

Communications and Network Services Charge Detail and Summary Reports

MONTHLY REPORTS

Each month WSU Information Technology Services (ITS) Communications and Network Services (CNS) makes available online reports detailing and summarizing telecommunications expenditures for each budget/project.

The Charge Detail report itemizes all telephone tolls, telephone and data recurring charges, and IT telecommunications-related services charged to the account. The report sorts charges by the name of the user-of-record.

The Charge Summary report provides a summary of charges to a budget/project, grouped by type of service.

Review

Departmental personnel should review the report each month to verify report accuracy and to monitor departmental telecommunications activity. It is especially important to monitor telephone toll activity to ensure that suspected toll fraud is reported in a timely fashion.

To report suspected toll fraud, contact the ITS Security Office; telephone 335-3900; or send e-mail to:

abuse@wsu.edu

REPORT EXHIBITS

Communications and Network Services Charge Detail Report

To view the monthly CNS Charge Detail Report, go to the CNS website at:

<https://infotech.wsu.edu/OnlineStmts/Default.aspx>

The following numbered paragraphs refer to numbered sections on the report sample on 85.42.3. Unnumbered sections are considered self-explanatory.

Budget-Proj (1)

This field displays the budget/project number for charges associated with the billing record.

Location (2)

This field displays the location and telephone line number of the room billed for telephone and data service charges, collect calls, and direct long distance dialed calls. The charges listed in this field refer to activity involving the indicated telephone within the building/room.

Departments are to verify that room information is correct, as local emergency services dispatchers use this information to ensure rapid responses in emergency situations.

Communications and Network Services Charge Detail and Summary Reports

One-Time Charges (3)	This section shows the one-time charges for telephone and data service for each room.										
Recurring Charges (4)	This section shows the monthly recurring line charges for telephone and data service for each room.										
Usage Detail (5)	In addition to the call type, the usage detail provides the date and time of the call, the call duration, location and number called, and the charge. See also "Billing Number" below.										
Comments (6)	This field indicates the type of service and the physical location of the charge item. It is the location of the jack ID associated with the service. Example: 0812-2033-011 = Building-Room-Jack										
WO Num (7)	This field displays the work order number associated with the charge item. ITS CNS initiates a work order when a request for service is submitted. For tracking purposes, CNS assigns a number to each work order which is applied to each item in the service request. CNS also uses the work order number to research answers to department questions concerning items listed on the Charge Detail report.										
Billing Number (8)	This field displays the telephone line number associated with the charges. The billing number indicates how the call was placed and references the number. <table><thead><tr><th>Call Type:</th><th>Placed By:</th></tr></thead><tbody><tr><td>Extension</td><td>Direct dial</td></tr><tr><td>Auth Code</td><td>Authorization code</td></tr><tr><td>Calling Card</td><td>Calling card</td></tr><tr><td>Aicent</td><td>Remote Internet service</td></tr></tbody></table>	Call Type:	Placed By:	Extension	Direct dial	Auth Code	Authorization code	Calling Card	Calling card	Aicent	Remote Internet service
Call Type:	Placed By:										
Extension	Direct dial										
Auth Code	Authorization code										
Calling Card	Calling card										
Aicent	Remote Internet service										
Total charges (9)	All telecommunications charges are attributed to a billing record identified by a name assigned to the telephone line number. NOTE: Usually the billing record name is the same as the caller ID which appears on display telephones.										

Submit a Telecommunications Service Request to ITS CNS to change the name assigned to a telephone line number. To access the online service request, go to the CNS website at:

<http://infotech.wsu.edu/communications/>

Select Service Request Forms.

Communications and Network Services Charge Detail and Summary Reports



**Departmental Charge Detail
March 2004**

ITS Communication & Network Services

Name: DOE, JOHN
Phone: 5-4393
Budget-Proj: 5356-0040

Location: INFORMATION TECHNOLOGY BLDG (0812), Rm 2033
Department: IT COMMUNICATIONS

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One Time Charges

Start	End	Charge Type	Item Name	Comments	WO Num	ObjSub	Charge
03/01/2004	03/31/2004	Phone Install	ITE-12SD	Phone (0812-2033-011)	W01754	03-BW	\$62.00
Total One Time Charges for DOE, JOHN							\$62.00

Recurring Charges

Start	End	Charge Type	Item Name	Comments	WO Num	ObjSub	Charge
03/01/2004	03/31/2004	Phone Monthly	ITE-12SD	Phone (0812-2033-011)	W01754	11-DA	\$28.00
03/01/2004	03/31/2004	Data Monthly	Enet Admin	Data (0812-2033-012)	W01754	03-MV	\$ 0.00
03/01/2004	03/31/2004	Data Monthly	Enet Admin2	Data2 (0812-2033-012)	W02534	03-MV	\$10.00
Total Recurring Charges for DOE, JOHN							\$38.00

Usage Detail

5 ObjSub 03-DS

Interstate Calls

Billing Number	Call Date Time	From Number	To Number	To Description	Duration	Charge
Extension (54393)	02/24/04 1:37 pm	5-4393	(541) 922-0000	UMATILLA, OR	0:42	0.13
Extension (54393)	02/24/04 1:37 pm	5-4393	(541) 411	DIR ASSIST	2:02	0.60
Auth Code (2xxxxxx34)	02/24/04 5:37 pm	5-4393	(541) 922-0000	UMATILLA, OR	0:42	0.13
Total Charges for Interstate Calls						\$ 0.86

In-state Calls

Billing Number	Call Date Time	From Number	To Number	To Description	Duration	Charge
Extension (54393)	02/24/04 1:16 pm	5-4393	(509) 397-0000	COLFAX, WA	0:08	0.13
Auth Code (2xxxxxx34)	02/27/04 4:25 pm	5-4393	(509) 335-0000	Pullman, WA	0:52	0.13
Total Charges for In-state Calls						\$ 0.26

Sprint Calling Card

Billing Number	Call Date Time	From Number	To Number	To Description	Duration	Charge
Calling Card (81xxxxxx00)	02/24/04 1:16 pm	5-4393	(509)397-0000	COLFAX, WA	0:45	0.15
Total Charges for Sprint Calling Card						\$ 0.15

Collect Call

ObjSub 03-DS

Billing Number	Call Date Time	From Number	To Number	To Description	Duration	Charge
Extension (54393)	03/24/04 5:16 pm	5-4393	(509) 783-0000	KENNEWICK, WA	15:00	2.16
Total Charges for Collect Calls						\$ 2.16

Aicent Remote Internet

Billing Number	Call Date Time	From Location	Duration	Charge
Aicent (xxxxxx01)	03/01/04 12:00 am	FEB SrvFee	1:00	4.00
Aicent (xxxxxx01)	02/24/04 1:16 pm	Seattle, WA	9:00	0.45
Total Charge for Aicent Remote Internet				\$ 4.45

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Total Usage Charge for DOE, JOHN \$ 7.88
Grand Total for DOE, JOHN \$107.88

Questions or comments? Call ITS Work Order Management at (509) 335-2378.

Communications and Network Services Charge Detail and Summary Reports

Communications and Network Services Charge Summary Report

To view the monthly CNS Charge Detail Report, go to the CNS website at:

<https://infotech.wsu.edu/OnlineStmts/Default.aspx>

The following numbered paragraphs refer to numbered sections on the report sample on 85.42.5. Unnumbered sections are considered self-explanatory.

Budget-Proj (1)

This field displays the budget and project number for charges associated with the billing record.

Phone (2)

This field displays the telephone line number associated with the charges.

Comments (3)

This field indicates the physical location of the charge item. It is the location of the jack ID associated with the service.

Example: 0812-2033-011 = Building-Room-Jack

WO Num (4)

This field indicates the work order number associated with the charge item.

ITS CNS initiates a work order when a request for service is submitted. For tracking purposes, CNS assigns a number to each work order which is applied to each item in the service request.

CNS also uses the work order number to research answers to department questions concerning items listed on the Charge Detail Report.

ObjSub (5)

This line indicates the object and subobject to which the charges are billed. See also 70.09.

Grand Total (6)

This line indicates the total charges associated with the budget/project for the month indicated.

Object—Subobject Summary (7)

This section is a summary of the total monthly charges associated with the budget/project grouped by object and subobject.

Communications and Network Services Charge Detail and Summary Reports



**Departmental Charge Summary
March 2004**

ITS Communication & Network Services

Budget-Proj: 5356-0040 **1**
Department: IT COMMUNICATIONS

One Time Charges

	2	3	4	5	Charge
	Start	End	Charge Type	Item Name	Comments
DOE, JOHN (54393)	03/01/2004	03/31/2004	Phone Install	ITE-12SD	Phone (0812-2033-011)
					WO Num: W01754, ObjSub: 03-BW

Total One Time Charges for 5356-0040 \$62.00

Recurring Charges

	Start	End	Charge Type	Item Name	Comments	WO Num	ObjSub	Charge
DOE, JOHN (54393)	03/01/2004	03/31/2004	Phone Monthly	ITE-12SD	Phone (0812-2033-011)	W01754	11-DA	\$28.00
	03/01/2004	03/31/2004	Data Monthly	Enet Admin	Data (0812-2033-012)	W01754	03-MV	\$ 0.00
	03/01/2004	03/31/2004	Data Monthly	Enet Admin2	Data2 (0812-2033-012)	W02534	03-MV	\$10.00

Total Recurring Charges for 5356-0040 \$38.00

Usage Charges

	Start	End	Charge Type	Item Name	Comments	WO Num	ObjSub	Charge
DOE, JOHN (54393)	02/24/2004	02/24/2004	Interstate Calls	Usage Summary	Extension (54393), 3 calls		03-DS	\$ 0.86
	02/24/2004	02/27/2004	In-state Calls	Usage Summary	Extension (54393), 2 calls		03-DS	\$ 0.26
	02/24/2004	02/24/2004	Sprint Calling Card	Usage Summary	Calling Card (81xxxxxx00), 1 call		03-DS	\$ 0.15
	03/24/2004	03/24/2004	Collect Calls	Usage Summary	Extension (54393), 1 call		03-DS	\$ 2.16
	02/24/2004	02/27/2004	Aicent Remote Internet	Usage Summary	Extension (54393), 1 call		03-DS	\$ 4.45

Total Usage Charge for 5356-0040 \$ 7.88

Grand Total for 5346-0040 IT Communications **6** **\$107.88**

Questions or comments? Call ITS Work Order Management at 509-335-2378.

Object -- SubObject Summary for 5356-0040 IT COMMUNICATIONS **7**

Object -- SubObject	Charge	Credit	Total
03-BW Interdepartmental Supplies & Services	62.00	0.00	62.00
03-DS Telephone Tolls	7.88	0.00	7.88
03-MV Data/Ethernet Service	10.00	0.00	10.00
11-DA Telephone Equip Rental & Line C	28.00	0.00	28.00
	107.88	0.00	107.88

Communications and Network Services Charge Detail and Summary Reports

**ERRORS OR
CORRECTIONS**

When review of the Charge Detail report reveals an incorrect charge, submit an e-mail request for adjustment to CNS Work Order Billing. Send e-mail to:

cnsbilling@wsu.edu

Submit the request within two weeks of the date of the Charge Detail report.

Expenditure Transfer

Complete and route an Expenditure Transfer Request form to transfer telecommunications charges from one University account to another. Route a copy of the Billing Detail report showing the billing to be changed with the completed Expenditure Transfer Request. See 30.25 for complete instructions regarding expenditure transfers.

EXPENDITURE TRANSFER REQUEST											
See BPPM 30.25 for instructions.											
TO: <input type="checkbox"/> Sponsored Programs Services (For all transfers involving programs 11-14.) <input type="checkbox"/> Payroll (For transfers involving wages except in programs 11-14.) <input type="checkbox"/> Travel (For transfers involving travel (object 04) except in programs 11-14.) <input type="checkbox"/> IRI Desk (For interdepartmental transfers except in programs 11-14.) <input type="checkbox"/> Accounts Payable (For all other transfers.)											
JV NUMBER <input type="text"/> Washington State University Controller's Office											
COLLEGE/DEPARTMENT			MAIL CODE		CONTACT NAME AND TELEPHONE			E-MAIL		DATE	
Transfer From: (Decrease Expense)	Tran Code	Prg	Budget	Proj	Obj/Sub Scr/Sub	Doc No.	Ref No.	Vendor No.	Amount	Vendor Name	Other
		19A	1238	1007	11DP	JAN 92		000001490	\$20.66	Telephone Svcs	
Transfer To: (Increase Expense)		19A	1238	1006	11DP	JAN 92			\$20.66		
Complete	Name (one per form)				Social Sec. No.		Payroll Dates		Hours Worked		Position No.

SAMPLE

**Billing Corrections/Changes
Only**

If the change involves a correction only (no expenditure transfer), send an explanatory e-mail to ITS Communications and Network Services. An individual with expenditure authority for the supporting account must submit the e-mail to CNS Work Order Billing. Send e-mail to:

cnsbilling@wsu.edu

For more billing information, see the CNS website at:

<http://infotech.wsu.edu/communications/>

Select Service Rates, then
Select Guide to Invoicing Questions.

Minimum Amount

Due to prohibitive paperwork expense, Information Technology Services and the Controller's Office do not transfer or correct telephone charges if the total amount in question for a single Charge Detail report is less than five dollars.