Consolidated Network Access - MRC:	160.00	1.75	0.00	161.75	
Wireless Services					Blackberry BES MRC				
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total	
225299000	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225299005	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225299046	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225219126	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225247365	1800 N 3RD ST GUS SERHEL	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225262936	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260436	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260520	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260581	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
				Total for Blackberry BES MRC:	14.50	0.00	0.00	14.50	

Invoice for: 8809-2222		EXC DEPT/MS/OFFICE OF DIRECTOR		Invoice#:	140300757	Invoice Date:	03/31/2014	Page Number:	18
Wireless Services					Blackberry BES MRC				
Number	Address	City	Description	QTY	Amount	Support Fee	Proc. Fee	Total	
225260705	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260729	1800 N 3RD ST OTM LANET	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260742	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260745	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260760	1800 N 3RD ST OTM LANET	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260765	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260770	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260775	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260780	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260785	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260790	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260795	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260800	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260805	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260810	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260815	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260820	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260825	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260830	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260835	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260840	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260845	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260850	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260855	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260860	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260865	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260870	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260875	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260880	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260885	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260890	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260895	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
225260900	1800 N 3RD ST OTM WIRE CA	BATON ROUGE	ENTERPRISE SERVICE ACCESS	1	3.50	0.00	0.00	3.50	
				Total for Blackberry BES MRC:	14.50	0.00	0.00	14.50	
Detail for 800 Service Usage									
Number	Amount		Number of Minutes		Amount				
8002567777	1.052 Y		81.1		18.88				
8778807222					4.17				
CallAmount for 800 Service Usage					82.05				
Support Fee					0.20				
Processing Fee					0.00				
Total					89.23				
Detail for Standard Dial From I.D Usage									
Number	Amount		Number of Minutes		Amount				
225342723			4.0		7.96				

OTM Self Service Portal—OTM Billing Report Types: Agency Bill

Invoice for: 8808-2222 EXC DEPT/MT/OFFICE OF DIRECTOR Invoice#: 140300757 Invoice Date: 03/31/2014 Page Number: 19

Detail for: Standard Dial Tone LD Usage

Number	Number of Minutes	Amount
2253427725	2.0	3.98
CallAmount for: Standard Dial Tone LD Usa		11.94
Support Fee		0.03
Processing Fee		0.00
Total		11.97

Detail for: Standard LINC Usage

Number	Number of Minutes	Amount
2252190470	43.6	1.54
2252194802	6.8	0.24
2252194867	0.7	0.02
2252194868	147.4	5.16
2252194871	49.8	1.73
2252194873	54.0	1.89
2252194875	0.5	0.02
2252194877	3.7	0.13
2252194879	73.8	2.59
2252194882	78.2	2.74
2252195000	11.0	0.39
2253420003	33.9	1.18
2253420126	19.8	0.70
2253420323	3.7	0.13
2253420547	90.0	3.43
2253421182	107.6	3.76
2253421419	4.5	0.16
2253421515	14.7	0.52
2253421577	4.0	0.13
2253422410	41.2	1.44
2253422600	89.6	3.14
2253423048	4.5	0.15
2253423058	4.5	0.16
2253424649	1.1	0.04
2253424654	23.5	0.81
2253425152	53.2	1.86

Export Format Type: [Dropdown] Email Export Cancel Back

Invoice for: 8808-2222 EXC DEPT/MT/OFFICE OF DIRECTOR Invoice#: 140300757 Invoice Date: 03/31/2014 Page Number: 21

CallAmount for: Standard LINC Usage		78.94
Support Fee		0.39
Processing Fee		0.00
Total		79.33

Detail for: Non Standard LINC Usage

Number	Number of Minutes	Amount
2252190958	561.1	19.64
CallAmount for: Non Standard LINC Usage		19.64
Support Fee		0.10
Processing Fee		0.00
Total		19.74

	Amount	Support	Processing fee	Total
Grand Total:	12,422.00	62.35	13.37	12,497.72

Export Format Type: [Dropdown] Email Export Cancel Back

This report is intended for printing or saving to PDF.

Tip: Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

Agency Bill Summary

This report provides a summary of charges for the account number (general ledger number/cost center/accounting unit) by line of service, including totals for each line of service as well as a grand total. It provides the same information as the first three sections of the Agency Bill report—only the details associated with a particular number are omitted. The Agency Bill Summary report includes:

- A message with the latest news from OTM regarding changes or enhancements to services
- Identifying information
 - The account number (OTM general ledger number/accounting unit number or cost center) associated with the invoice
 - The address of the agency being invoiced
 - The invoice number
 - The invoice date
- A summary of charges by line of service and total amount due

Office of Telecommunications
 PO Box 94200
 Baton Rouge, LA 70804-9200
 AGPS Vendor # 72070025400

This bill has been generated during OTM's parallel billing cycle. It is not intended to balance to the October bill you previously received.

Invoice for: 8808-2222 EXC DEPT/OTM/OFFICE OF DIRECTOR Invoice#: 1403006757 Invoice Date: 03/31/2014
 P O BOX 94200
 BATON ROUGE, LA 70804-9200

Local Services	Amount	Support Fee	Processing Fee	Total Due
Standard Dial Tone MRC	3,491.65	17.69	0.00	3,509.34
Standard Dial Tone OCC	85.50	0.43	0.00	85.93
JCO MRC	3,322.20	16.58	0.00	3,338.78
Voice Processing MRC	460.45	2.33	0.00	462.78
Voice Processing OCC	6.00	0.03	0.00	6.03
Non-Standard Dial Tone MRC	181.45	0.94	3.65	186.04
Non-Standard Dial Tone MRC	-5.35	-0.05	-0.10	-5.50
Local Services	7,541.90	37.95	3.55	7,583.40
Network Services	Amount	Support Fee	Processing Fee	Total Due
Circuits MRC	288.00	1.44	8.64	298.08
Data Dial Tone MRC	4,003.00	19.95	0.00	4,022.95
Consolidated Network Access - MRC	350.00	1.75	0.00	351.75
800 Service Usage	40.05	0.20	0.00	40.25
Network Services	4,681.05	23.34	8.64	4,713.03
Wireless Services	Amount	Support Fee	Processing Fee	Total Due
BlackBerry BES MRC	94.50	0.54	0.00	95.04
Wireless Services	94.50	0.54	0.00	95.04
Long Distance Services	Amount	Support Fee	Processing Fee	Total Due

Export Format Type: [Dropdown] Email Export Cancel Back

The screenshot displays an OTM Billing Report for an agency bill. The report header includes the invoice number (8493-2222), the agency name (EXC DEPT/OTM/OFFICE OF DIRECTOR), the address (P.O. BOX 94260, BATON ROUGE, LA 70804-9260), the invoice number (142000757), and the invoice date (03/31/2014). The report is presented as a table with four columns of data. The rows list various usage categories and their corresponding costs. The total amount due is 12,422.00.

Usage Category	Usage	Rate	Amount	Total
Standard Dial Tone LD Usage	5.97	0.03	0.18	6.18
Standard LINC Usage	78.94	0.39	0.00	79.33
Non Standard LINC Usage	19.64	0.10	0.00	19.74
Long Distance	104.55	0.52	0.18	105.25
Total Amount Due	12,422.00	62.35	12.37	12,496.72

At the bottom of the report, there is a section for "Export Format Type" with a dropdown menu set to "Email". Below this are buttons for "Email", "Export", "Cancel", and "Back".

This report is intended for printing or saving to PDF.

Tip: Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

Agency Bill 800 Call Detail Export

This report includes call charges for each toll free number associated with the cost center. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost.

Orig Number	Date	Time	Dialed Digits	Term City	State	Dur	Cost
9-126	02/01/2014	07:02	800-258-7777	BATONROUGE	LA	1.2	0.04
0-1065	02/01/2014	09:20	800-258-7777	BATONROUGE	LA	1.0	0.06
0-4869	02/01/2014	10:09	800-258-7777	BATONROUGE	LA	0.5	0.02
0-6803	02/01/2014	10:17	800-258-7777	BATONROUGE	LA	1.0	0.04
0-4869	02/01/2014	11:03	800-258-7777	BATONROUGE	LA	0.5	0.02
0-4879	02/01/2014	12:12	800-258-7777	BATONROUGE	LA	1.0	0.03
1-4125	02/01/2014	13:20	800-258-7777	BATONROUGE	LA	1.0	0.06
0-2705	02/01/2014	15:19	800-258-7777	BATONROUGE	LA	2.3	0.08
0-4996	02/01/2014	15:21	800-258-7777	BATONROUGE	LA	1.4	0.05
0-4996	02/01/2014	07:39	800-258-7777	BATONROUGE	LA	0.5	0.02
0-7028	02/02/2014	15:31	800-258-7777	BATONROUGE	LA	1.0	0.04
0-4996	02/02/2014	07:34	800-258-7777	BATONROUGE	LA	0.5	0.02
0-4996	02/03/2014	07:15	800-258-7777	BATONROUGE	LA	0.5	0.02
1-8119	02/03/2014	07:40	800-258-7777	BATONROUGE	LA	0.5	0.02
0-1018	02/03/2014	07:51	800-258-7777	BATONROUGE	LA	0.5	0.02
0-4869	02/03/2014	08:07	800-258-7777	BATONROUGE	LA	0.5	0.02
0-8014	02/03/2014	08:32	800-258-7777	BATONROUGE	LA	0.8	0.03
0-8014	02/03/2014	08:34	800-258-7777	BATONROUGE	LA	2.1	0.07
0-4027	02/03/2014	08:55	800-258-7777	BATONROUGE	LA	1.2	0.04
0-2050	02/03/2014	08:59	800-258-7777	BATONROUGE	LA	1.0	0.12
0-3402	02/03/2014	09:04	800-258-7777	BATONROUGE	LA	1.2	0.04
0-3402	02/03/2014	09:05	800-258-7777	BATONROUGE	LA	1.0	0.05
0-1872	02/03/2014	09:11	800-258-7777	BATONROUGE	LA	0.7	0.02
0-5091	02/03/2014	09:16	800-258-7777	BATONROUGE	LA	0.8	0.03
0-0044	02/03/2014	09:20	800-258-7777	BATONROUGE	LA	1.2	0.04
0-0044	02/03/2014	09:32	800-258-7777	BATONROUGE	LA	0.5	0.02
0-7201	02/03/2014	09:34	800-258-7777	BATONROUGE	LA	4.1	0.14
0-0044	02/03/2014	09:34	800-258-7777	BATONROUGE	LA	1.4	0.05
0-7028	02/03/2014	09:41	800-258-7777	BATONROUGE	LA	0.8	0.03
0-4996	02/03/2014	09:41	800-258-7777	BATONROUGE	LA	1.4	0.05
0-7028	02/03/2014	10:02	800-258-7777	BATONROUGE	LA	0.5	0.02
0-3055	02/03/2014	10:19	800-258-7777	BATONROUGE	LA	1.0	0.06
0-3707	02/03/2014	10:24	800-258-7777	BATONROUGE	LA	0.9	0.03
0-4996	02/03/2014	10:27	800-258-7777	BATONROUGE	LA	0.5	0.02
1-4988	02/03/2014	10:32	800-258-7777	BATONROUGE	LA	1.0	0.03
0-0049	02/03/2014	10:50	800-258-7777	BATONROUGE	LA	3.1	0.11
0-8020	02/03/2014	11:04	800-258-7777	BATONROUGE	LA	0.5	0.02
0-8020	02/03/2014	11:06	800-258-7777	BATONROUGE	LA	1.1	0.04
0-3706	02/03/2014	11:40	800-258-7777	BATONROUGE	LA	2.0	0.07
0-2289	02/03/2014	11:42	800-258-7777	BATONROUGE	LA	0.6	0.03
0-4907	02/03/2014	12:21	800-258-7777	BATONROUGE	LA	0.5	0.03
0-3649	02/03/2014	12:22	800-258-7777	BATONROUGE	LA	0.9	0.03
0-4911	02/03/2014	12:21	800-258-7777	BATONROUGE	LA	0.7	0.03
0-4022	02/03/2014	12:32	800-258-7777	BATONROUGE	LA	0.4	0.18
0-4967	02/03/2014	13:04	800-258-7777	BATONROUGE	LA	0.8	0.02
0-0711	02/03/2014	13:21	800-258-7777	BATONROUGE	LA	0.7	0.02
0-1379	02/03/2014	13:24	800-258-7777	BATONROUGE	LA	0.5	0.02
0-0201	02/03/2014	14:09	800-258-7777	BATONROUGE	LA	0.5	0.02
0-0112	02/03/2014	14:05	800-258-7777	BATONROUGE	LA	1.2	0.04
0-0044	02/03/2014	15:07	800-258-7777	BATONROUGE	LA	1.0	0.07
0-1002	02/03/2014	15:15	800-258-7777	BATONROUGE	LA	0.5	0.02
0-0049	02/03/2014	15:39	800-258-7777	BATONROUGE	LA	0.5	0.02
0-8020	02/03/2014	15:38	800-258-7777	BATONROUGE	LA	0.9	0.03
0-3402	02/03/2014	17:21	800-258-7777	BATONROUGE	LA	2.0	0.10
0-1018	02/04/2014	07:42	800-258-7777	BATONROUGE	LA	0.5	0.02
0-4869	02/04/2014	08:02	800-258-7777	BATONROUGE	LA	0.5	0.02

*Note: In this example, the originating telephone numbers have been truncated. The actual bill will contain all ten digits of the originating telephone numbers.

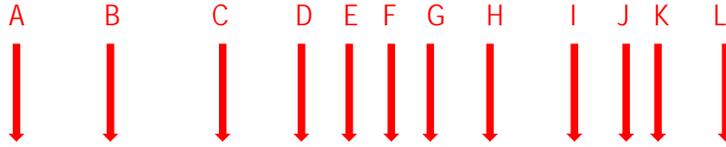
This report is intended for export to Excel (Data Only).

Tip: Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

Agency Long Distance Usage Export

This report includes long distance charges associated with each telephone number. Call details include:

- Column A: Account number
- Column B: Account street address
- Column C: Account city
- Column D: Originating number
- Column E: Date of call
- Column F: Time of call
- Column G: Dialed digits
- Column H: Terminal city
- Column I: Terminal state
- Column J: Call duration
- Column K: Call cost
- Column L: Charge description



8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0214/2014	16:15	337-413-8146	Franklin	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0218/2014	10:10	334-951-6006	Montgomery	AL	9.1	0.32 Standard LINC Usage	47000	1
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0211/2014	06:06	337-491-2503	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0213/2014	15:28	337-491-2413	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0213/2014	14:55	479-968-0127	Russellv	AR	18.6	0.66 Standard LINC Usage	47000	1
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0214/2014	15:50	479-968-0127	Russellv	AR	0.6	0.02 Standard LINC Usage	47000	1
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0225/2014	13:48	337-491-2993	Lake charl	LA	1.2	0.04 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0226/2014	09:26	337-339-0370	Jacksonville	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0228/2014	10:24	337-491-2401	Lake charl	LA	1.0	0.04 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0225/2014	13:47	337-491-2993	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0229/2014	08:33	318-676-7889	Shreveport	LA	0.8	0.03 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0226/2014	10:23	337-491-2401	Lake charl	LA	0.4	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0229/2014	10:23	337-491-2401	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0225/2014	12:12	337-491-2915	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0225/2014	13:48	337-491-2993	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0212/2014	09:06	337-491-2503	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0204/2014	10:16	985-234-3000	Covington	LA	1.6	0.05 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0212/2014	13:18	337-491-2400	Lake charl	LA	0.6	0.03 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0211/2014	07:55	337-491-2507	Lake charl	LA	0.3	0.01 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0213/2014	15:42	479-968-0127	Russellv	AR	5.3	0.19 Standard LINC Usage	47000	1
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0218/2014	15:18	479-968-0127	Russellv	AR	0.5	0.02 Standard LINC Usage	47000	1
8609-2222	1800 N 3RD ST OTM WIRE CABLE	BATON ROUGE	2252190470	0215/2014	14:24	337-491-2925	Lake charl	LA	0.5	0.02 Standard LINC Usage	47000	3
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0203/2014	09:48	318-452-1526	ALEXANDRIA	LA	4.2	0.15 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0203/2014	11:16	318-718-3809	DOLYNE	LA	0.3	0.01 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0203/2014	16:31	318-614-6237	MONROE	LA	4.4	0.16 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0204/2014	08:49	318-676-7155	SHREVEPORT	LA	0.9	0.03 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0204/2014	10:11	318-675-7010	SHREVEPORT	LA	1.4	0.05 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0204/2014	10:45	985-351-7388	HAMMOND	LA	0.3	0.01 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0228/2014	10:25	318-962-3061	SHREVEPORT	LA	0.8	0.03 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0226/2014	14:31	318-362-4578	MONROE	LA	0.3	0.01 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0224/2014	09:32	318-230-0154	MONROE	LA	1.5	0.05 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0225/2014	10:44	337-262-1237	LAFAYETTE	LA	0.3	0.01 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0225/2014	12:34	337-236-9141	LAFAYETTE	LA	0.6	0.02 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0226/2014	11:15	318-862-3061	SHREVEPORT	LA	2.9	0.10 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0227/2014	11:12	337-422-9962	LAFAYETTE	LA	3.1	0.11 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0228/2014	09:03	318-484-2360	ALEXANDRIA	LA	1.1	0.04 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0214/2014	13:56	318-263-0829	BASTROP	LA	1.2	0.04 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0218/2014	09:11	337-339-0370	JEWENETTE	LA	8.5	0.30 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0218/2014	15:13	504-256-9171	NEW ORLEAN	LA	1.4	0.05 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0219/2014	13:11	318-861-5703	SHREVEPORT	LA	4.0	0.14 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0220/2014	09:49	318-345-7595	MONROE	LA	0.7	0.02 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0221/2014	09:27	337-491-2145	LAKE CHARL	LA	1.9	0.04 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0207/2014	12:09	504-999-0148	NEW ORLEAN	LA	0.3	0.01 Non Standard LINC Usage	48000	103
8609-2222	1800 N 3RD ISB	BATON ROUGE	2252190958	0211/2014	12:28	337-491-2925	LAKE CHARL	LA	1.4	0.05 Non Standard LINC Usage	48000	103

This report is intended for export to Excel (Data Only).

Tip: Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

Announcements

In addition to reports of billing charges, billing-related announcements may be included in the Report History List.

Save Billing Reports in PDF

The following billing report types are intended and designed for printing or saving to PDF.

- **Agency Bill Summary by AuthUser**—A list of grand totals due for each cost center the user is authorized to access.
- **Agency Bill**—Comprehensive report for the account number (general ledger number/cost center/accounting unit) including announcements; identifying information; summary charges by line of service, including totals for each line of service as well as a grand total; and detail charges for each line of service including charges for each telephone or circuit number.
- **Agency Bill Summary**—Summary of charges for the account number (general ledger number/cost center/accounting unit) by line of service, including totals for each line of service as well as a grand total.

OTM only supports saving or "exporting" the above report types to PDF. Export to unsupported format types may produce unexpected results.

The **Agency Bill Detail Only Export**, **Agency Bill 800 Call Detail Export**, or the **Agency Long Distance Usage Export** (the report types with "Export" in the name) are intended and designed for exporting to Excel Data Only. Refer to [Export Billing Reports](#) in this guide. These reports may also be printed or saved to PDF if desired.

DOC - MS Word
PDF - Adobe ← **Supported**
HTML - HTML 4.0
RPT - Crystal Reports
RTF - Rich Text
TXT - Text
XLS - Excel (Data Only) ← **Supported for specified report types only**
(those with "Export" in the name)
XLS - Excel
CSV

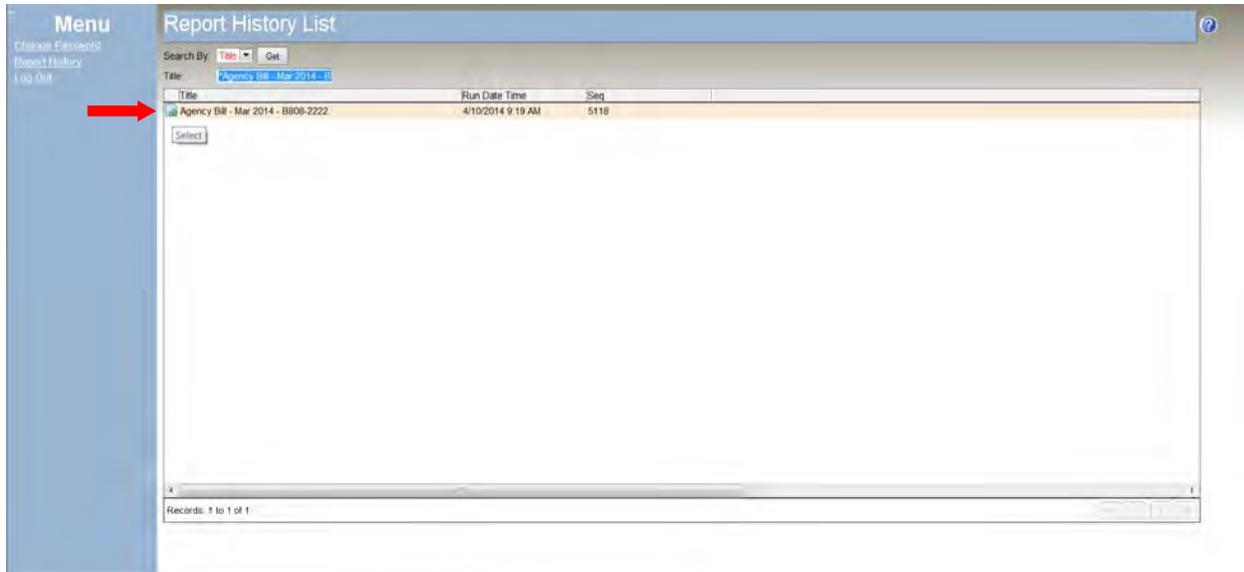
Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

To save a report to PDF:

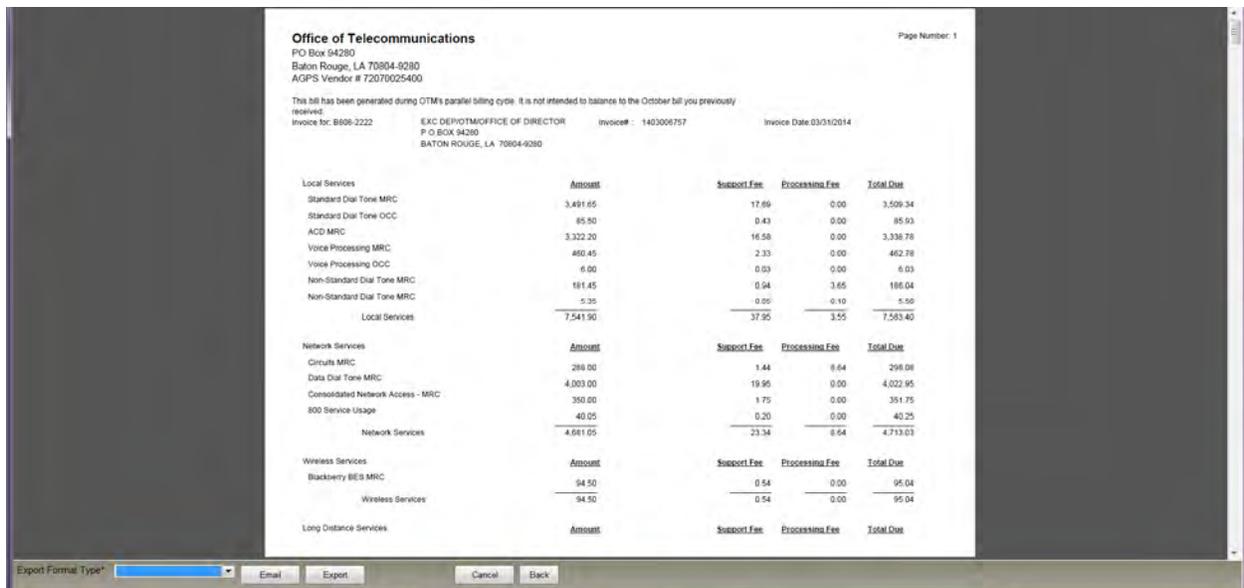
First, select an individual report. Refer to [Report History List](#) in this guide.

From the Report History List, either

- Click the Select button () beside the report title, OR
- Double-click the report title.



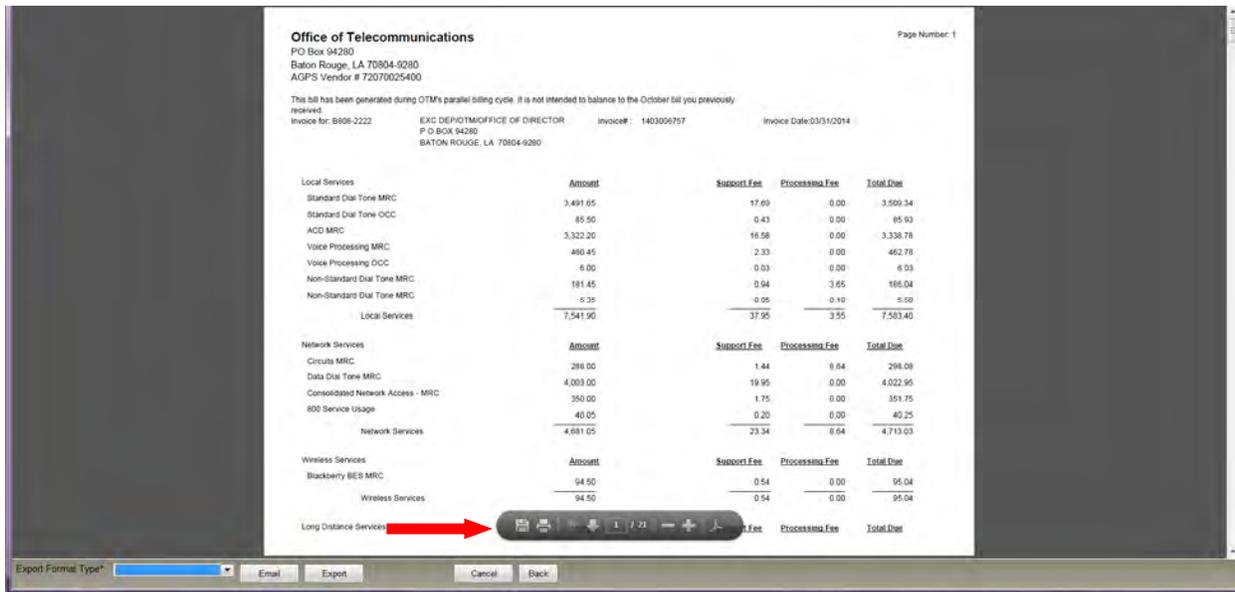
The selected report will be shown in PDF format.



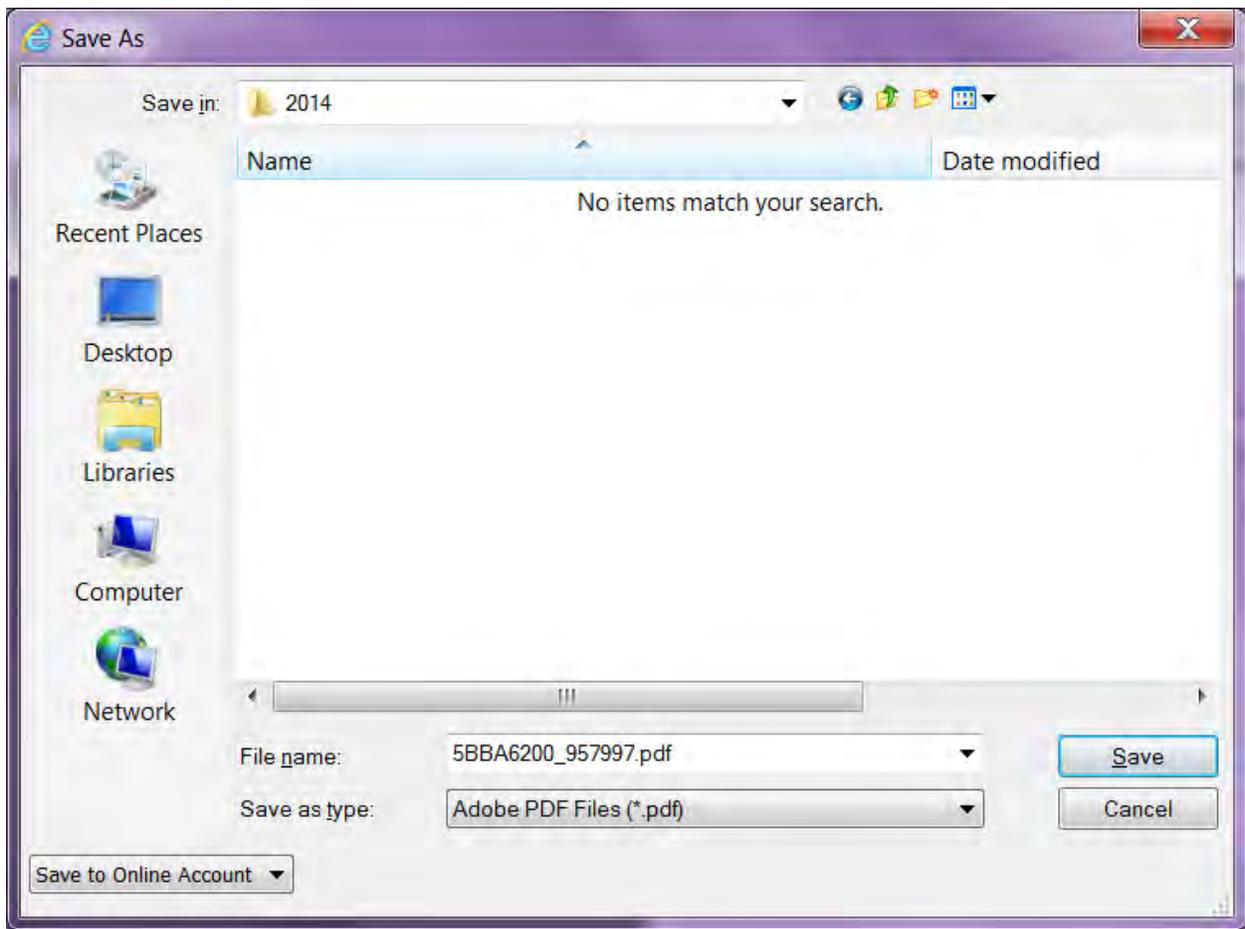
You may use the buttons at the bottom of the window or you may use the Adobe Acrobat toolbar () to save the document in PDF.

To use the Adobe Acrobat toolbar:

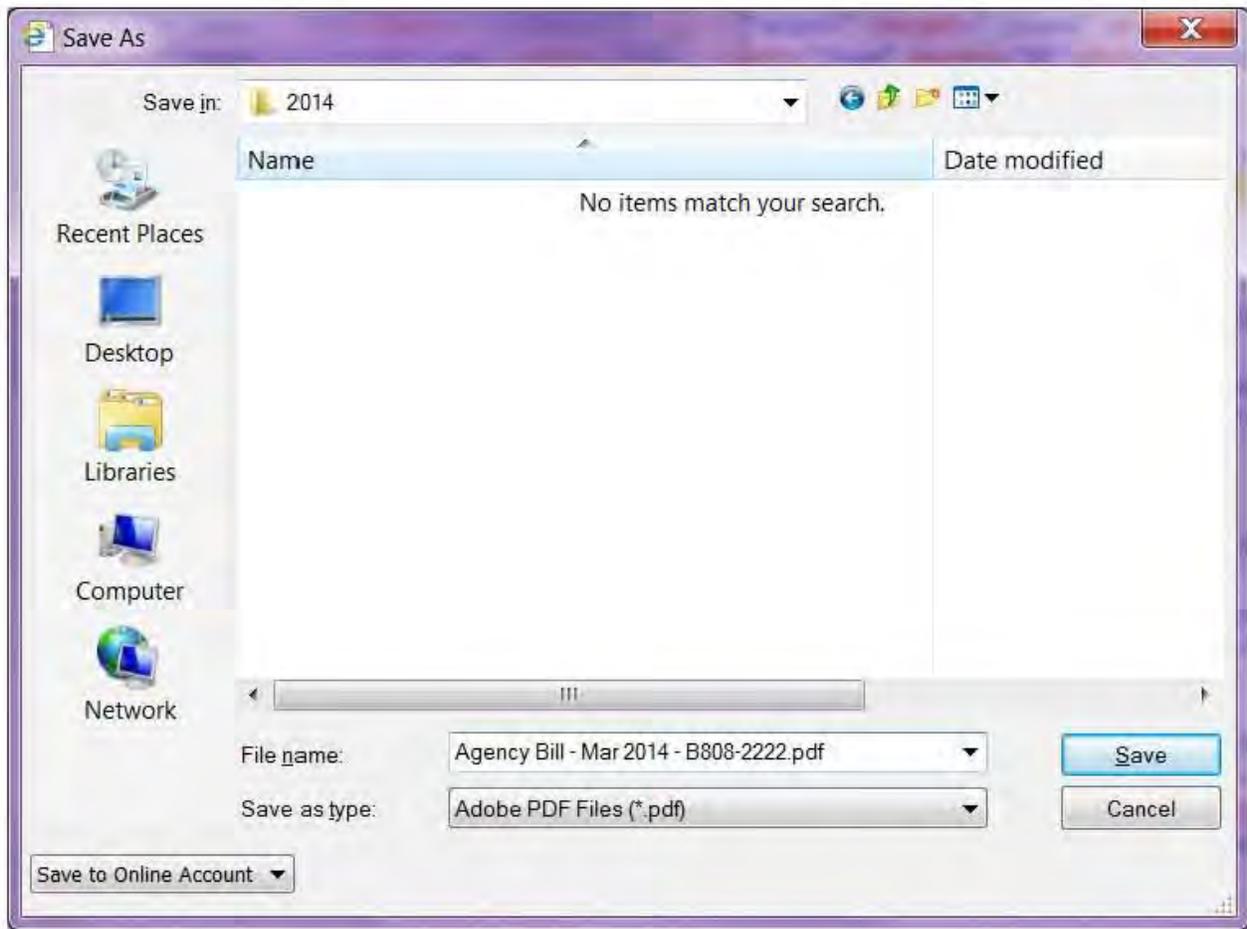
If the toolbar is not visible, hover the mouse over the center bottom of report page. The toolbar will become visible.



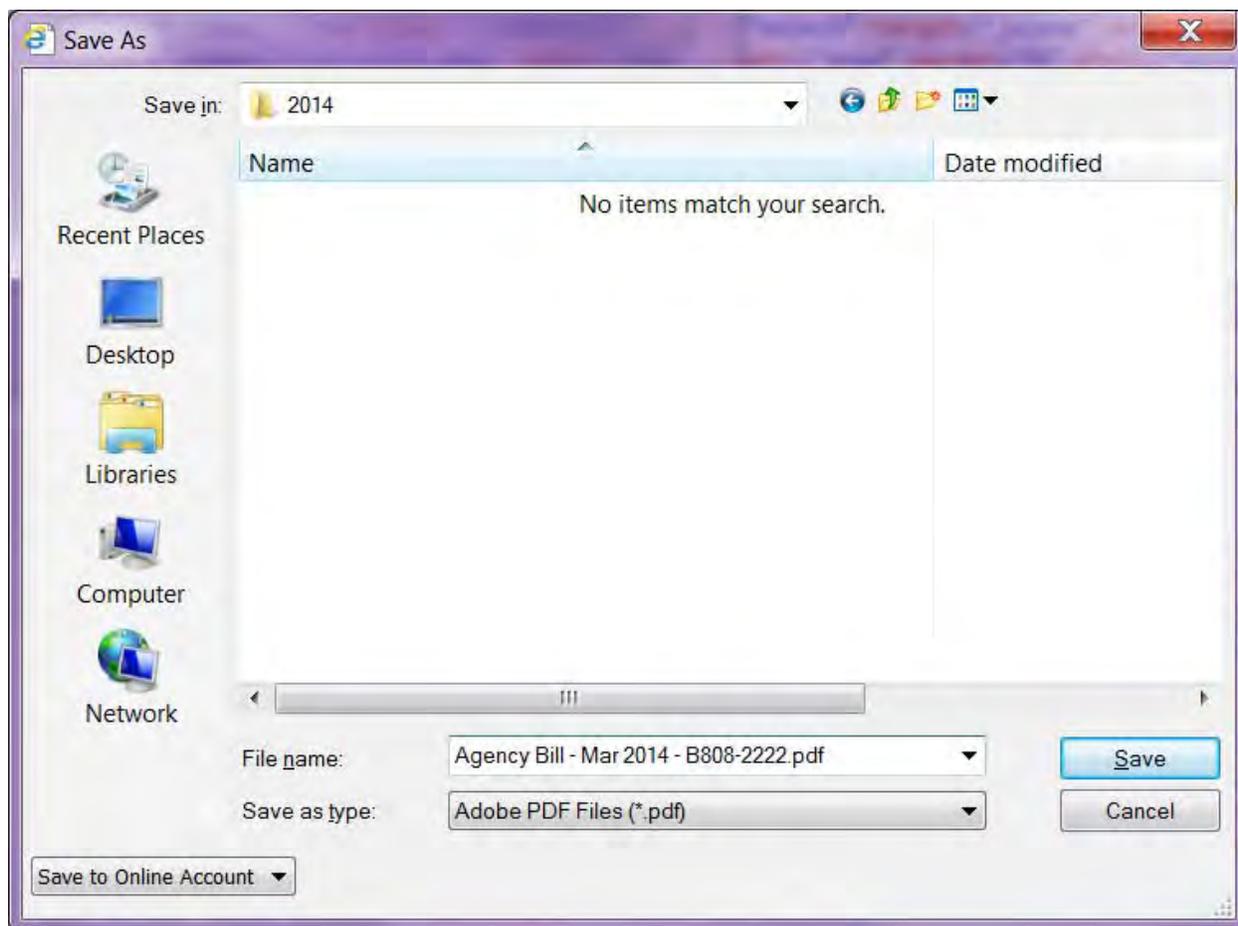
Click the **Save** button 



Enter a meaningful name in the **File name** field.



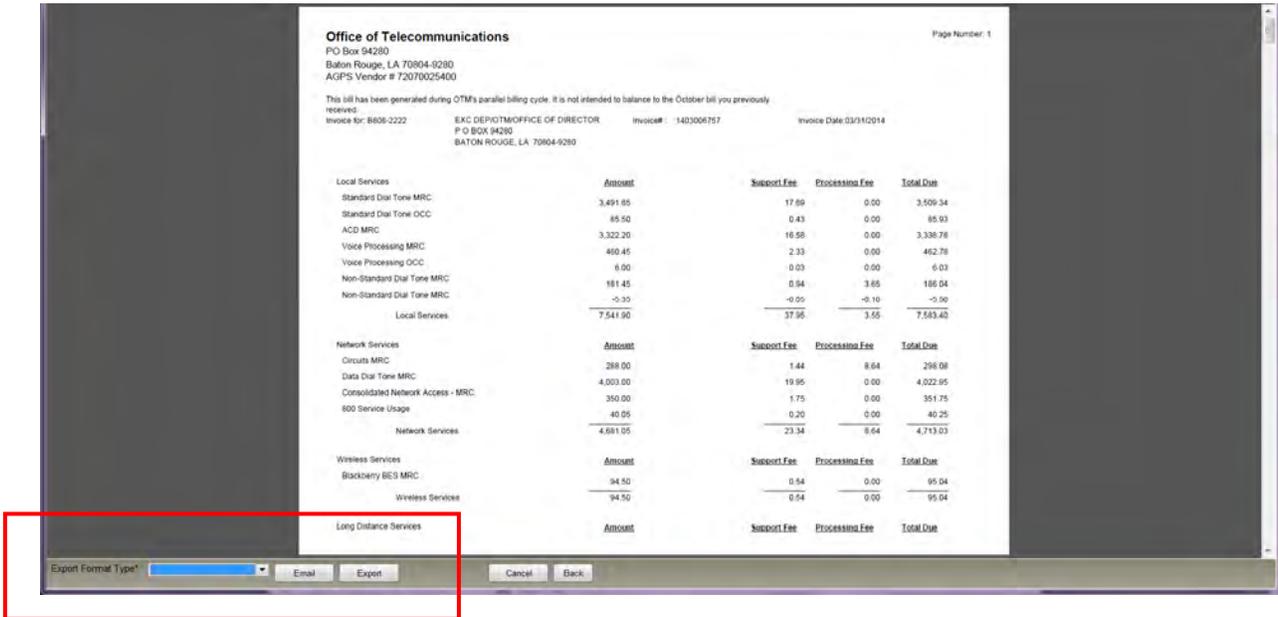
Click **Save**.



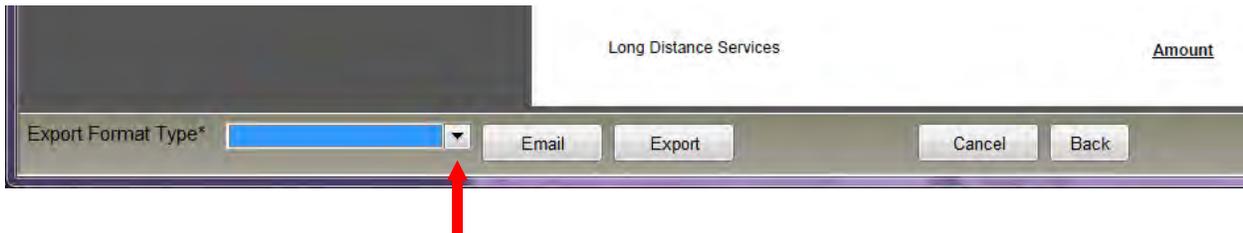
The PDF document will be saved to the location you indicated.

The saved PDF document will be the same document which was shown in the OTM Self Service Portal. Any bookmarks which are in the document should be visible when the document is opened with Acrobat Reader. If bookmarks are not visible, refer to [Adobe Acrobat Toolbar](#) in this guide.

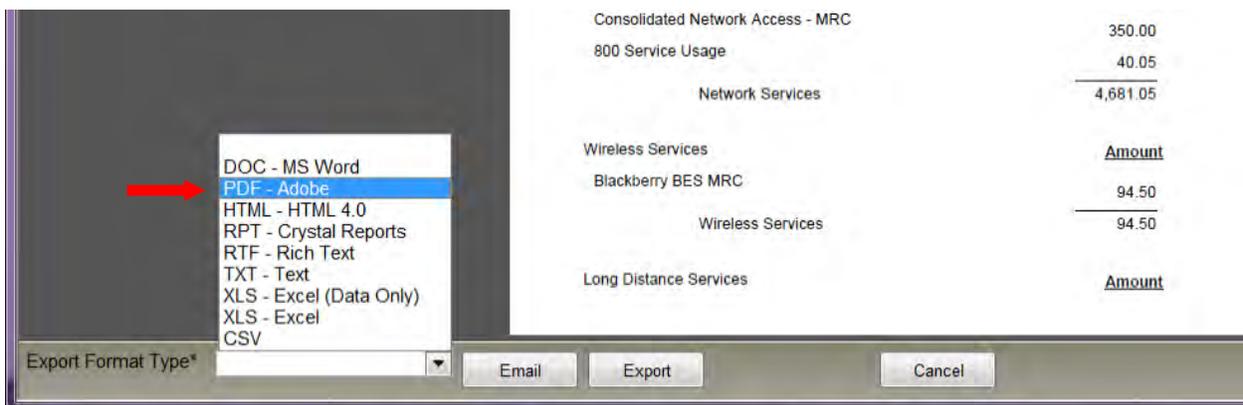
To use the Export button:



Click the **Export Format Type** drop down.



Select **PDF - Adobe**



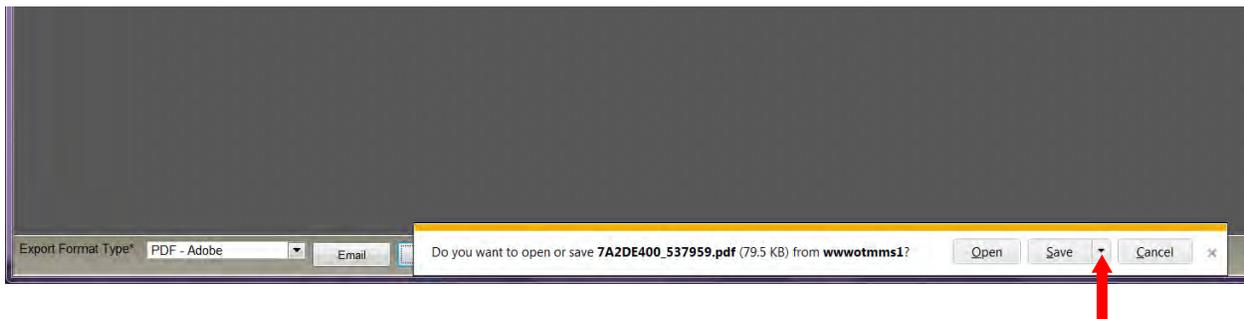
Click **Export**

OTM Self Service Portal—Save Billing Reports in PDF

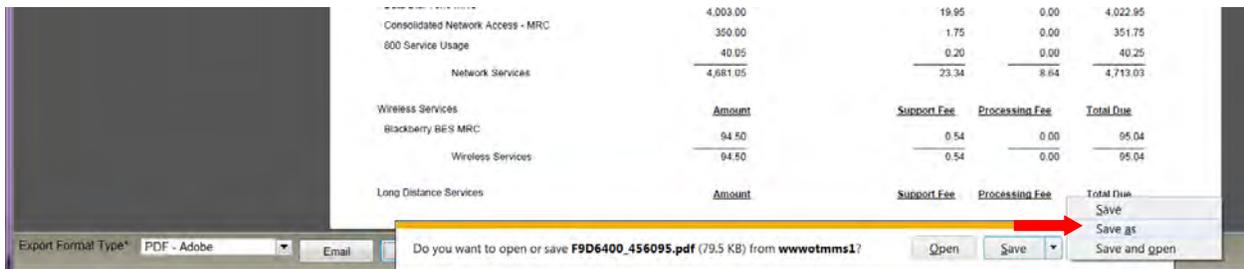


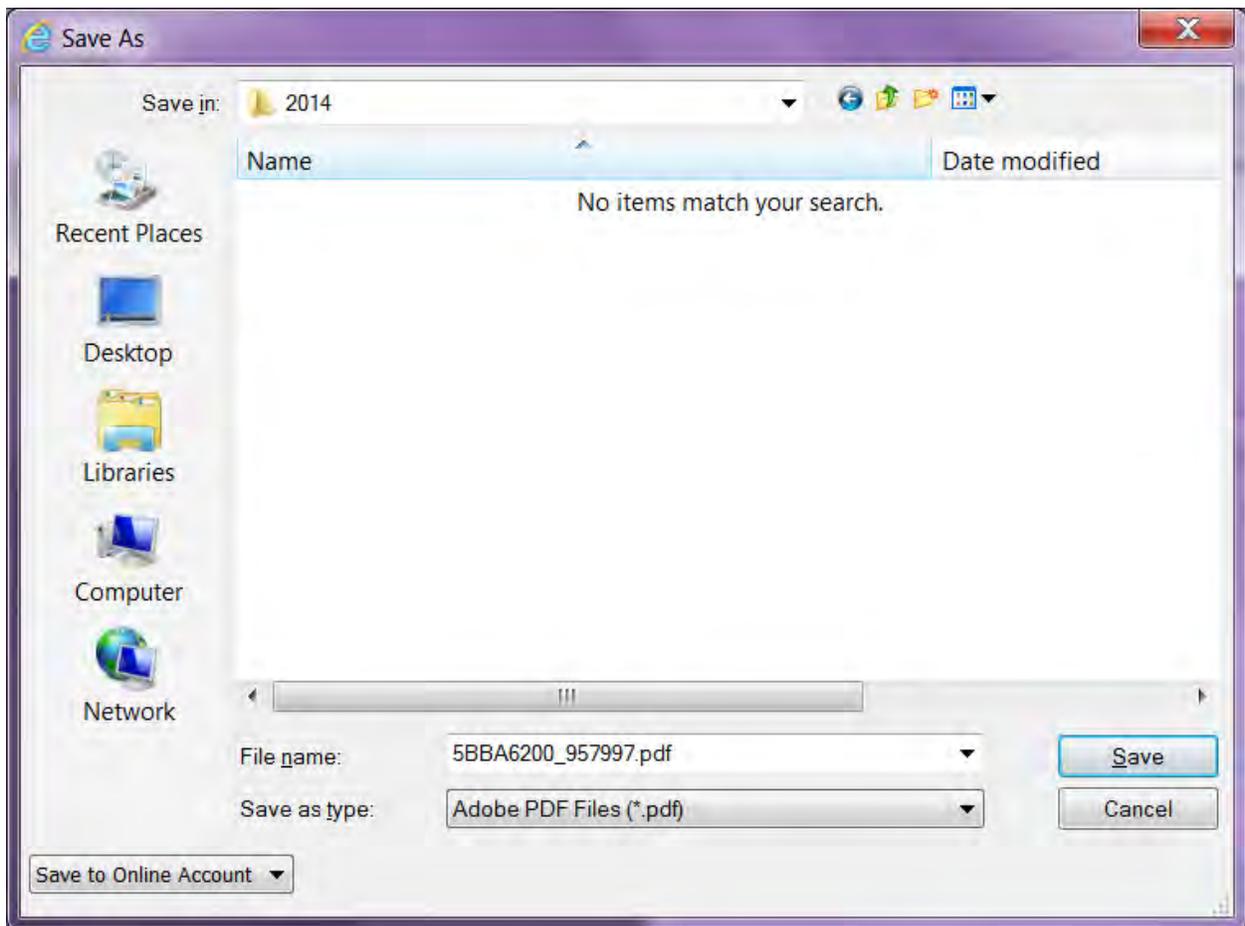
You will be prompted to open or save the document.

Click the **drop down arrow** beside the **Save** button.

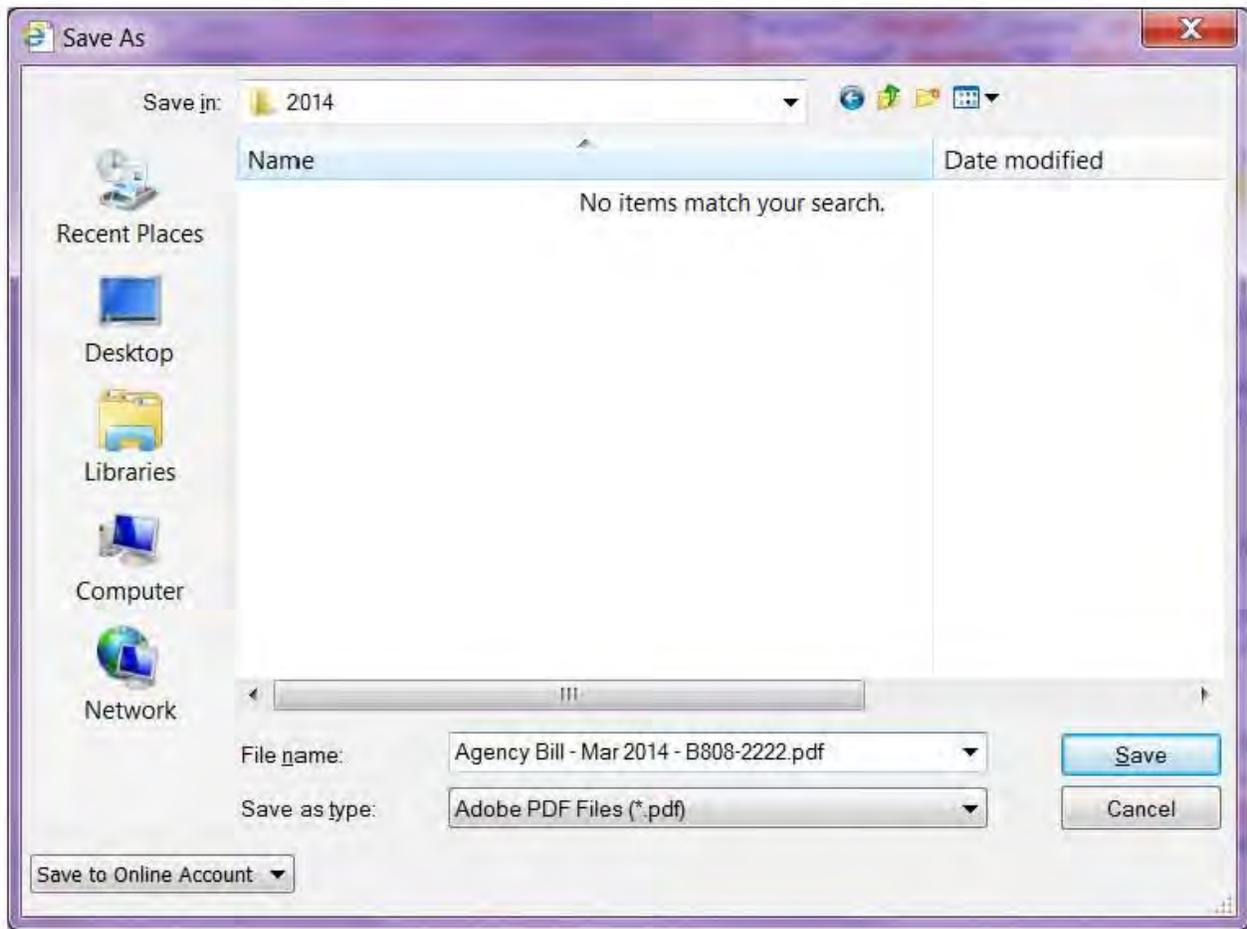


Select **Save as**

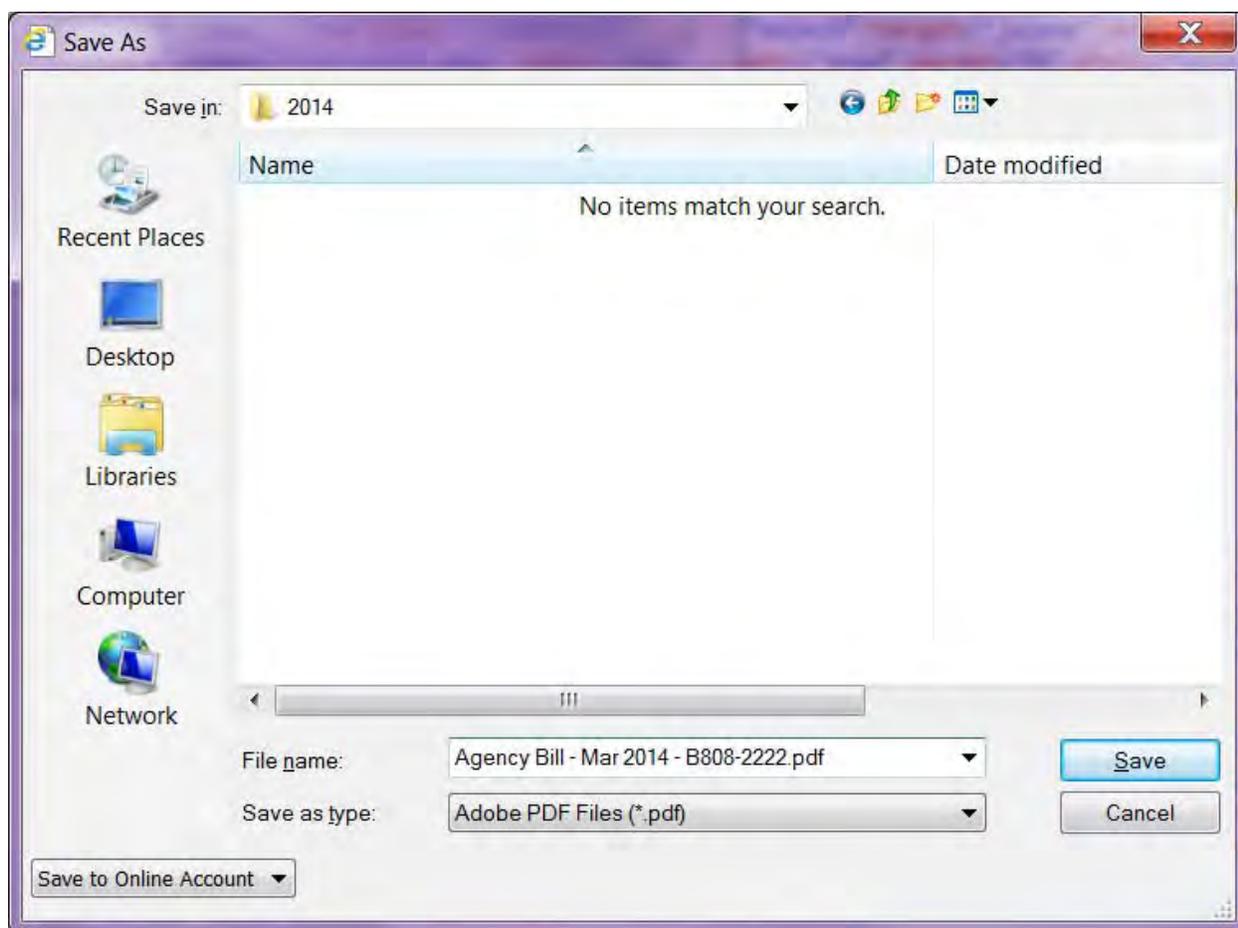




Enter a meaningful name in the **File name** field.



Click **Save**.



The PDF document will be saved to the location you indicated.

The saved PDF document will be the same document which was shown in the OTM Self Service Portal. Any bookmarks which are in the document should be visible when the document is opened with Acrobat Reader. If bookmarks are not visible, refer to [Adobe Acrobat Toolbar](#) in this guide.

Export Reports to Excel (Data Only)

The following billing report types are intended and designed for export to Excel (Data Only). These are the report types which include the word "Export" in the name.

- **Agency Bill Detail Only Export**—Monthly recurring charges for each telephone or circuit number (includes all lines of service).
- **Agency Bill 800 Call Detail Export**—Call charges for each toll free number associated with the cost center. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost.
- **Agency Long Distance Usage Export**—Long distance charges associated with each telephone number. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost.

OTM supports exporting the above report types to Excel (Data Only). These report types may also be printed or saved to PDF. No other export format types are supported. Export to unsupported format types may produce unexpected results.

The **Agency Bill Summary by AuthUser**, **Agency Bill**, or the **Agency Summary** are intended and designed only for printing or saving to PDF. Refer to [Saving Billing Reports to PDF](#) in this guide.

DOC - MS Word
PDF - Adobe ← **Supported**
HTML - HTML 4.0
RPT - Crystal Reports
RTF - Rich Text
TXT - Text
XLS - Excel (Data Only) ← **Supported for specified report types only**
XLS - Excel **(those with "Export" in the name)**
CSV

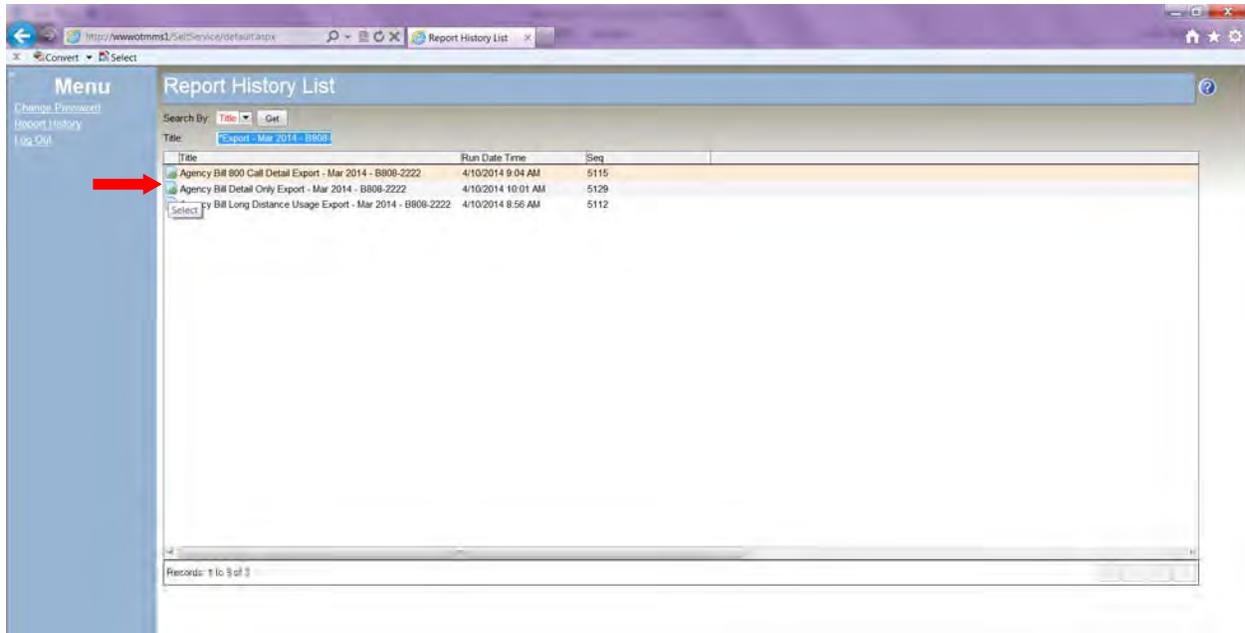
Before saving the file, determine the best location to save it and a meaningful name for it. The system-generated name for the file will not be helpful. You may consider using the report title as the name of the file, as it includes the report type, invoice date, and cost center.

To export a report to Excel (Data Only):

First, select an individual report. Refer to [Report History List](#) in this guide.

From the Report History List, either

- Click the Select button () beside the report title, OR
- Double-click the report title.

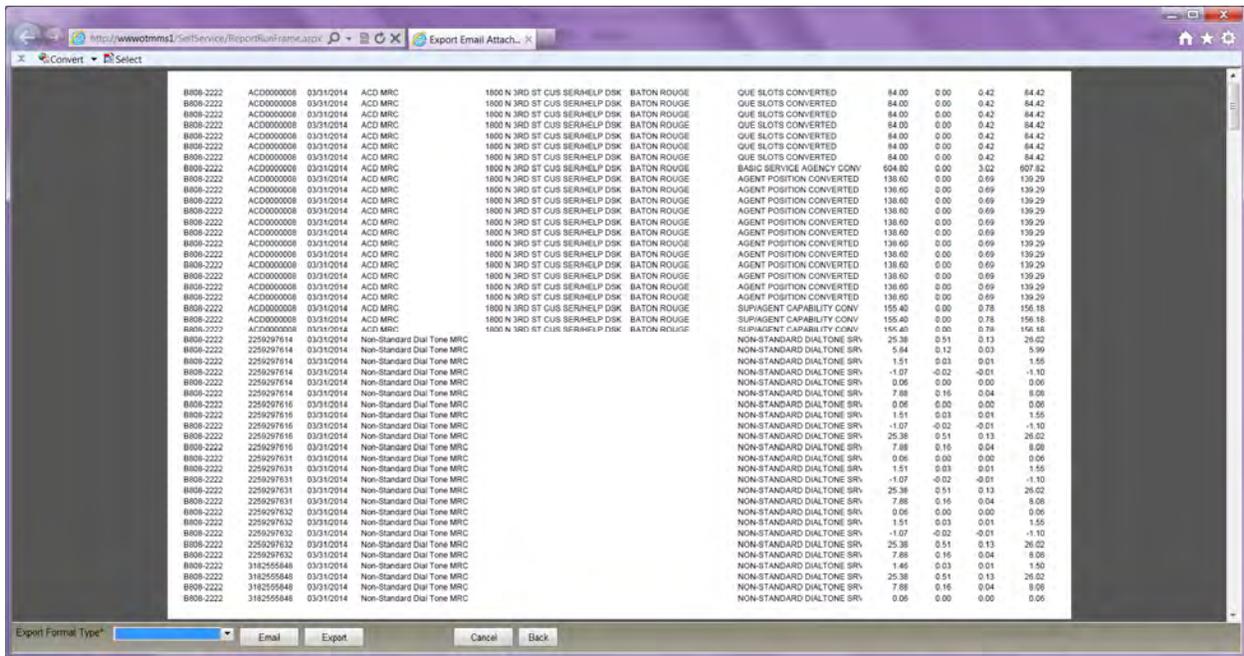


The screenshot displays the 'Report History List' interface. On the left is a 'Menu' sidebar with options like 'Change Password', 'Report History', and 'Log Out'. The main area contains a search bar and a table of reports. A red arrow points to the 'Select' button in the first column of the table, which is positioned to the left of the report title 'Agency Bill Detail Only Export - Mar 2014 - B808-2222'.

Title	Run Date Time	Seq
Agency Bill 800 Call Detail Export - Mar 2014 - B808-2222	4/10/2014 9:04 AM	5115
Agency Bill Detail Only Export - Mar 2014 - B808-2222	4/10/2014 10:01 AM	5129
Agency Bill Long Distance Usage Export - Mar 2014 - B808-2222	4/10/2014 8:56 AM	5112

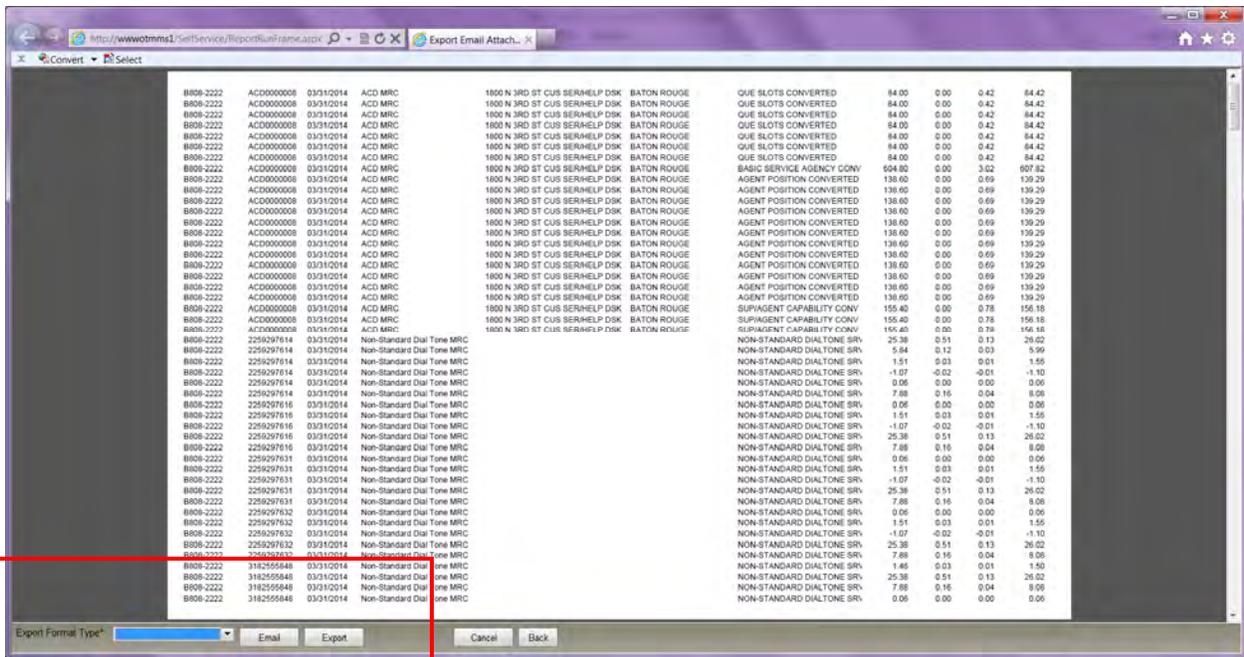
The selected report will be shown in PDF format.

OTM Self Service Portal—Export Reports to Excel (Data Only)



Use the buttons at the bottom of the window to export the document to Excel (Data Only).

To use the Export button:

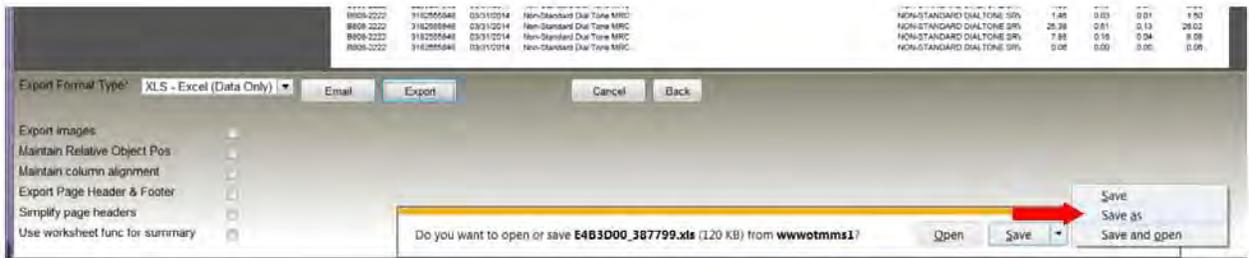


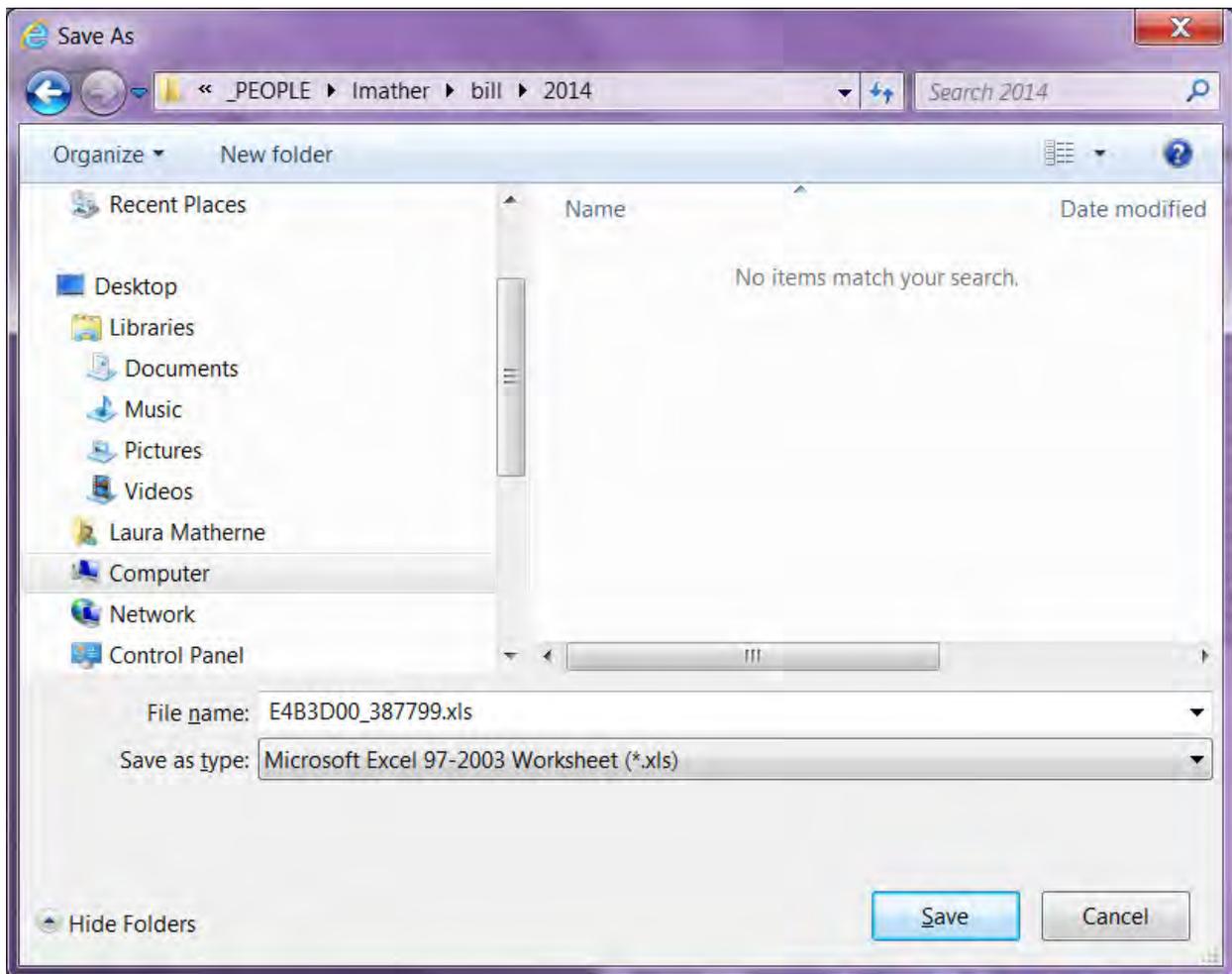
Click the **Export Format Type** drop down.

OTM Self Service Portal—Export Reports to Excel (Data Only)

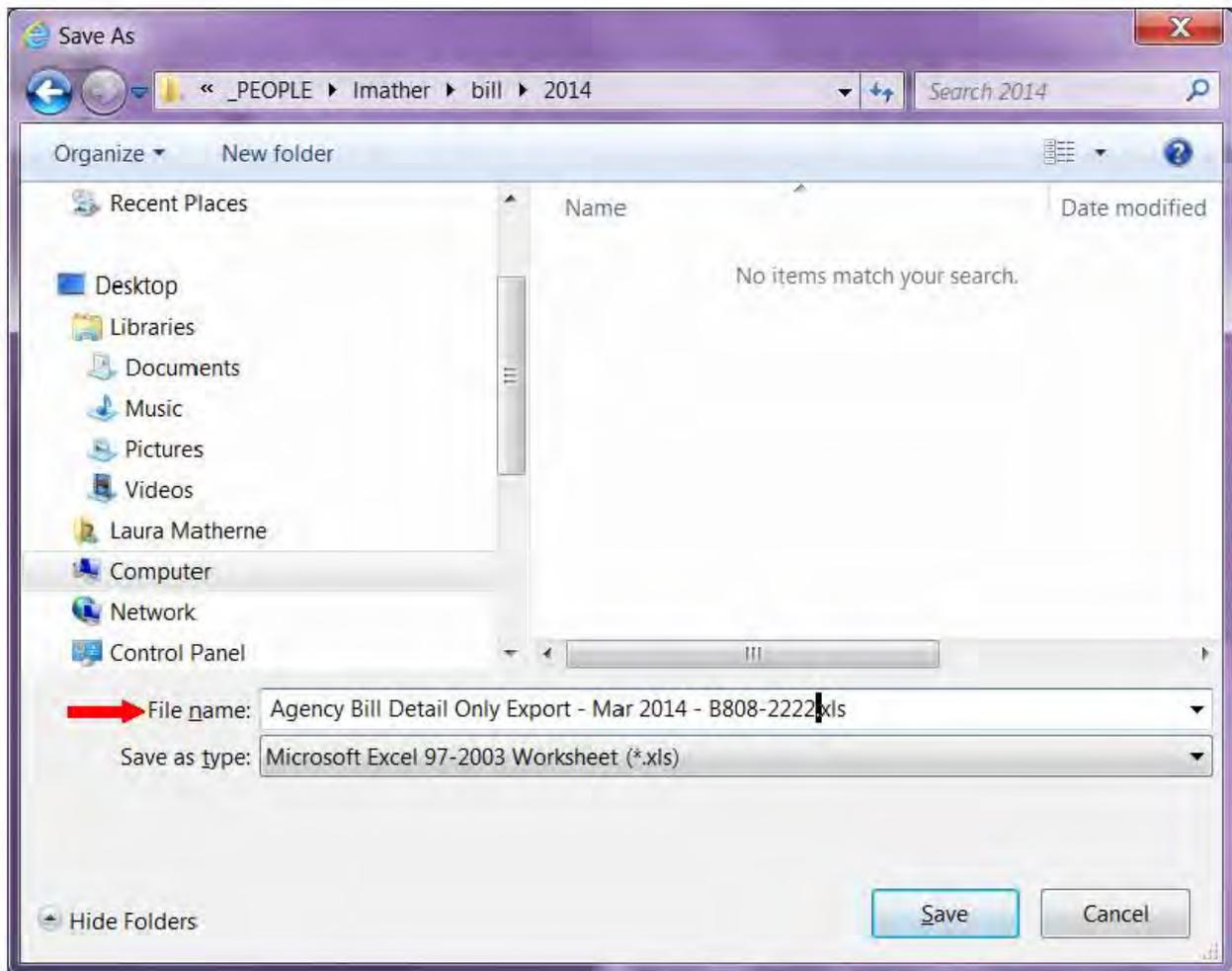


Select **Save as**

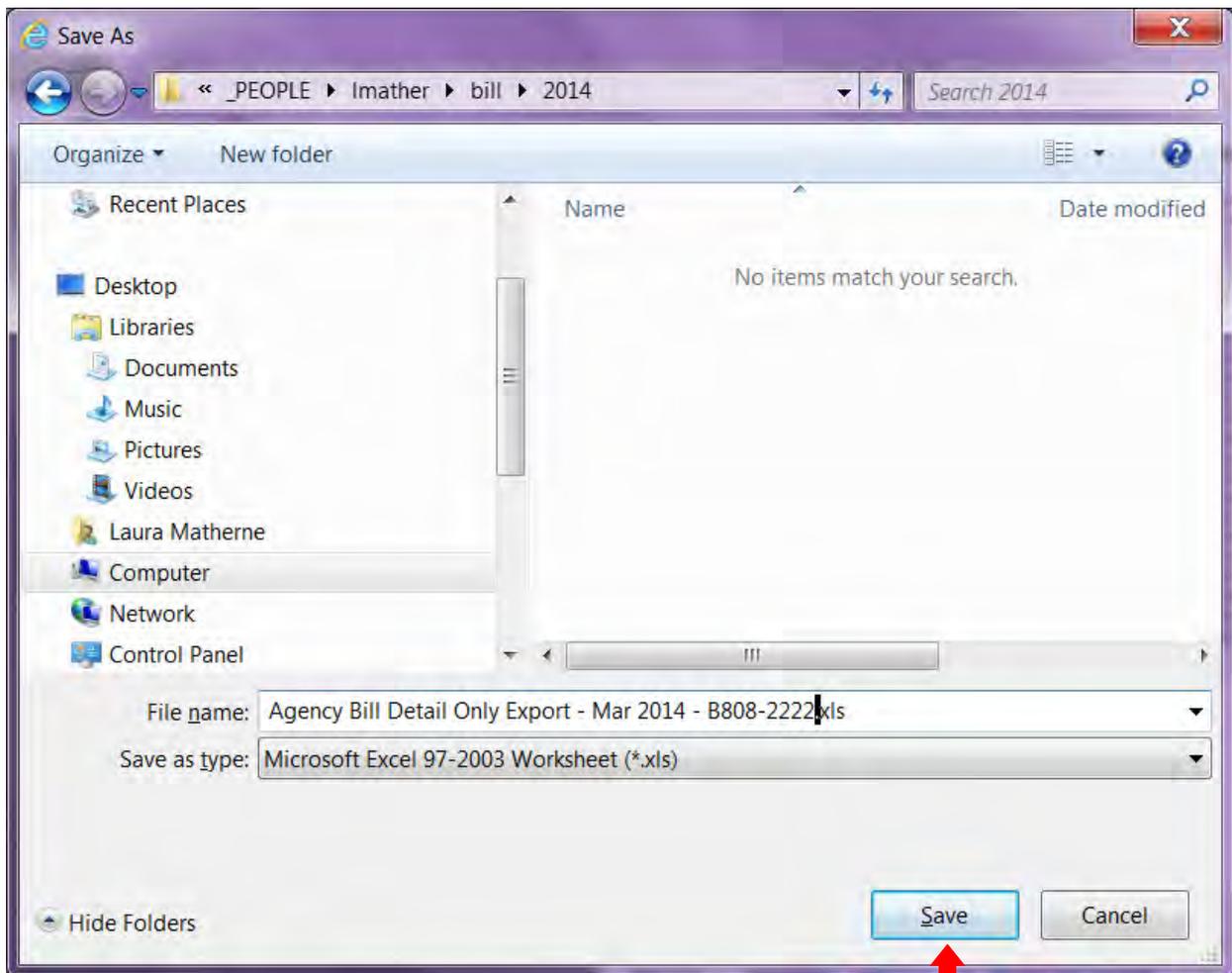




Enter a meaningful name in the **File name** field.



Click **Save**.



The Excel document will be saved to the location you indicated.

Email Billing Reports

The OTM Self Service Portal has a built-in email function. Users can use this function to send any billing report to another person without leaving the OTM Self Service Portal.

Users may:

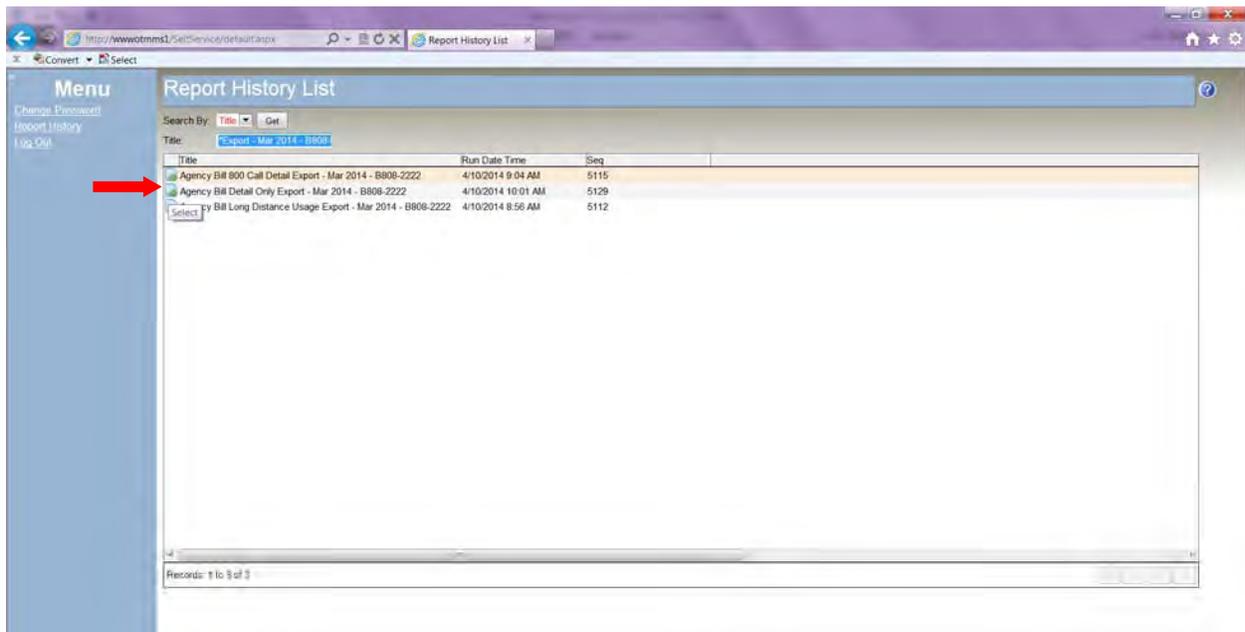
- indicate the email address to appear in the "from" field
- indicate the destination email address
- include attachments
- set a send date.

To email a report:

First, select an individual report. Refer to [Report History List](#) in this guide.

From the Report History List, either

- Click the Select button () beside the report title, OR
- Double-click the report title.



The selected report will be shown in PDF format.

The screenshot shows a web browser window titled "Email - Windows Internet Explorer". The main content area is a form titled "Email". The form has the following fields and controls:

- From:** Text box containing "laura.matherne@la.gov".
- Return:** Text box containing "laura.matherne@la.gov".
- To:** Text box with a "..." button to its right.
- CC:** Text box with a "..." button to its right.
- BCC:** Text box with a "..." button to its right.
- Subject:** Text box.
- Template:** Dropdown menu.
- Date To Send:** Text box.
- To Be Sent:** Radio buttons for "Yes" (selected) and "No".
- Status:** Text box.
- Add Attachment:** Section with a "Browse..." button and an "Add Attachment" button.
- Attachments:** A list containing one item: "22833D00_251812.xls" with a "Remove Attachment" button below it.
- Send:** Button at the bottom right.

The "From" and "Return" fields will populate with the email address on record for your login id. You may change the "Return" address to have replies sent to a different email address.

- Complete the address information:
 - **Return**—The address where responses to the email should be sent.
 - **To**—The address of the person who to whom the email should be directed.
Note: Multiple addresses may be entered. Separate addresses with a semicolon. The email will be received at each address in the list, however only the last address on the list will be shown on the email delivered to all recipients.
 - **CC**—The address of the person who should receive a copy of the email.

Note: Multiple addresses may be entered. Separate addresses with a semicolon. The email will be received at each address in the list, however only the last address on the list will be shown on the actual email.

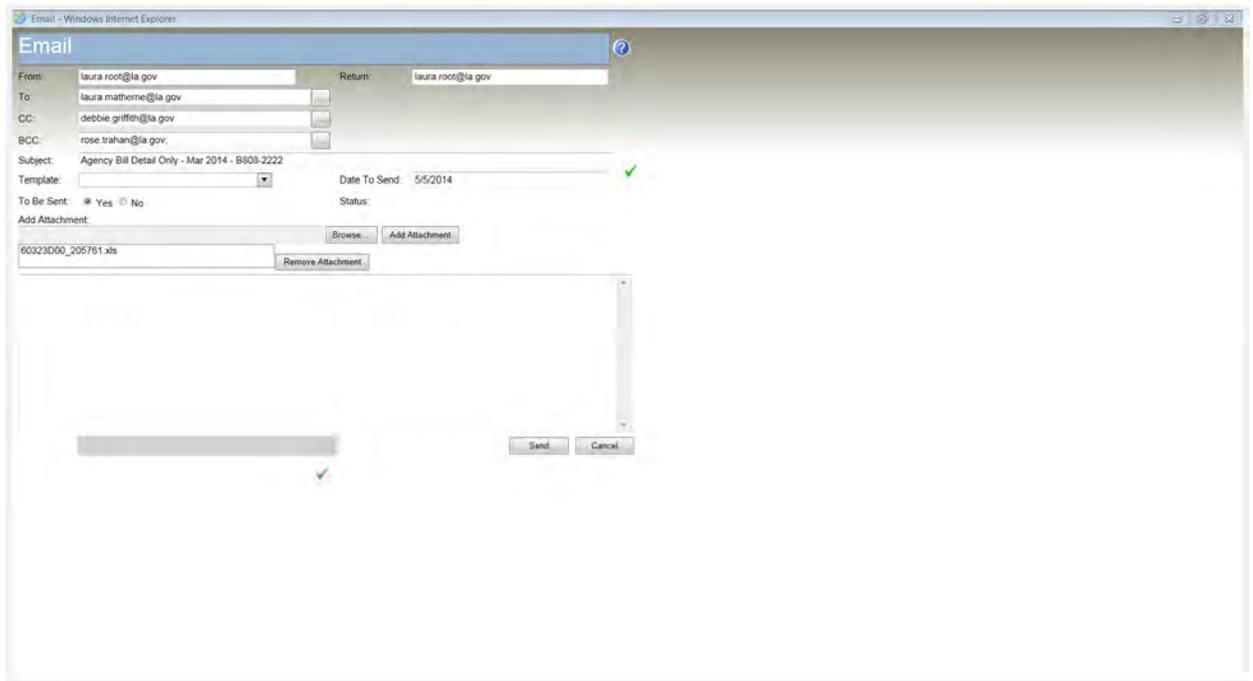
- **BCC**— The address of the person who should receive a blind copy of the email.
Note: Multiple addresses may be entered. Separate addresses with a semicolon. The email will be received at each address in the list, however only the last address on the list will be shown on the actual email.

The screenshot shows a web browser window titled "Email - Windows Internet Explorer". The main content area is titled "Email" and contains the following fields and controls:

- From:** **Return:**
- To:** - CC:** - BCC:** - Subject:**
- Template:** **Date To Send:**
- To Be Sent:** Yes No **Status:**
- Add Attachment:**
- Attachment:**
- Buttons:**

A green checkmark is visible below the attachment list.

- Enter a subject in the **Subject** field.
- To delay email delivery, enter a date in the **Date to Send** field. If no date is entered, the message will be sent the same day.



Attachments may be added to the email.

Click the **Browse** button.

Email - Windows Internet Explorer

Email

From: laura.root@la.gov Return: laura.root@la.gov

To: laura.matherne@la.gov

C: debbie.griffith@la.gov;

CC: rose.trahan@la.gov;

Subject: Agency Bill Detal Only - Mar 2014 - B808-2222

emplate: Date To Send:

o Be Sent: Yes No Status:

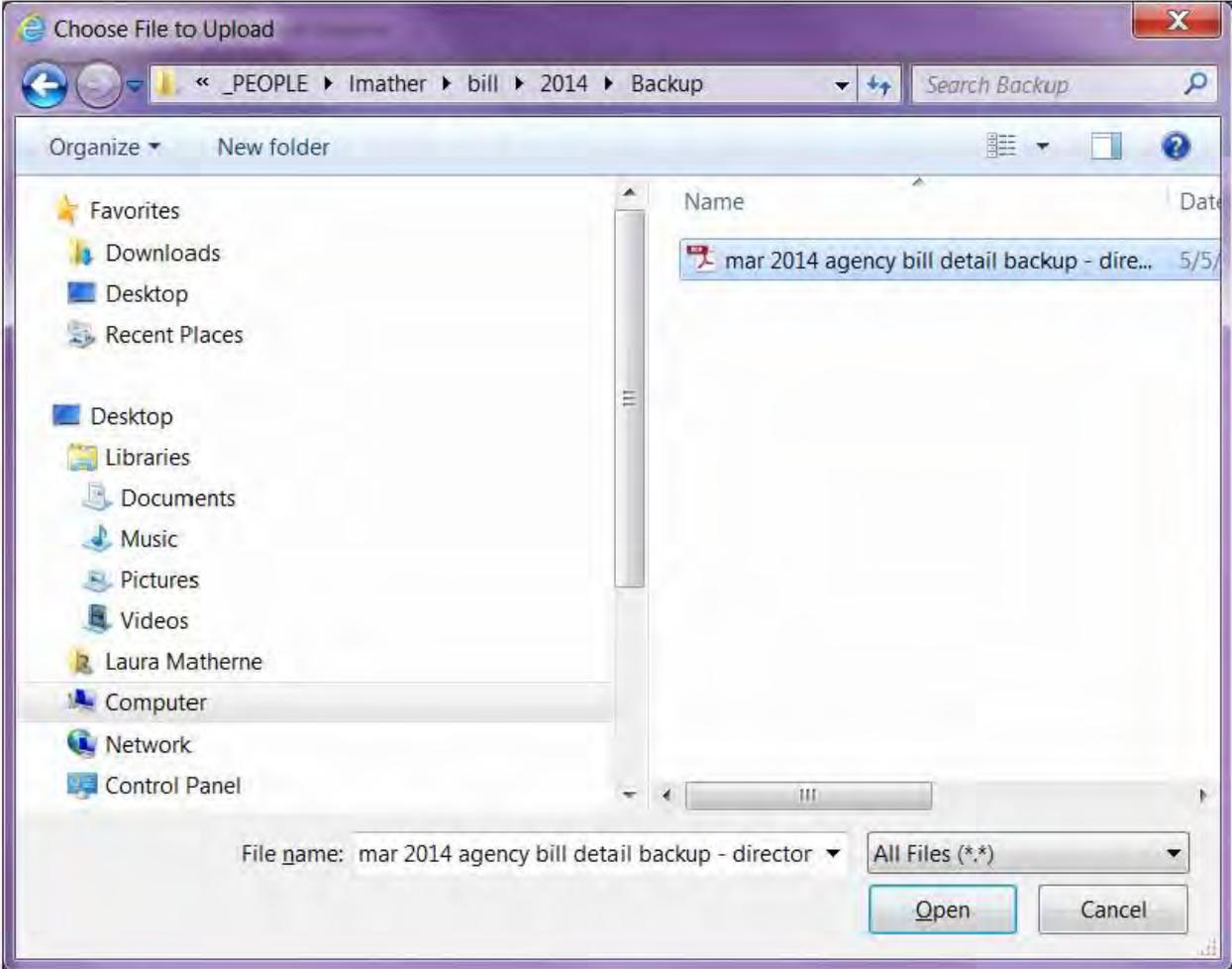
Add Attachment:

Browse... Add Attachment

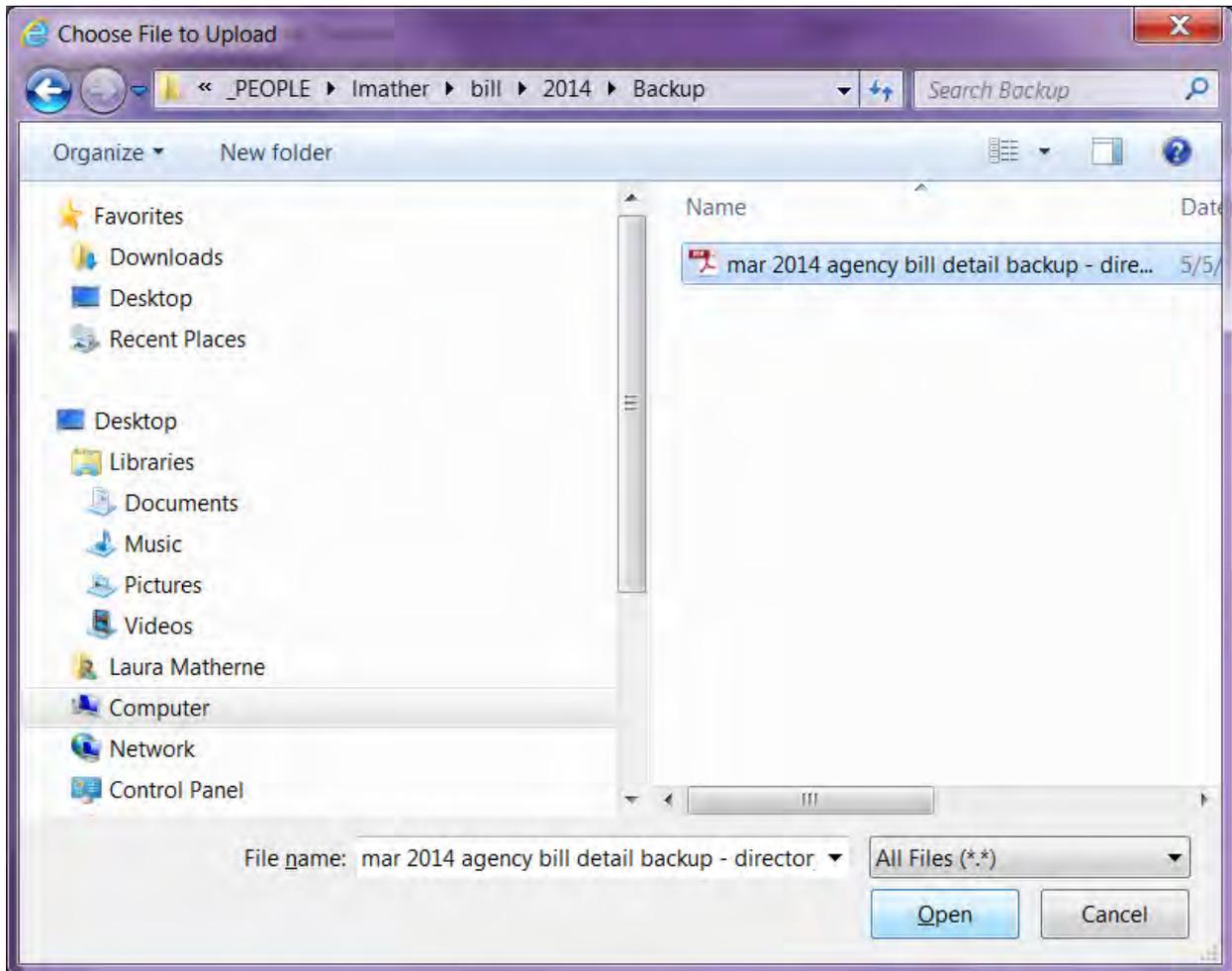
914BD00_312832.xls Remove Attachment

Send Cancel

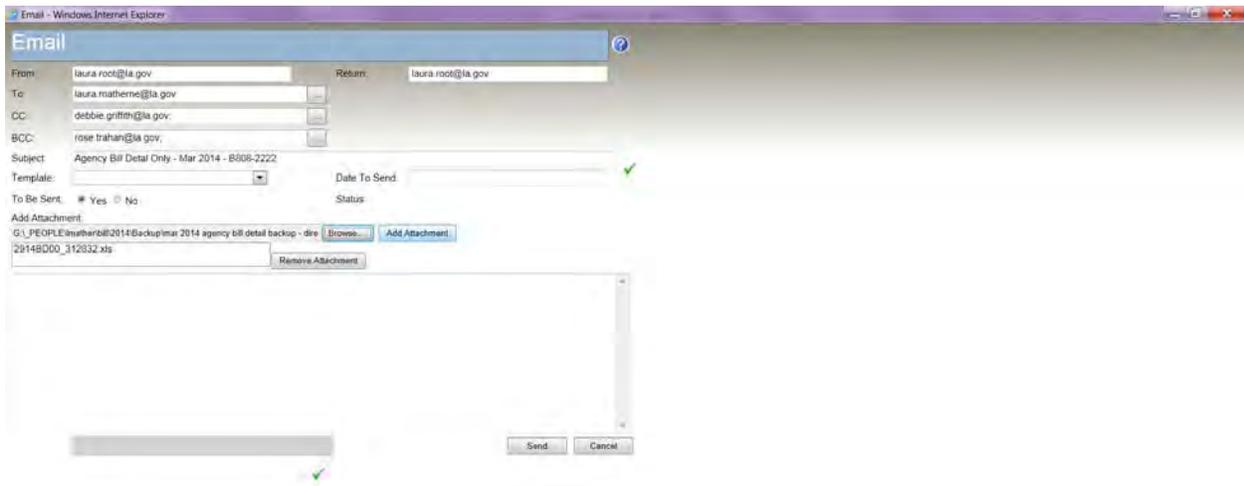
Select the document to be attached to the email.



Click **Open**.

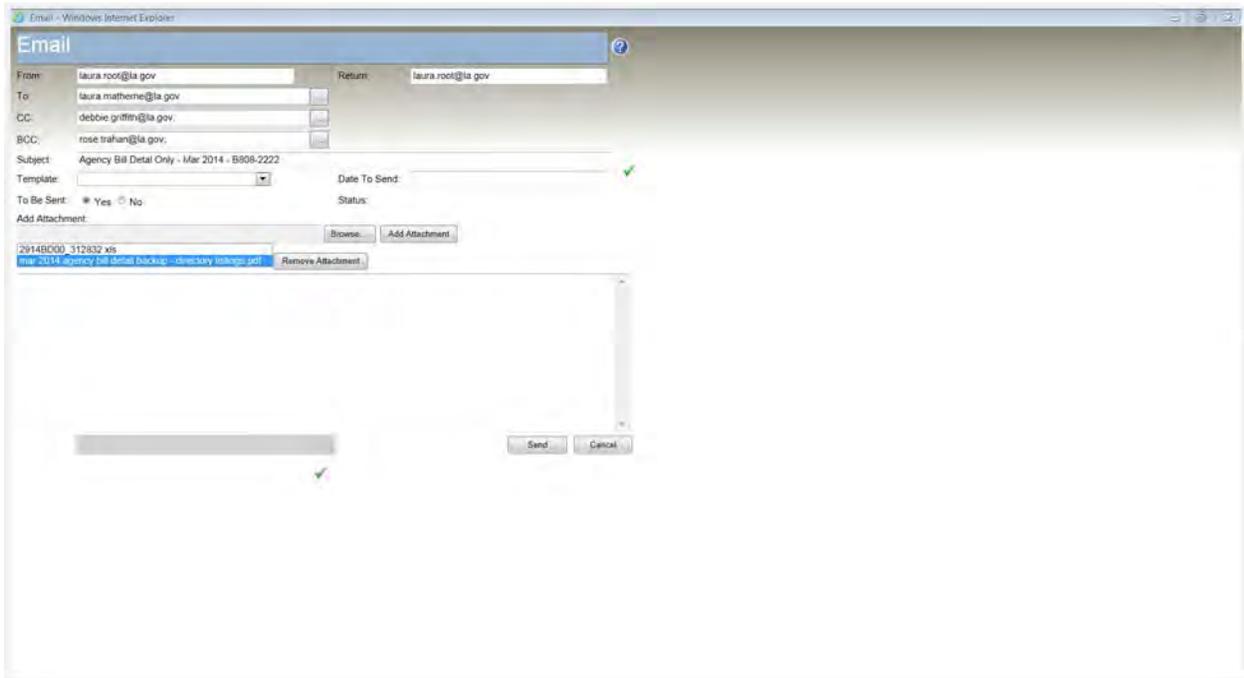


The file name will be shown in the "Add Attachment" field. Click the **Add Attachment** button to confirm the file should be included with the email.



<http://www.otmnet1/SetService/Email/EmailForm.aspx?ScreenMasterSeq=12&ScreenSeq=09&EmpReportName=cscla%20>

The additional file will be included with the billing report.

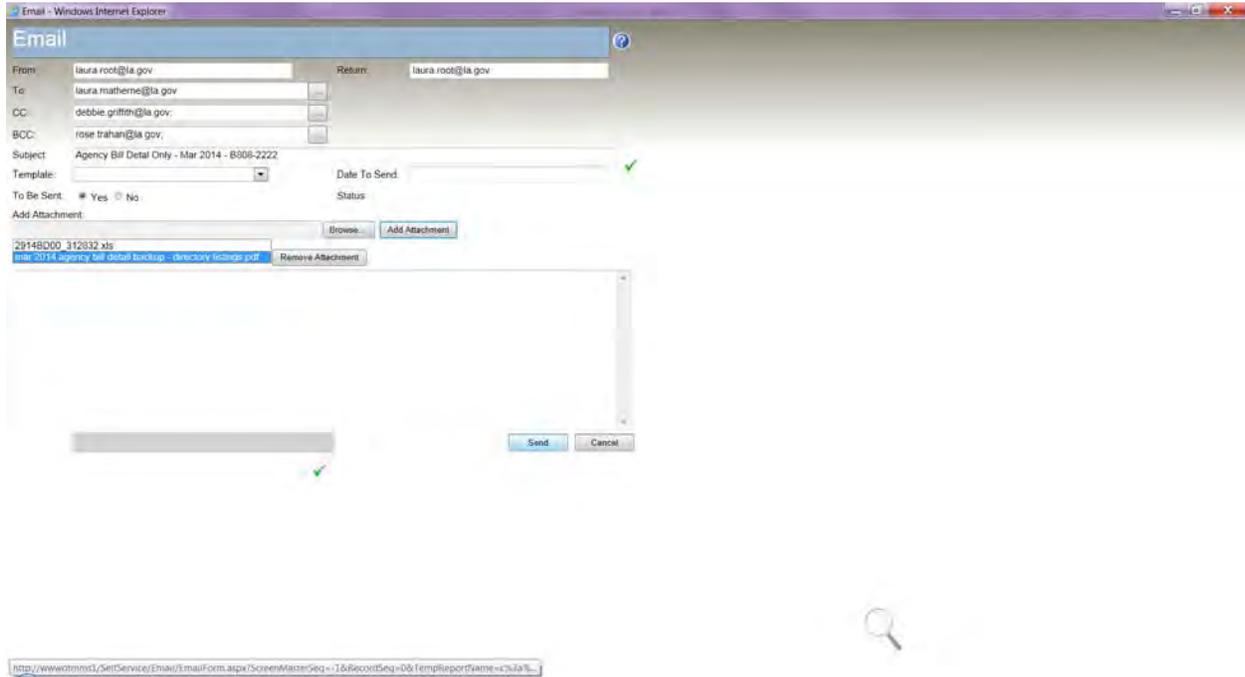


Multiple attachments may be added by repeating the steps above.

To remove attachments, click the **Remove Attachment** button.

Note: The billing report cannot be removed.

Click the **Send** button to send the email.



The message is received with both attachments.

