ETS Online Invoices

Computing Services
Network Services
Voice Services

Billing Usage & Revenue Recovery (BURR) Instructions

State of Oregon – Enterprise Technology Services

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The URL/Web Address for the ETS Online Billing System (BURR)

To access your Computing Services (AID), Network Services (AIN), and Voice Services (AIT) you will need to log into the ETS online billing system, BURR.

1 Open your web browser, also known as, Internet Explorer, Firefox, Netscape, etc.

2 Enter the following URL/web address in the address bar.

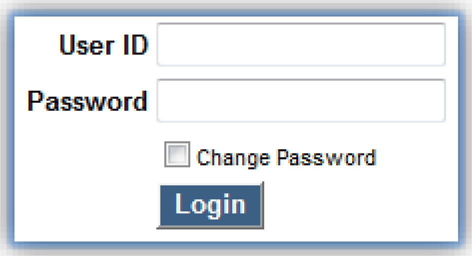
For the 2013-15 invoices use URL: https://billing.ets.oregon.gov

For the 2011-13 invoices use URL: https://billing.sdc.state.or.us.

Logging into BURR

1 Click **Login** to open the login page

2 Enter your provided User id and password then click **Login**.



With a successful log in a welcome message will appear on your screen.

Welcome Pat Smith, you are currently signed on as DASXX00.

If you do not have a user id or password you will need contact the BURR administrator. Send an email to ets-billing@state.or.us.

BURR Toolbar Lists Not Working or Displaying

The BURR website is best viewed if you are running Internet Explorer (IE) version 7.0 or earlier. If you are running IE 8.0 or greater, go to the tools menu and click “Compatibility View" (not Compatibility View Settings). This will turn the setting off by default and should allow you to view the BURR invoices & reports.

Logging Off

Click **Logout** located on the report toolbar.

The home page opens with the prompt:

Not currently signed in, please click Login to begin.

Changing Your Password

On your initial setup with the BURR billing system you will be sent a user id and temporary password. You will be required to change your temporary password that is provided to you. You can change your password as many times and as often as you'd like.

1. Click **Login** to open the login page
2. Type your user ID and current password
3. Select the **Change Password** check box and then click **LOGIN**
4. On the Change Password Page, type a new password in the **New Password** box and then type it again in the **Confirm New Password** box. The password is alphanumeric and case-sensitive and can be a maximum of 16 characters.
5. Click **Change Password** to change the password.
6. A message will appear saying "Your password has been changed!"
7. Click **Continue** to return to the home page.

Additional Information about BURR passwords:

- Passwords do not expire
- You cannot get locked out of the BURR system
- If you are a Mainframe user and you change your password on the mainframe it will not affect your BURR password. The two systems use the same log in ID but they do not interface with each other when it comes to changing your passwords.

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Running Invoices & Recommended Reports

This section provides the steps for viewing your monthly invoice and getting the detail in BURR, along with a list of recommended reports and how to run each report.

Overview – Running Reports in BURR

1 Point your cursor to **Reports →** **Run Reports** on the toolbar

2 The report page opens displaying reports categorized by groups. To expand the groups, click the ⊞ next to the report group that contains the report that you want to run.

- **a** The following are the most common reports that you will use:
  - **i** **Invoices** – accounting record/document used to process payment
    - **1** Payable Invoice – Computer Services (AID)
    - **2** Payable Invoice – Network Services (AIN)
    - **3** Payable Invoice – Voice Services (AIT)
  - **ii** **Recommended Reports** – most common reports used by customers
    - **1** **Account Level Report** – displays services at an account code level. You can drilldown on this report and get additional information.
    - **2** **Custom Detail by Identifier** – displays information based on a specific identifier (e.g. Billing Number, Server Name/Ticket Nbr). You can drilldown on this report and get additional information.
    - **3** **Detail by Multiple Identifier** – displays up to 5 rate codes and 5 identifiers at one time. You cannot drilldown in this report to get more information.
    - **4** **Run Total Report** – displays all services and looks similar to the invoices. You cannot drilldown in this report to get more information.
  - **iii** **Detail Reports** – these reports have preselected identifiers for Voice and Network invoices

3 Click on the name of the report that you want to run.

4 If the report requires parameters (i.e. Report Period, Report Year, Starting/Ending Account Codes, etc.), enter the parameters on the parameters page. This is further described on page 7 under "*Payable Invoices and Recommended Reports".*

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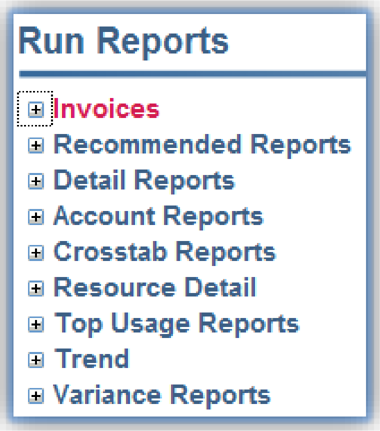
Payable Invoices & Recommended Reports

Payable Invoices

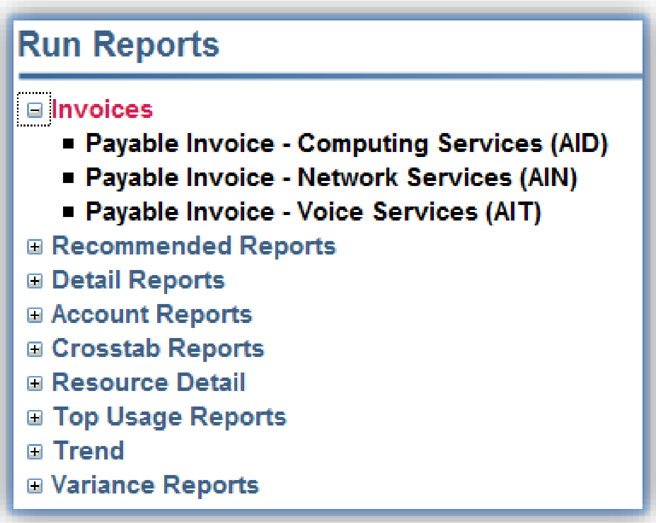
This is the document you will use for the accounting record when processing payment. *The invoice has drilldown capability.*

a Go to **Reports→Run Reports**

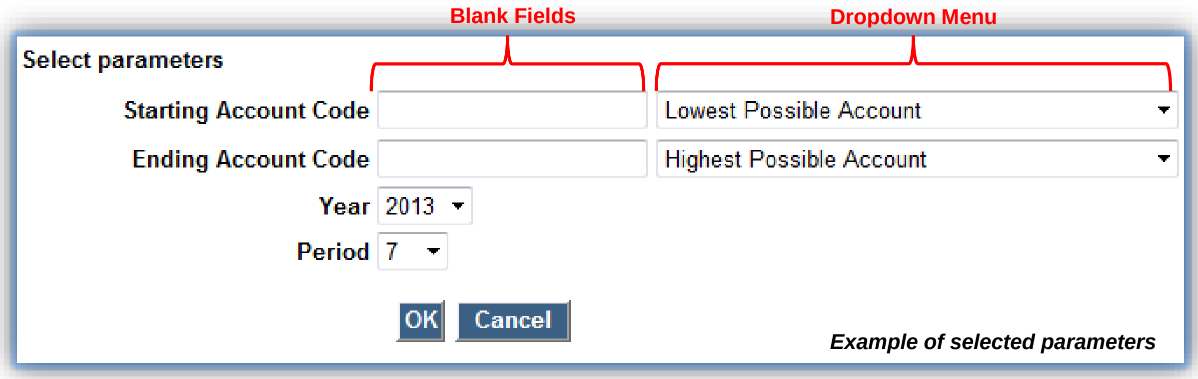
b Click the plus sign ⊞ next to **Invoices**



c Click on the desired **Payable Invoice** link (Computer, Network, or Voice)



d Enter the parameters for the invoice



Example of selected parameters

i **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

1. **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.
2. **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

ii **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

1. **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.
2. **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

iii **Year:** select the year that you would like to report.

iv **Period:** select the number that represents the month you would like to report.

1 = January	7 = July
2 = February	8 = August
3 = March	9 = September
4 = April	10 = October
5 = May	11 = November
6 = June	12 = December

e Click on the **OK** button

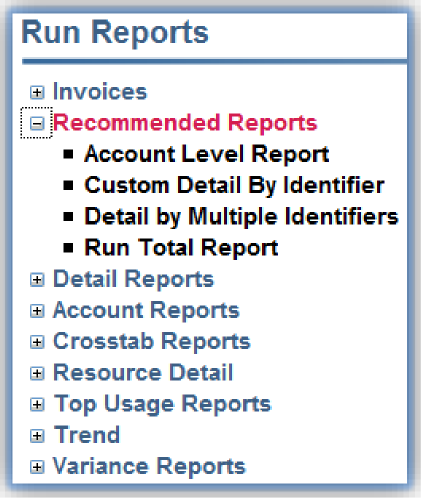
The selected Payable Invoice will appear and now you can drill down to get the detail information. *(See Drilling Down in Reports on page 27).*

***Note •** *If the drop-down menus only display Lowest Possible Account, Highest Possible Account and Custom, then run the report with the Lowest Possible Account, Highest Possible Account option. If you know the **6-digit** agency/customer id number then enter that into the two blanks fields to the right of the drop-down menu.*

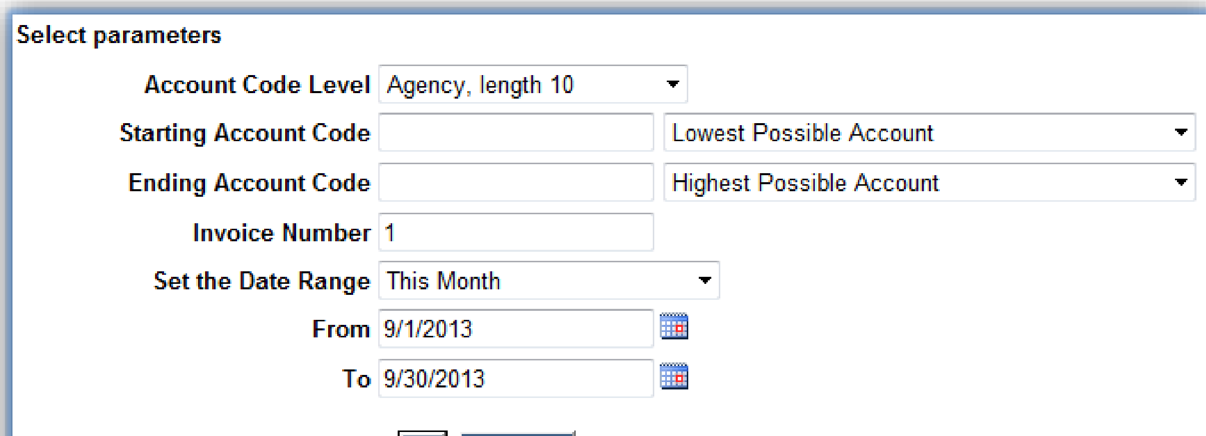
Account Level Report

This report allows you to view the information at various account code levels, rate groups/service areas, and rate code descriptions/line items. *This report has drilldown capability.*

a Go to **Reports→Run Reports→Recommended Reports→Account Level Report**



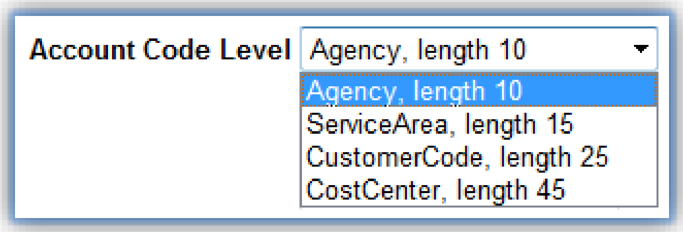
b Enter the parameters for the report



Example of selected parameters

Continue to next page for an explanation of parameter selection…

c **Account Code Level:** Click on the dropdown menu and select one of the options. The selection made in the field will drive how the report displays.



i **Agency, length 10** – this will report all the services summarized at the agency number level and looks similar to the invoice. *Example, 0000123456*

ii **ServiceArea, length 15** – this will report at the agency number plus service area (e.g., MF001, DS001, VS001, NS001). There will be a page for each unique service area. *Example, 0000123456+MF001*

iii **CustomerCode, length 25** – this will report at the agency number plus service area plus customer code. There will be a page for each unique customer code provided by the customer. *Example, 0000123456+MF001+PCA12345AA*

iv **CostCenter, length 45** – this will report at the agency number plus service area plus customer code plus cost center. There will be a page for each unique cost center. *Example, 0000123456+MF001+PCA12345AA+PCA2INDEX2PROJ4CREW5*

d **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

i **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

ii **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

e **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

i **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

ii **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

f **Invoice Number:** enter 1 *(this reports includes this field, however, this is <u>NOT</u> an invoice)* g **Set the Date Range**: there are several options to choose from in the list. If you want to view information for the prior month, select **Last Month** and this will auto-fill the dates in the **From/To** fields. If you are viewing information that is prior to the last month, select **Custom** and fill in the **From/to** fields as follows:

- i **From:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view
    - 1 *Always select the first day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct*
- ii **To:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view
    - 1 *Always select the last day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

h Click on the **OK** button

The **Account Level Report** will appear. On the screen you will see a list to the left called the **Document Map** with hyperlinks to the report detail you see on the right of the screen. This report will allow you to drill down on the units just like the Payable invoices. *(See Drilling Down in Reports on page 27).*

Note** • *If the drop-down menus only display Lowest Possible Account, Highest Possible Account and Custom, then run the report with the Lowest Possible Account, Highest Possible Account option. If you know the **6-digit** agency/customer id number then enter that into the two blanks fields to the right of the drop-down menu**.

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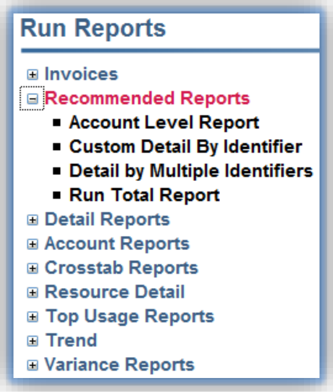
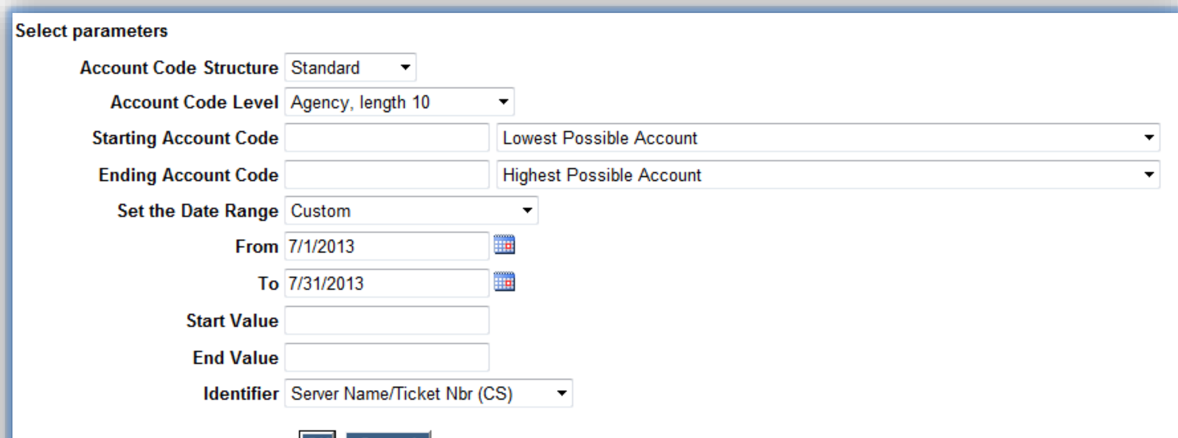
Custom Detail by Identifier

This report provides the total usage by rate code/line item and account code/cost center for a selected identifier. *This report has drill down capability*.

1 To find this report, go to **Reports→Run Reports→Recommended Reports→Custom Detail by Identifier**



2 Enter the parameters for the report



Example of selected parameters

a **Account Code Level:** Click on the dropdown menu and select one of the options. The selection made in the field will drive how the report displays.

- **iii** **Agency, length 10** – this will report all the services summarized at the agency number level and looks similar to the invoice. *Example, 0000123456*
- **iv** **ServiceArea, length 15** – this will report at the agency number plus service area (e.g., MF001, DS001, VS001, NS001). There will be a page for each unique service area. *Example, 0000123456+MF001*
- **v** **CustomerCode, length 25** – this will report at the agency number plus service area plus customer code. There will be a page for each unique customer code provided by the customer. *Example, 0000123456+MF001+PCA12345AA*

vi **CostCenter, length 45** – this will report at the agency number plus service area plus customer code plus cost center. There will be a page for each unique cost center. *Example, 0000123456+MF001+PCA12345AA+PCA2INDEX2PROJ4CREW5*

b **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

i **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

ii **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

c **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

i **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

ii **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

d **Set the Date Range:** there are several options to choose from in the list. If you want to view information for the prior month, select **Last Month** and this will auto-fill the dates in the **From/To** fields. If you are viewing information that is prior to the last month, select **Custom** and fill in the **From/to** fields as follows:

i **From:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view

1 *Always select the first day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

ii **To:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view

1 *Always select the last day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

e **Start Value:** This varies and is dependent on the identifier selected.

f **End Value:** This varies and is dependent on the identifier selected.

g **Identifier:** Select the identifier you would like to report on, eg, Server Name/Ticket Nbr (CS), Billing Number (VS/NS).

h Click **OK**

Once you have pulled this report you will be able to drill down on the units to get more detailed information. *(See Drilling Down in Reports on page 27).*

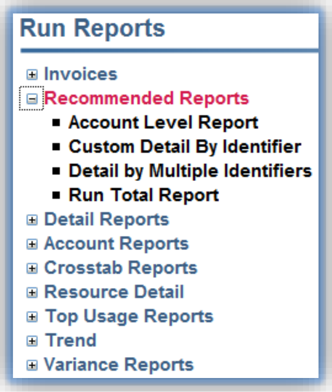
If you are using a Voice or Network identifier (VS/NS), then you will see a column in the report labeled VN_ZCB01 – Voice – BTN No Charge Report. This column uses a count of 1.00. <u>*This is not a charge. Do not include this column when calculating the total charges.*</u>

Note** • If the drop-down menus only display Lowest Possible Account, Highest Possible Account and Custom, then run the report with the Lowest Possible Account, Highest Possible Account option. If you know the **6-digit** agency/customer id number then enter that into the two blanks fields to the right of the drop-down menu**.

(Intentionally left blank)

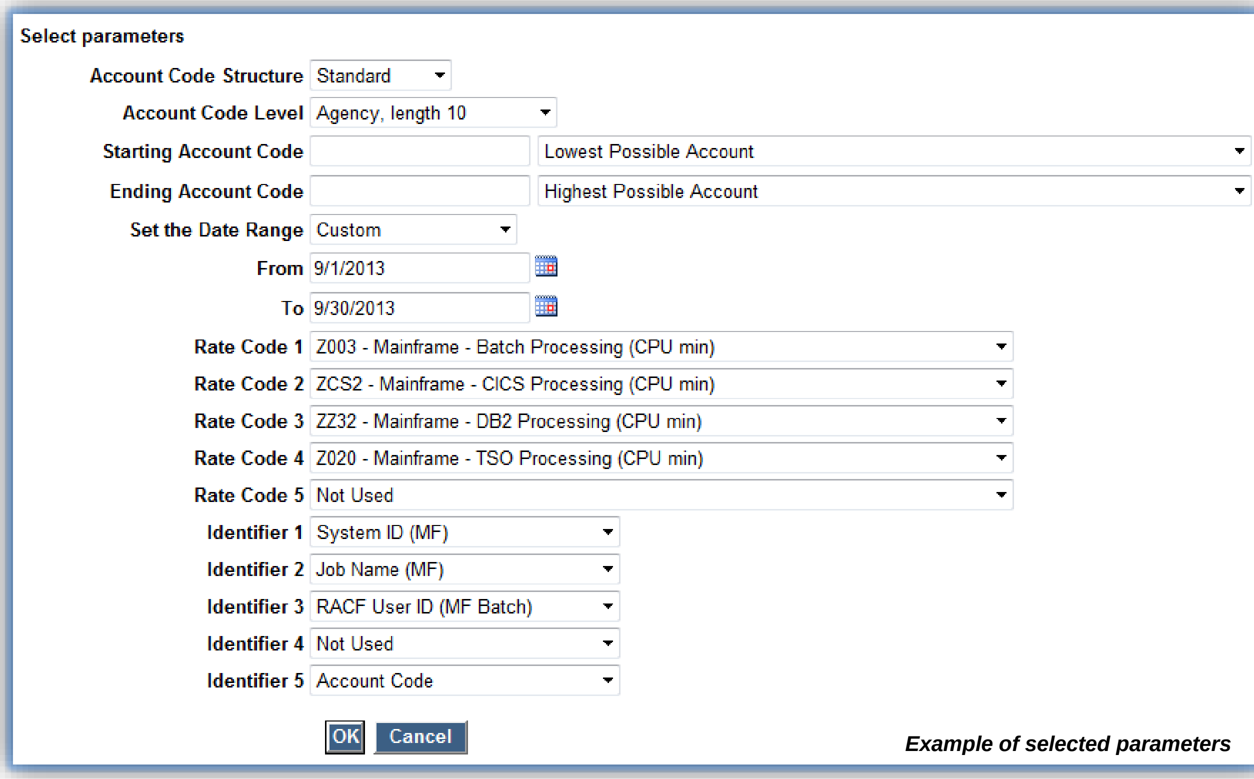
Detail by Multiple Identifier Report

This report shows resource units consumed by a maximum of five rate codes and five identifiers at one time. *This report <u>does not</u> have drill down capability*. *By selecting identifiers you are getting information that you would get if you drilldown in a report, therefore, once the report is ran you cannot drilldown any further*.



1 To find this report, go to **Reports→Run Reports→Recommended Reports→Detail by Multiple Identifiers**

2 Enter the parameters for the report



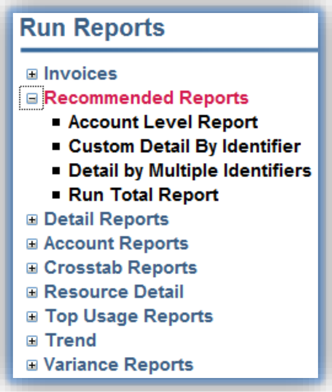
Example of selected parameters

- **a** Select the Rate Codes you would like to see on the report.
  - **i** If you are uncertain about which Rate Codes to select you can look at your **Payable Invoice**. The line items on the Payable Invoice are also known as Rate Codes, therefore, these line items are the rate codes you would want to select.
    - **1** This report only allows five rate codes at a time. If your invoice has more than 5 line items/rates codes you will need to run the report multiple times.
- **b** Select the identifiers you would like to see in the report.
  - **i** See the *"Identifiers Used in Drill Down"* table starting on page 29 of the instructions. This table gives a list of recommended identifiers for each rate code/line item.
- **c** Click OK

3 Export to Excel (s*ee page 40 of the instructions*).

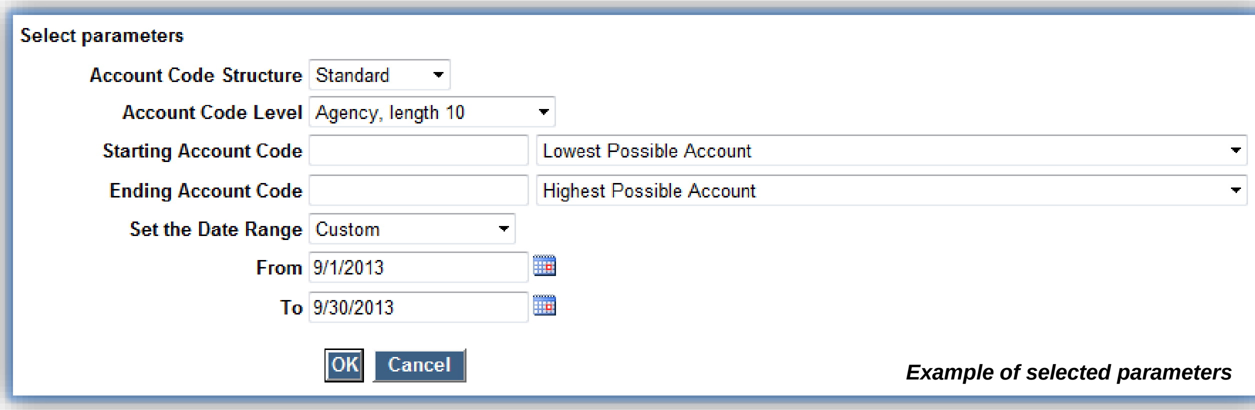
Run Total Report

This report provides total charges by account code within rate code description/line item and rate group/service area for the parameters selected.



1 To find this report, go to **Reports→Run Reports→Recommended Reports→Run Total Report**

2 Enter in the Parameters



Example of selected parameters

a **Account Code Level:** Click on the dropdown menu and select one of the options. The selection made in the field will drive how the report displays.

- **i** **Agency, length 10** – this will report all the services summarized at the agency number level and looks similar to the invoice. *Example, 0000123456*
- **ii** **ServiceArea, length 15** – this will report at the agency number plus service area (e.g., MF001, DS001, VS001, NS001). There will be a page for each unique service area. *Example, 0000123456+MF001*
- **iii** **CustomerCode, length 25** – this will report at the agency number plus service area plus customer code. There will be a page for each unique customer code provided by the customer. *Example, 0000123456+MF001+PCA12345AA*
- **iv** **CostCenter, length 45** – this will report at the agency number plus service area plus customer code plus cost center. There will be a page for each unique cost center. *Example, 0000123456+MF001+PCA12345AA+PCA2INDEX2PROJ4CREW5*

b **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

- **i** **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.
- **ii** **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

c **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

- **i** **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.
- **ii** **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

d **Set the Date Range:** there are several options to choose from in the list. If you want to view information for the prior month, select **Last Month** and this will auto-fill the dates in the **From/To** fields. If you are viewing information that is prior to the last month, select **Custom** and fill in the **From/to** fields as follows:

- **i** **From:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view
  - **1** *Always select the first day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct*
- **ii** **To:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view
  - **1** *Always select the first day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

e **Start Value:** This varies and is dependent on the identifier selected.

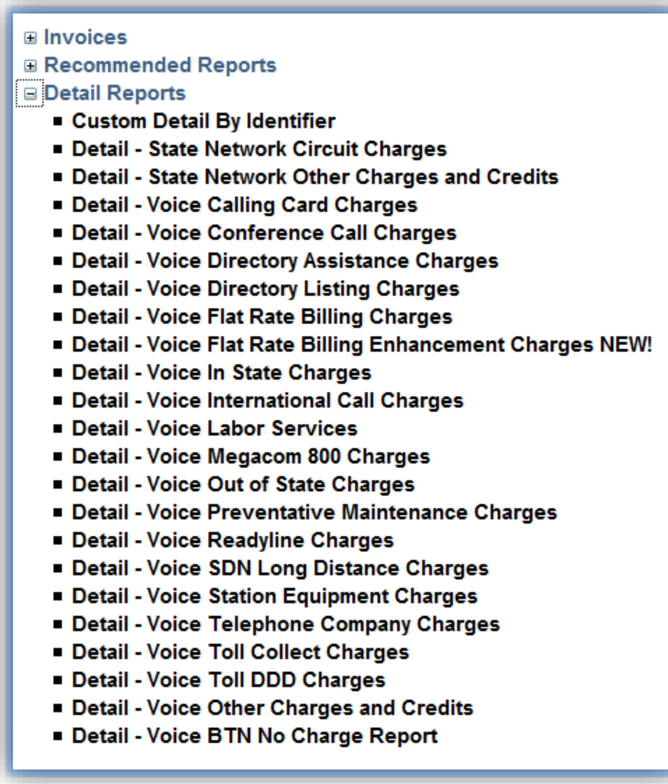
f **End Value:** This varies and is dependent on the identifier selected.

g Click **OK**

***Note** • *If the drop-down menus only display Lowest Possible Account, Highest Possible Account and Custom, then run the report with the Lowest Possible Account, Highest Possible Account option. If you know the **6-digit** agency/customer id number then enter that into the two blanks fields to the right of the drop-down menu.*

Detail Reports

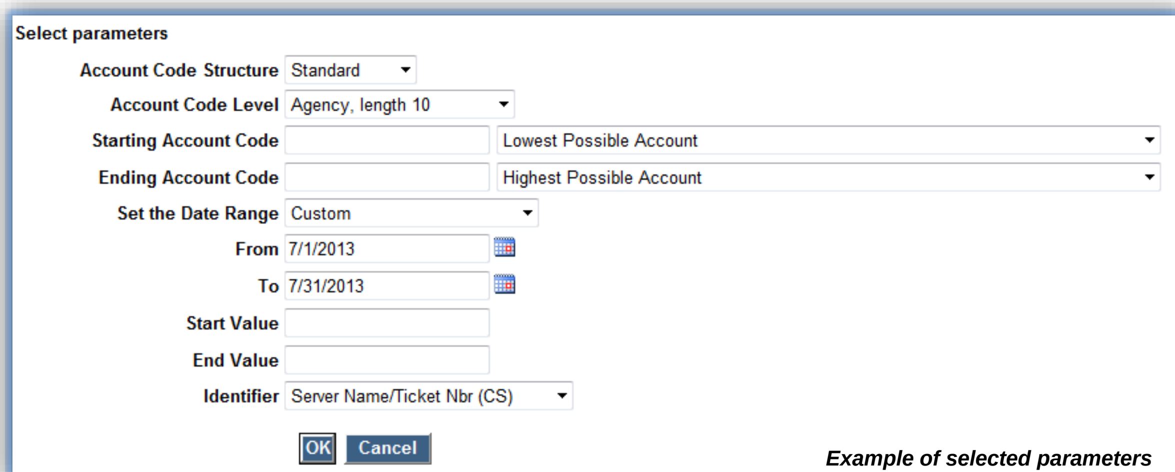
These reports are used by the Voice and Network customers. Each of these reports are a representation of the line items that you see on the Voice or Network invoice. The reports were created with preselected identifiers. *With the exception of the Custom Detail by Identifier report, these reports do not have drill down capability*. *With having preselected identifiers you are getting information that you would get if you drilldown in a report, therefore, once the report is ran you cannot drilldown any further*.



Custom Detail by Identifier – the following steps are specifically for the Voice and Network customers. If you would like to run this report for the Computer Services (AID) invoice, please follow the instructions on page 13. This report provides the total usage by rate code/line item and account code/cost center for a selected identifier. The most commonly used identifiers for this report for Voice & Network detail are *Billing Number (VS/NS), Cost Center (VS/NS)* or *Account Code*. *This report has drill down capability*.

1 Go to **Reports→Run Reports→Detail Reports—Custom Detail by Identifier**

   a Enter the parameters for the report



Example of selected parameters

Continue to next page for an explanation of parameter selection…

i **Account Code Level:** Click on the dropdown menu and select one of the options. The selection made in the field will drive how the report displays.

1 **Agency, length 10** – this will report all the services summarized at the agency number level and looks similar to the invoice.

2 **ServiceArea, length 15** – this will report at the agency number plus service area (e.g., VS001, NS001). There will be a page for each unique service area.

3 **CustomerCode, length 25** – this will report at the agency number plus service area plus customer code. There will be a page for each unique customer code provided by the customer.

4 **CostCenter, length 45** – this will report at the agency number plus service area plus customer code plus cost center. There will be a page for each unique cost center. ***<u>This is the recommended option.</u>***

ii **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

2 **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

3 **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

iii **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu

2 **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

3 **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

iv **Set the Date Range:** there are several options to choose from in the list. If you want to view information for the prior month, select **Last Month** and this will auto-fill the dates in the **From/To** fields. If you are viewing information that is prior to the last month, select **Custom** and fill in the **From/to** fields as follows:

2 **From:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view

a. *Always select the first day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

3 **To:** You can manually type the date or **c**lick on the calendar and select the first day of the month you want to view

a. *Always select the last day of the month unless you are looking at a specific day. Data is loaded every day. If you exclude a day you may exclude charges and your totals will not be correct.*

v **Start Value:** This varies and is dependent on the identifier selected.

vi **End Value:** This varies and is dependent on the identifier selected.

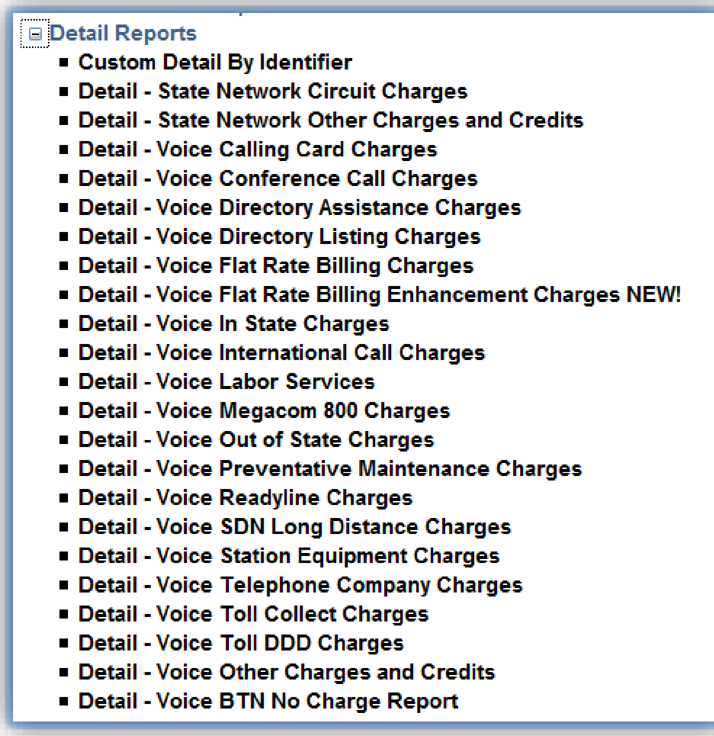
vii **Identifie**r: Billing Number (VS/NS), Cost Center (VS/NS) or Account Code

viii Click **OK**

Once you have pulled this report you will be able to drill down on the units to get more detailed information. *(See Drilling Down in Reports on page 27).*

Note • *If you are using a Voice or Network identifier (VS/NS), then you will see a column in the report labeled VN_ZCB01 - Voice - BTN No Charge Report. This column uses a count of 1.00. This is a count not a charge. Do not include this column when calculating the total charges.*

Detail Reports – Voice/Network Reports – the reports listed in this section have preselected identifiers. These reports correspond to the line items that displays on the Voice and Network invoices.



1 Go to **Reports→Run Reports→Detail Reports→Detail Reports**

a Select the report you would like to run by clicking on the report name.

b Enter the parameters for the report.

i **Starting Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu.

1 **Lowest Possible Account** – this reports at the lowest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

2 **Custom** – when you type an agency number in the blank field then the dropdown field will auto-fill with Custom.

ii **Ending Account Code*:** Leave the first field blank and select an agency number or one of the options from the dropdown menu.

1 **Highest Possible Account** – this reports at the highest agency number that your user id has access to. If you have one agency number then that will be the only agency number that will report.

2 **Custom** – this will appear if you enter an agency number in the first field.

iii **Year:** select the report you would like to report.

iv **Period:** select the number that represents the month you are running.

v Click **OK**

1 = JANUARY	7 = JULY
2 = FEBRUARY	8 = AUGUST
3 = MARCH	9 = SEPTEMBER
4 = APRIL	10 = OCTOBER
5 = MAY	11 = NOVEMBER
6 = JUNE	12 = DECEMBER

***Note** • If the drop-down menus only display Lowest Possible Account, Highest Possible Account and Custom, then run the report with the Lowest Possible Account, Highest Possible Account option. If you know the **6-digit** agency/customer id number then enter that into the two blanks fields to the right of the drop-down menu.*

Detail Report Matrix

The following is a matrix of the Detail Reports and the Identifiers used for each.

REPORT NAME	ACCOUNT CODE	BILLING DESCRIPTION (VS/NS)	BILLING NUMBER (VS/NS)	CALL DATE/TIME (VS)	CALL TYPE (VS)	CALLED DURATION (VS)	CALLED NUMBER (VS)	CALLING NUMBER (VS)	CHARGE DATE (VS/NS)	INSTALL DATE (VS/NS)	TSO (VS/NS)	UNIT COST (VS/NS)	UNIT COUNT (VS/NS)	USOC (VS/NS)
Detail - State Network Circuit Charges	X		X									X	X	X
Detail - State Network Other Charges and Credits	X	X	X						X		X			
Detail - Voice Calling Card Charges	X		X	X		X	X							
Detail - Voice Conference Call Charges	X		X	X		X	X							
Detail - Voice Directory Assistance Charges	X		X	X		X	X							
Detail - Voice Directory Listing Charges	X		X	X		X	X							
Detail - Voice Flat Rate Billing Charges	X		X							X			X	X
Detail - Voice Flat Rate Enhancement Billing Charges	X		X							X			X	X
Detail - Voice In State Charges	X		X	X		X	X							
Detail - Voice International Call Charges	X		X	X		X	X							
Detail - Voice Labor Services Charges	X		X								X		X	X
Detail - Voice Megacom 800 Charges	X		X	X	X	X								
Detail - Voice Out of State Charges	X		X	X		X	X							
Detail - Voice Preventative Maintenance Charges	X		X							X	X			X
Detail - Voice Readyline Charges	X		X	X	X	X		X						
Detail - Voice SDN Long Distance Charges	X		X	X		X	X							
Detail - Voice Station Equipment Charges	X		X								X		X	X
Detail - Voice Telephone Company Charges	X		X	X		X	X							
Detail - Voice Toll Collect Charges	X		X	X		X	X							
Detail - Voice Toll DDD Charges	X		X	X		X		X						
Detail - Voice Other Charges and Credits	X	X	X						X		X			

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Drilling Down in Reports

The definition of drilling down in a report is to move from summary level of the report to the detailed data by using the resource units of a line item and specific identifiers related to that line item. In basic terms, you are querying the BURR database for more detail. The most common reports with drill down capability are the Payable Invoices, the Account Level Report, and Custom Detail Report.

Note • *Try using different identifiers to select the information that best suits your needs.*

To Drill Down in a Report

1 If you hover your cursor/pointer over the resource units in a report or in the Payable Invoice and it turns into a hand this means that you can drill down to additional information.

   a. **Payable Invoice** – Computer Services, Network Services, Voice Services

      i. If you hover the cursor over the resource units in the **Units** column you see the cursor change to a hand . You will be able to drill down and get more detail for that line item.

Detail

	Units	Rate	Charge
Mainframe - Batch Processing (CPU min)	3,276.46	9.0000	29,488.33
Mainframe - CICS Processing (CPU min)	2,718.90	75.0200	203,971.48
Mainframe - DB2 Processing (CPU min)	11.03	262.7600	2,899.31

1. Double-click the units
2. A separate widow will open and you can select up to 5 identifiers.
   a. Use the table in page 29 titled "*Identifiers Used in Drill Down"*
3. Click **OK**

b. Account Level Report

i. If you hover the cursor over the resource units in the **Units** column you see the cursor change to a hand. You will be able to drill down and get more detail for that line item.

Detail

	Units	Rate	Charge
Mainframe - Batch Processing (CPU min)	3,276.46	9.0000	29,488.33
Mainframe - CICS Processing (CPU min)	2,718.90	75.0200	203,971.48
Mainframe - DB2 Processing (CPU min)	11.03	262.7600	2,899.31

1. Double-click the units
2. A separate widow will open and you can select up to 5 identifiers.
   a. Use the table on page 29 titled "*Identifiers Used in Drill Down"*
3. Click **OK**

c. Custom Detail Report

i. If you hover the cursor over the resource units in the report you will see the cursor change to a hand. You will be able to drill down and get more detail for that line item.

DAS DEPARTMENT OF ADMINISTRATIVE SERVICES ENTERPRISE TECHNOLOGY SERVICES

Custom Detail By Identifier

Date Range: 8/1/2013 to 8/31/2013

AccountCode : From 123456 to 123456zzzzz

Identifier Value : From to zz

AccountCode - SERVERNAME		BKCV04 - Backup - Tier 4 (GB)	DR0000 - Disaster Recovery Services	DSCP00 - System (Resource (/server c
123456			11054.20	
	aix-abc12	83.53		
	aix-abc13	35		
	aix-abc14	3505.19		
	aix-abc15	14112.53		

1. Double-click the units
2. A separate widow will open and you can select up to 5 identifiers.
   a. Use the table on page 29 titled "*Identifiers Used in Drill Down"*
3. Click **OK**

Identifiers Used in Drill Down (listed by service in alphabetical order)

The list of identifiers for each service are recommended identifiers. You do not have to use all that are recommended identifiers for each service. You can select them in any order and as many as you would like. I recommend selecting each at least once so you know what information is provided.

The identifier ***Server Name/Ticket Nbr*** is used for various types of information and it depends on the type of service you are drilling down on.

(CS) = Computer Services, (NS) = Network Services, (VS) = Voice Services, (VS/NS) = Voice & Network Services

Computer Services Identifiers	
Service	**Identifier**
Application Service Delivery Services	
ASD Labor Chargeback ASD Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Backup Services	
Backup – Tier 4 Backup – ISeries	Account Code Application Name (CS) Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Backup – Tier 4 Adjustment Backup – ISeries Adjustment Backup Labor Chargeback Backup Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Business Solutions Services	
Business Solutions Labor Chargeback Business Solutions Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)

Disaster Recovery Services	
Disaster Recovery	Account Code Application Name (CS) Billing Notes (CS) Invoice Period (CS) Server Platform (CS) Server Name/Ticket Nbr (CS) User Common Name (CS)
Disaster Recovery Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Distributed Services	
Distributed – DBMS - Oracle Service Distributed – DBMS - SQL Service Distributed – Dedicated Operating Systems, Linux Distributed – Dedicated Operating Systems, Windows Distributed – Remote Host, Physical Distributed – Remote Linux Virtual Distributed – Remote Windows Virtual Distributed – Server Clustering Services Distributed – Server Load Balancing Service Distributed – System CPU Resource Allocation Distributed – System Memory Resource Allocation Distributed – Virtual Operating System, Linux Distributed – Virtual Operating System, Windows Distributed – Web Hosting Services, Standard	Account Code Application Name (CS) Invoice Period (CS) Server Platform (CS) Service Code (CS) Server Name/Ticket Nbr (CS) User Common Name (CS)
Adjustment Lines: Distributed – DBMS - Oracle Service Adjustment Distributed – DBMS - SQL Service Adjustment Distributed – Dedicated Operating Systems, Linux Adjustment Distributed – Dedicated Operating Systems, Windows Adjustment Distributed – Remote Host, Physical Adjustment Distributed – Remote Linux Virtual Adjustment Distributed – Remote Windows Virtual Adjustment Distributed – Virtual Operating System, Linux Adjustment Distributed – Virtual Operating System, Windows Adjustment Distributed – System CPU Resource Allocation Adjustment Distributed – System Memory Resource Allocation Adjustment Distributed – Server Load Balancing Service Adjustment Distributed – Server Clustering Services Adjustment Distributed – Web Hosting Services, Standard Adjustment Distributed Labor Chargeback Distributed Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)

Engineering Services	
Engineering Labor Chargeback Engineering Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Infrastructure Services	
Infrastructure – Appliance Support Infrastructure – Data Center Floor Space	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS)
Infrastructure – Appliance Support Adjustment Infrastructure – Data Center Floor Space Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Labor Chargeback Services	
Labor Chargeback & Labor Chargeback Adjustment • Application Service Delivery Service • Backup Service • Business Solutions • Distributed Service • Engineering Service • Mainframe Service • Midrange Service • Production Service • Project Management Service • Security Service • Storage Service • TAM LAN & Desktop/Computer Lab	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)

Mainframe Services	
Mainframe – Batch Processing	Account Code Job Name (MF Batch) RACF User Id (MF Batch) Start Date (MF) Stop Date (MF) TEAMS Acct Nbr (MF) – *ODOT Only*
Mainframe – Batch Processing Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Job Name (MF Batch) RACF User Id (MF Batch) Start Date (MF) Stop Date (MF) TEAMS Acct Nbr (MF) – *ODOT Only*
Mainframe – CICS Processing	Transaction ID (MF CICS) User ID (MF CICS)
Mainframe – CICS Processing Adjustment	**Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Transaction ID (MF CICS) User ID (MF CICS)
Mainframe – DB2 Processing	Account Code Authorization ID (MF DB2) Plan Name (MF DB2)
Mainframe – DB2 Processing Adjustment	Account Code Authorization ID (MF DB2) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Plan Name (MF DB2)
Mainframe – TSO Processing	Account Code RACF User Id (MF Batch)
Mainframe – TSO Processing Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) RACF User Id (MF Batch)
Mainframe Labor Chargeback Mainframe Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) Server Name/Ticket Nbr (CS) User Common Name (CS)

Midrange Services	
Midrange – Application Server Service, Oracle on UNIX Midrange – Application Server Service, Websphere/Coldfusion on UNIX Midrange – DBMS Service, DB2 on UNIX Midrange – DBMS Service, Oracle on UNIX Midrange – DBMS Service, Sybase on UNIX Midrange – Secure File Transfer Service, UNIX Midrange – System Utilization, iSeries Midrange – System Utilization, UNIX Midrange – Virtual Operating System Service, iSeries Midrange – Virtual Operating Services, UNIX Midrange – Web Hosting Service, UNIX	Account Code Application Name (CS) Invoice Period Server Platform (CS) Service Code (CS) Server Name/Ticket Nbr (CS) User Common Name (CS)
Adjustment Lines: Midrange – Application Server Service, Oracle on UNIX Adjustment Midrange – Application Server Service, Websphere/Coldfusion on UNIX Adjustment Midrange – DBMS Service, DB2 on UNIX Adjustment Midrange – DBMS Service, Oracle on UNIX Adjustment Midrange – DBMS Service, Sybase on UNIX Adjustment Midrange – Secure File Transfer Service, UNIX Adjustment Midrange – System Utilization, iSeries Adjustment Midrange – System Utilization, UNIX Adjustment Midrange – Virtual Operating System Service, iSeries Adjustment Midrange – Virtual Operating Services, UNIX Adjustment Midrange – Web Hosting Service, UNIX Adjustment Midrange Labor Chargeback Midrange Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Pass through Services – Hardware/Software/Professional Services	
Service Areas that have Hardware Pass Through, Software Pass Through and Professional Services include: • Distributed Services • Mainframe Services • Midrange Services • Storage Services *The corresponding adjustment lines will use the same identifiers*	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Production Services	
Production Monitoring	Account Code Invoice Period (CS) Server Name/Ticket Nbr (CS)
Production Monitoring Adjustment Production Monitoring Labor Chargeback Production Monitoring Labor Chargeback Adjustment	Account Code Invoice Period (CS) Server Name/Ticket Nbr (CS)

Project Management Services	
Project Management Labor Chargeback Project Management Labor Chargeback Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Security Services	
Security – End User VPN	Account Code Invoice Period (CS) Server Name/Ticket Nbr (CS)
Security – End User VPN Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS)
Security – Mail Hub Service	Account Code Email (CS) Invoice Period (CS) Server Name/Ticket Nbr (CS)
Security – Mail Hub Service Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Email (CS) Invoice Period (CS) Server Name/Ticket Nbr (CS)
Security Labor Chargeback Security Labor Chargeback Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS)
Storage Services	
Storage – Disk, Tier 1, Mainframe	Account Code DSN Acct Code – Lvl 1 Disk (MF) DSN Acct Code - Lvl 2 Disk (MF) Start Date (MF) Stop Date (MF) System ID (MF)
Storage – Disk, Tier 1, Mainframe Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** DSN Acct Code – Lvl 1 Disk (MF) DSN Acct Code – Lvl 2 Disk (MF) Invoice Period (CS) Start Date (MF) Stop Date (MF) System ID (MF)

Storage Services Continues…	
Storage – Tape, Mainframe	Account Code DSN Account – Lvl 1 Tape (MF) Start Date (MF) Stop Date (MF) System ID (MF)
Storage – Tape, Mainframe Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** DSN Account – Lvl 1 Tape (MF) Invoice Period (CS) Start Date (MF) Stop Date (MF) System ID (MF)
Storage – Disk, Tier 1, UNIX Storage – Disk, Tier 1, Windows Storage – Disk, Tier 2, UNIX Storage – Disk, Tier 2, Windows Storage – Disk, Tier 3, Windows Storage – Local Attached, Windows	Account Code Application Name (CS) Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Storage – Disk, Tier 1, UNIX Adjustment Storage – Disk, Tier 1, Windows Adjustment Storage – Disk, Tier 2, UNIX Adjustment Storage – Disk, Tier 2, Windows Adjustment Storage – Disk, Tier 3, Windows Adjustment Storage – Local Attached, Windows Adjustment	Account Code Application Name (CS) **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS) Server Platform (CS) User Common Name (CS)
Technology Availability Management (TAM) Services	
TAM – LAN & Desktop, Basic TAM – LAN & Desktop, Extended	Account Code Invoice Period (CS) Server Name/Ticket Nbr (CS)
TAM – LAN & Desktop, Basic Adjustment TAM – LAN & Desktop, Extended Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS)
TAM – Computer Lab	Account Code Invoice Period (CS) Server Name/Ticket Nbr (CS)
TAM – Computer Lab Adjustment	Account Code **Billing Notes (CS) – ALWAYS USE** Invoice Period (CS) Server Name/Ticket Nbr (CS)

Network Service Identifiers	
Service	**Identifier**
State Network Circuit Charges	Account Code Billing Number (VS/NS) USOC (VS/NS) Unit Count (VS/NS) Unit Cost (VS/NS)
State Network Other Charges and Credits	Account Code TSO (VS/NS) Charge Date (VS/NS) Billing Number (VS/NS) Billing Description (VS/NS)

Voice Services Identifiers	
Service	**Identifier**
Voice – Calling Card Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Conference Service Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Directory Assistance Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Directory Listing Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Flat Rate Billing Charges	Account Code Billing Number (VS/NS) Install Date (VS/NS) USOC (VS/NS) Unit Count (VS/NS)
Voice – Flat Rate Billing Enhancement Charges	Account Code Billing Number (VS/NS) Install Date (VS/NS) USOC (VS/NS) Unit Count (VS/NS)
Voice – In State Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)

Voice Services Continues…	
Voice – Labor Services Charges	Account Code Billing Number (VS/NS) TSO (VS/NS) USOC (VS/NS) Unit Count (VS/NS)
Voice – Megacom 800 Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Duration (VS)
Voice – Other Charges and Credits	Account Code Billing Number (VS/NS) Charge Date (VS/NS) TSO (VS/NS) Billing Description (VS/NS)
Voice – Out of State Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Preventative Maintenance Charges	Account Code Billing Number (VS/NS) TSO (VS/NS) Install Date (VS/NS) USOC (VS/NS)
Voice – Readyline Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Duration (VS)
Voice – SDN Long Distance Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Station Equipment Charges	Account Code Billing Number (VS/NS) TSO (VS/NS) USOC (VS/NS) Unit Count (VS/NS)
Voice – Toll Collect Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Toll DDD Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)

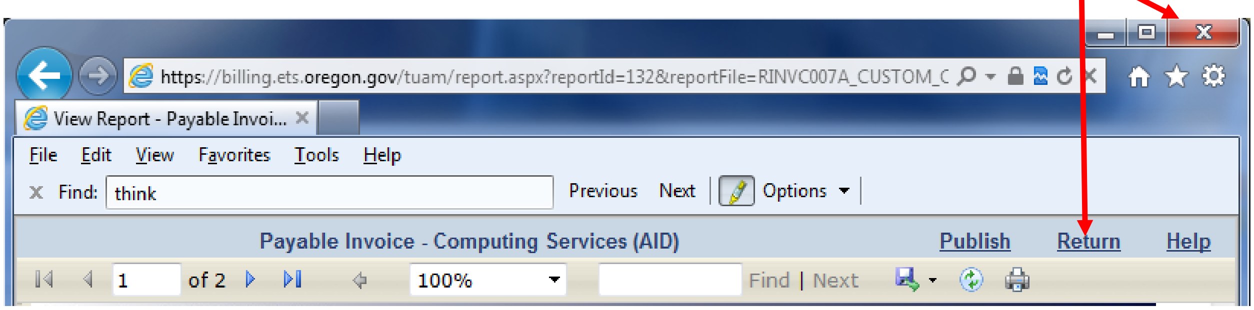
Voice Services Continues…	
Voice – Toll International Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)
Voice – Telephone Company Charges	Account Code Billing Number (VS/NS) Call Date/Time (VS) Called Number (VS) Called Duration (VS)

Closing the Drill Down View

To close the drill down view in a report:

Click the close button ☒ in the upper-right corner of the browser or click **Return** to go back to the parameters page, then click **Cancel** on the parameters page and this will prompt a dialog box asking if you would like to close the window.

Closing a report

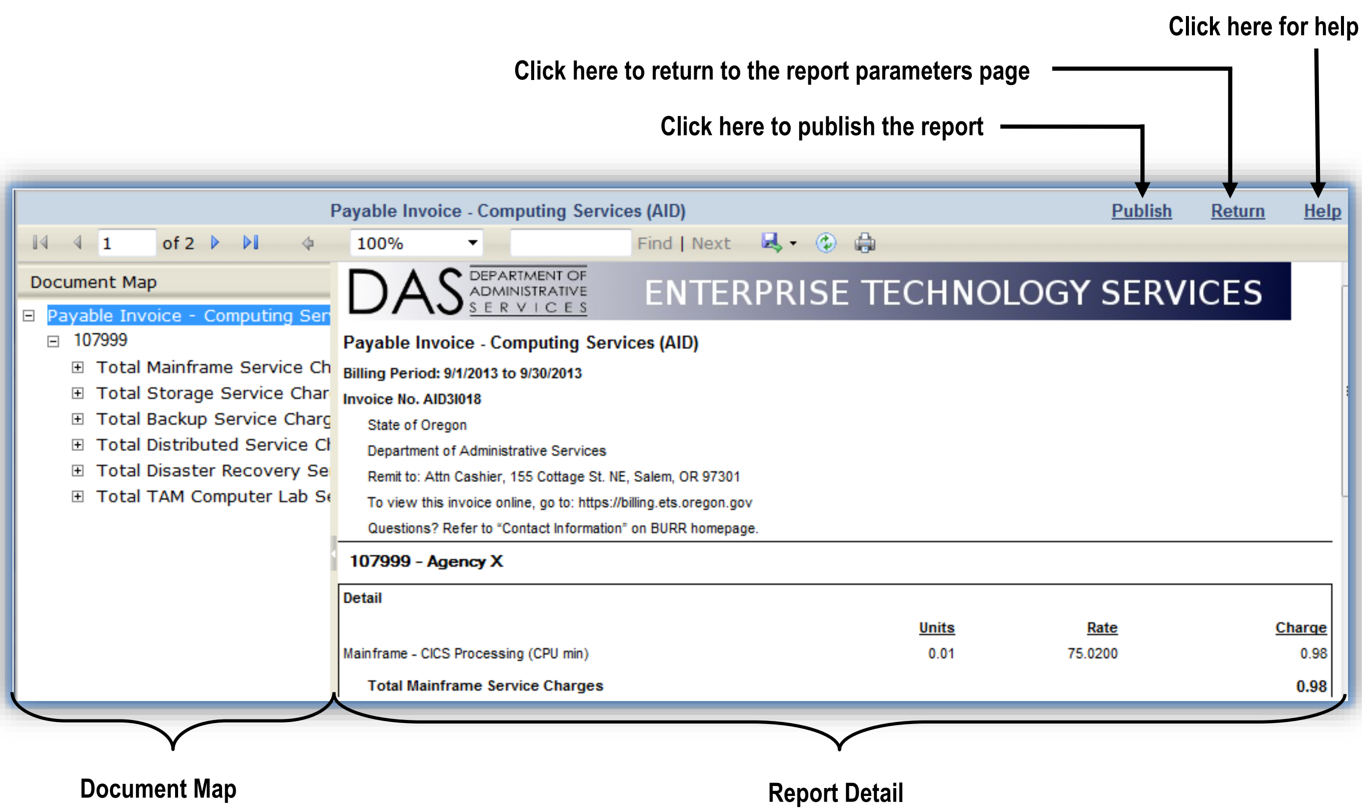


Working with the Report Interface

This section describes how to navigate and use reports. Except where noted, the information in this section is applicable to all report types.

Using the Reporting Toolbar

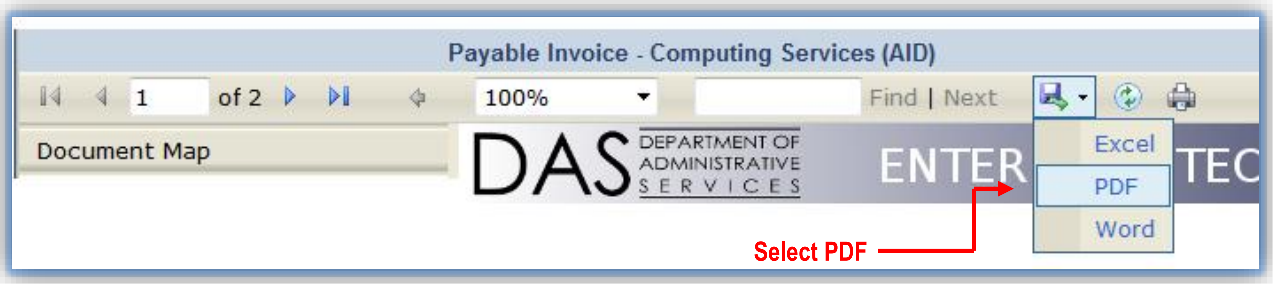
The image below provides an introduction to the Microsoft reporting interface used with the online billing system BURR. The use of the interface, including how to use the toolbar, is discussed in the following sections.



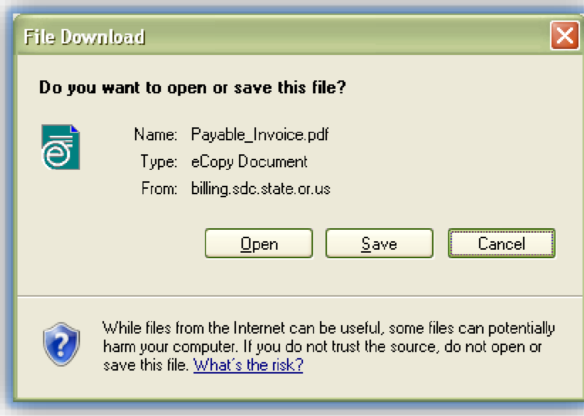
Printing/Exporting a Report/Invoice

To print the Payable Invoice for Computer Services, Network Services or Voice Services in BURR, click on the export icon  and select PDF. This will open the invoice into a PDF application, such as, Acrobat. Once this is open in the PDF application, you will need to follow the instructions for printing a document for the particular PDF application you are using.

It is highly recommended that you EXPORT INVOICES TO PDF and the REPORTS TO EXCEL.

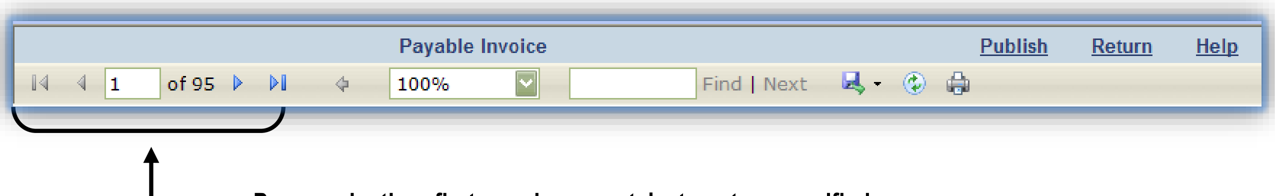


A dialog box will appear prompting to open, save or cancel. Select OPEN or SAVE.



Navigating a Report

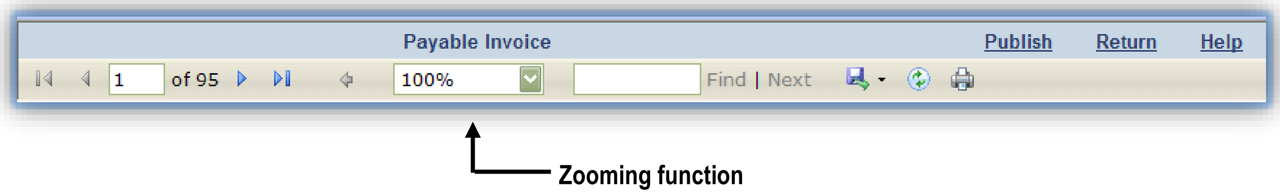
To navigate through the pages of the report, click the page arrows or type a page number.



Page navigation: first, previous, next, last, go to a specified page

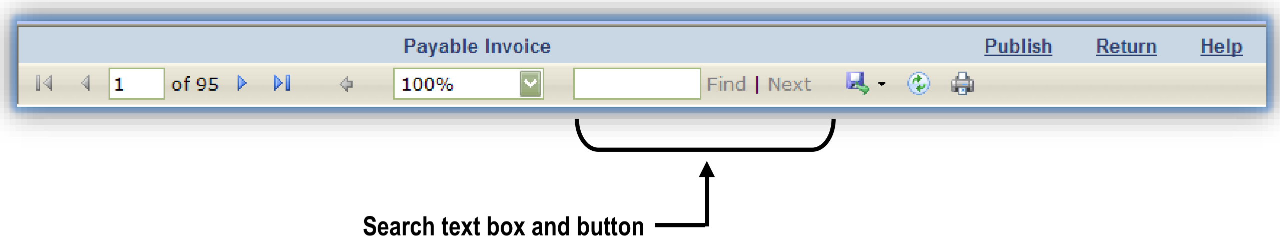
Zooming In or Out

To enlarge or shrink the size of the information displayed, click the drop-down menu and select the size you want the information to display.



Searching Text in a Report

To search for text in the BURR reports, type the text that you want to search and then click Find. To do an "find next" function, click Next.



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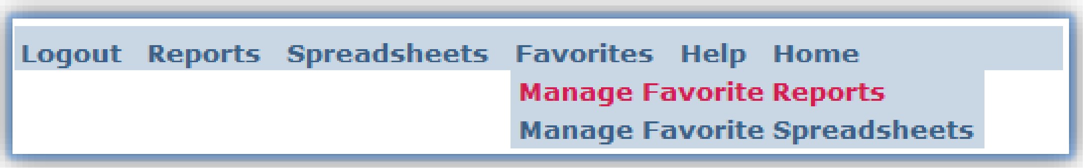
Working with Favorite Reports

You can designate reports as favorite reports. This feature enables you to easily access favorite reports from the Favorites page or from shortcuts in the left frame of the home page.

To Add a Report as a Favorite

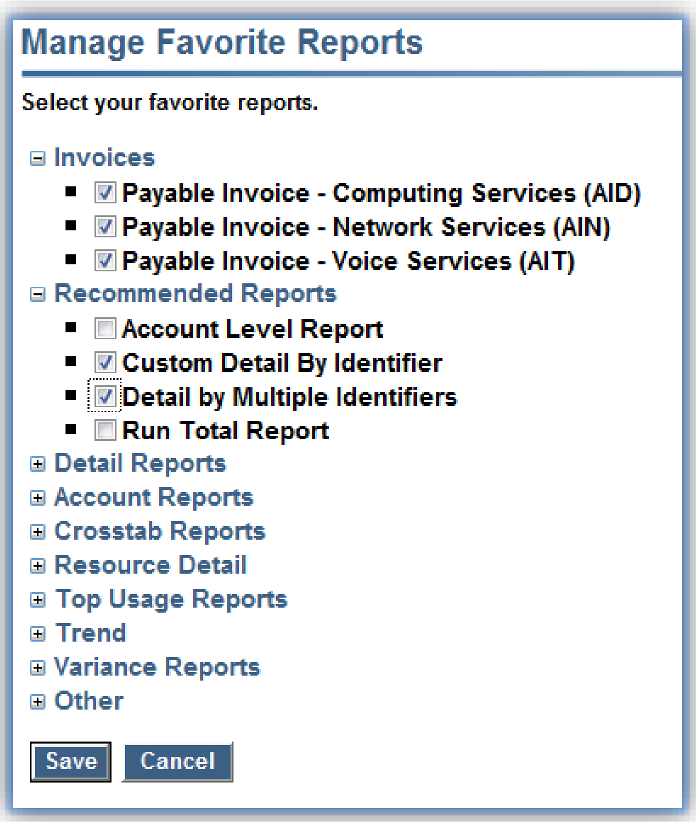
1 Click **Favorites → Manage Favorite Reports**



2 On the *Manage Favorite Reports* page, expand the report group that contains the report that you want, and then check the box next to the report.

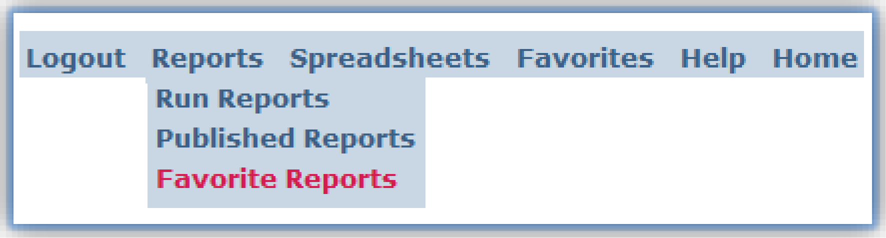
3 Click Save.

The report is designated as a favorite.



Accessing Favorite Reports

1 Reports→Favorite Reports



2 Click the plus sign next to the report you want to run

3 Click on **Run Report**

4 Then following the instructions for running that report.

The first five favorites in your list will appear on the homepage of BURR. These are listed alphabetically and you cannot customize the list.

Glossary of Terms

BURR Definitions

BURR Term	BURR Definition
Billing Usage & Revenue Recovery (BURR)	This is the Enterprise Technology Services online billing system for Computer Services, Network Services and Voice Services starting with the 2013-2015 biennium.
Rate Code/Rate Code Description	This is the individual line item of service. Example: Batch Processing (CPU/min) Distributed – Labor Chargeback (/hr) Storage – Disk, Tier 2, Windows (GB)
Rate Group/Rate Group Description	This is the service area group. You will see this as the total charge line on the invoice and reports. Example: Total Distributed Service Charges Total Midrange Service Charges Total Mainframe Service Charges Total Storage Service Charges Total Voice Service Charges Total State Network Service Charges
Tivoli Usage & Accounting Manager (TUAM)	This is the Enterprise Technology Services online billing system for Computer Services, Network Services and Voice Services for the 2009-2013 invoices.

Defined List for Identifiers & Reports

Identifiers

The identifiers have been labeled with CS, MF (Batch, CICS, DB2), VS, and VS/NS. These labels help associate which type of service the identifier should be used with. If an identifier does not have a label then it can be used with all services.

CS=Computer Services, MF=Mainframe, VS=Voice Services, VS/NS = Voice & Network Services

Identifier Name	Identifier Definition

Account Code	The account code structure defines the account code levels that appear in invoices and other reports. It is made up of the agency number, service area, customer group, cost center. The account code is 45 characters in length,
	• 10 – Agency Number – alpha-numeric
	  ▪ SFMS assigned
	• 5 – Service Area – alpha-numeric
	  ▪ ETS internal use
	• 10 – Customer Code – alpha-numeric
	  ▪ Customer provided
	  ▪ Used to help group and code for payment
	  ▪ Defined the customer
	  ▪ Customer responsible for updating
	• 20 – Cost Center – alpha-numeric
	  ▪ Customer provided
	  ▪ Used to help group and code for payment
	  ▪ Defined the customer
	  ▪ Customer responsible for updating
	Example of an account code:
	0000123456-MF001-PCA12345AA-PCA2INDEX3PROJ4CREW5

Agency Number (VS/NS)	A six-digit identification number assigned by the Department of Administrative Services to state agencies, boards, commissions or other governmental units. One agency can have more than one agency number. These are usually assigned at a sub-division level.
Application Name (CS)	The name of the application that resides on a server
Authorization ID (MF DB2)	This identifies user making a request to DB2.
Billing Description (VS/NS)	The description used when entering one-time charges into the billing system for Voice and Network Services.
Billing Notes (CS)	The description used when entering one-time charges into the billing system for Computer Services.
Billing Number (VS/NS)	The billing telephone number (BTN) for Voice Services or the billing number associated to a circuit or device for Network Services.
Call Date/Time (VS)	The date and time stamp of when a call started.
Call Duration (VS)	The amount of time between when a call started to when call ended.
Call Location (VS)	The city, state, country of where a call was made.
Call Type (VS)	This identifies the type of call made, e.g., In State, Out State.
Called Number (VS)	This is a phone number to which a call was made.
Calling Number (VS)	This is the phone number that placed a phone call.

Identifier Name	Identifier Definition
Charge Date (VS/NS)	The date of when the one-time/non-recurring charges were billed. This is best used with the Billing Description (VS/NS) identifier.
Charge Type (VS/NS)	This is an ETS internal code that helps categorize the different Voice & Network services. For instance, Voice-Station Equipment is a charge type 10, Voice-Labor Services is a charge type 15, Flat Rate Billing is a charge type 60, etc. This is included in the system for internal ETS reporting.
Cost Center (VS/NS)	The cost center is a billing code provided to ETS Billing by the customer as a way to categorize billing numbers in a way to help the customer report and process payment. This is included as the last part of the account code (20 characters). Example of an account code: 10 – 5 – 10 – 20 0000123456–VS001–<-blank-->–COSTCENTER1234567890
Date/Time Entered	Not used - no values return
Date/Time Modified	Not used - no values return
Date/Time Sent	Not used - no values return
DSN Account - Lvl 1 Tape	This gives the first level of values in a mainframe dataset name (DSN) for Mainframe tape storage.
DSN Acct Code - Lvl 1 Disk (MF)	This gives the first level of values in the mainframe dataset name (DSN) for Mainframe disk storage.
DSN Acct Code - Lvl 2 Disk (MF)	This gives the second level of values in the mainframe dataset name (DSN) for Mainframe disk storage.
Email (CS)	Displays a list of email addresses associated to Mail Hub Services.
Install Date (VS/NS)	This is the date that the USOC (billing code) added or updated for Voice & Network services. This best used with identifiers USOC (VS/NS) and Billing Number (VS/NS).
Invoice Period (CS)	Displays the billing period of when the services were billed.
Job Class (MF)	This identifies the class that Batch jobs are run in. This is used for internal ETS reporting.
Job Name (MF)	This is the job name entered in when running Batch jobs on the Mainframe.
Job Priority (MF)	Not used - no values return
Line Type Code (VS)	This is the type of phone in Voice Services. For Network it will identify that it is a “data” line.
LineType Description (VS)	This is the description of the Line Type Code.
Plan Name (MF DB2)	Name of access path for DB2.
RACF User ID (MF Batch)	This displays the RAF USER ID of the employee that ran a Batch job.
Server Billing Group (CS)	This is the cost pool name used for billing servers in a shared environment. This is used for internal reporting.
Server Name/Ticket Nbr (CS)	This lists the servers name, device name (VPN), RT ticket numbers for labor, description name of service (e.g., Production Service-Monitoring, Web Service, VPN User)
Server Platform (CS)	This distinguishes if a platform is AIX (Midrange) or DSS (Distributed)
Service Code (CS)	This is an ETS internal code used for internal ETS reporting.
Shift (MF)	*ETS does not bill different rate based on the shift. This information is used for internal ETS reporting.* This identifies a shift that a mainframe process was ran in for (Batch, CICS, DB2, TSO) was ran. An example, would be that shift 1 is 8am-5pm and shift 2 is after 5 pm.
Start Date (MF)	This is the start date of a Mainframe process (Batch, CICS, TSO). For Mainframe Disk & Tape this is the date that it was collected and loaded into the billing system.

Identifier Name	Identifier Definition
Stop Date (MF)	This is the stop date of a Mainframe process (Batch, CICS, TSO). For Mainframe Disk & Tape this is the date that it was collected and loaded into the billing system.
System ID (MF)	This is the Mainframe LPAR where a process was run for Batch, CICS, TSO, or DB2.
TEAMS Acct Nbr (MF)	ODOT Internal accounting number.
Transaction ID (MF CICS)	This is the characters entered in CICS to invoke a program. Examples, P005, FSYS, CESN, PBED, PBER.
TSO (VS/NS)	This will list Telecommunication Service Order (TSO) number used for any moves, changes, adds, and/or deletes.
Unit Cost (VS/NS)	This is the rate associated to the USOC (billing code).
Unit Count (VS/NS)	This is the active units for a specific USOC (billing code).
User Acct Info (MF)	Internal code used for ETS reporting.
User Common Name (CS)	This is used to by the customer to help identify a server. At the customer's request we can populate this field with a customer-friendly server name or value of choice.
User ID	Not used - no values return
User ID (MF CICS)	This displays the USER ID of the employee that ran the CICS transaction.
USOC (VS/NS)	For Voice Services, the Universal Service Order Code (USOC) is a billing code used to identify telecommunications services and equipment. An example, BASICSERVICE (aka Flat Rate). In Network Services, this identifies the SNAC bandwidth, switches (LAN-PORT, wireless PTP service, pass through circuit costs (TRANSPORT), the pass through taxes (TAXCKT) and the 5% provision cost on the pass through (PROTRANSPORT & PROTAXCKT)
Work ID (MF)	Batch/TSO – the type of work (JES2, OMVS, TSO, STC) CICS – the region for DAS & ODOT. This is blank for DHS. DB2 – this is the DB2 instance where the work was done.

Report and Spreadsheet List

Report List	Report Definition	Drilldown Capable?	
Account Code Report	Account Report: Provides charges at various lengths of the account code level with hyperlinks to the drill down screens.	Y	
Account Level Report	Account Report/Recommended Report: Provides charges by account code, rate group/service area, and rate code description/line item for the parameters selected.	Y	
Account Level Report - Graph	Account Report: Provides charges by account code, rate group/service area, and rate code description/line item for the parameters selected. An optional graph showing total expenses by account code is also included.	Y	
Account Summary Daily	Account Report: Provides total daily and monthly charges by account code and rate code description/line item for the parameters selected.		N
Account Summary YTD	Account Report: Provides the total monthly and YTD charges by account code, rate group/service area, and rate code/line item for the parameters selected		N
CICS Transaction ID Report	Resource Detail Report: Provides data for CICS transactions by transaction ID for the parameters selected.		N
Cost Trend	Trend Report: Provides total charges by account code for each month of the year for the parameters selected. Monthly charges for each account code are presented on a single line. To print this report, use landscape mode on legal paper.		N
Cost Trend by Rate	Trend Report: Provides total charges by rate code description/line item and rate group/service area for each month of the year for the parameters selected. The graph and report will display depending on what length is selected for the Account Code Level. To print this report, use landscape mode on legal paper.		N
Cost Trend Graph	Trend Report: Provides the total charges for all account codes for each month for the parameters selected followed by charges for individual account codes for each month. The graph will display depending on what length is selected for the Account Code Level.		N
Cost Variance	Variance Report: Provides a comparison of charges by account code, rate code description/line item, and rate group/service area for a specified period and the period prior for the parameters selected.		N
Cost Variance Drilldown	Variance Report: Provides a comparison of charges by rate code description/line item and rate group/service area for a specified month and the month prior for the parameters selected.	Y	
Custom Detail By Identifier	Detail Report/Recommended Report: Provides total usage by rate code/line item for a selected identifier or identifier values selected.	Y	

Report List	Report Definition	Drilldown Capable?
Daily Crosstab - Charges	Crosstab Report: Provides total daily charges by account code and rate code description/line item for the parameters selected.	N
Daily Crosstab - Usage	Crosstab Report: Provides total daily resource usage by account code and rate code description/line item for the parameters selected.	N
Detail - State Network Circuit Charges	Detail Report: Provides a list of the monthly recurring charges using preselected identifiers for the parameters selected. See the report matrix on page 25.	N
Detail - State Network Other Charges and Credits	Detail Report: Provides a list of one-time charges, which include, but are not limited to, installation charges, domain registrations, Labor Chargeback, adjustments for monthly recurring charges. The report displays with the selected parameters but the identifiers are preselected. See the report matrix on page 25.	N
Detail - State Network Report	Other Report: Provides a list of the monthly recurring charges and one-time charges in a complete report. This is all the Network Services detail for the parameters selected.	N
Detail - Voice BTN No Charge Report	Detail Report: Provides a list of billing numbers that with no charges for the parameters selected. This identifiers are preselected.	N
Detail - Voice Calling Card Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice Conference Call Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice Directory Assistance Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice Directory Listing Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice Flat Rate Billing Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice Flat Rate Billing Enhancement Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice In State Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N
Detail - Voice International Call Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.	N

Report List	Report Definition		Drilldown Capable?
Detail - Voice Labor Services	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Megacom 800 Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Other Charges and Credits	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Out of State Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Preventative Maintenance Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Readyline Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Report	Other Report: Provides a list of the monthly recurring charges and one-time charges in a complete report. This is all the Voice Services detail for the parameters selected.		N
Detail - Voice SDN Long Distance Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Station Equipment Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Telephone Company Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Toll Collect Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail - Voice Toll DDD Charges	Detail Report: Provides total charges using preselected identifiers. See the report matrix on page 25.		N
Detail by Identifier	Resource Detail Report: Provides total usage by rate code for a selected identifier or identifier values selected		N
Detail by Multiple Identifiers	Resource Detail Report/Recommended Reports: Shows resource units consumed by a maximum of five rate codes/line items and five identifiers.		N
Detail by Rate Group	Resource Detail Report: Provides total resource units used for the first eight rate code descriptions in a rate group/service area for the parameters selected.		N

Report List	Report Definition	Drilldown Capable?	
Detail by Rate Group/Identifier	Resource Detail Report: Shows resource units consumed for a maximum of five rate codes and five identifiers.		N
Monthly Crosstab - Charges	Crosstab Report: Provides total monthly charges by account code and rate code description/line item for the parameters selected.		N
Monthly Crosstab - Usage	Crosstab Report: Provides total monthly resource usage by account code and rate code description/line item for the parameters selected.		N
Payable Invoice - Computing Services (AID)	Invoice: This is the itemized bill for Computing Services containing individual prices, the total charge, billing period, invoice number and remit to address.	Y	
Payable Invoice - Network Services (AIN)	Invoice: This is the itemized bill for Network Services containing individual prices, the total charge, billing period, invoice number and remit to address.	Y	
Payable Invoice - Voice Services (AIT)	Invoice: This is the itemized bill for Voice Services containing individual prices, the total charge, billing period, invoice number and remit to address.	Y	
Report by Account	Account Report: Provides charges by account code, rate group/service area, and rate code description/line item for the parameters selected.	Y	
Resource Usage Trend	Trend Report: Provides total resource usage by rate code/service area for each month of the year for the parameters selected. It is ordered by account code, rate group, and rate code. To print this report, use landscape mode on legal paper.		N
Resource Variance	Variance Report: Provides a comparison of resource usage by account code, rate group/service area, and rate code description/line item for a specified period and the period prior for the parameters selected.		N
Run Total Percent	Account Report: This report is the same as the Run Total Report, except that the drill down includes percent total by account code in addition to units, rate, and charge.	Y	
Run Total Rate Group Percent	Account Report: Provides charges and percentage by rate groups/service areas for the parameters selected.	Y	
Run Total Report	Account Report/Recommended Report: Provides total charges by account code within rate code description/line item and rate group/service area for the parameters selected.		N
Summary Crosstab - Charges	Crosstab Report: Provides total charges by account code and rate code description for the parameters selected.		N
Summary Crosstab - Usage	Crosstab Report: Provides total resource usage by account code and rate code description for the parameters selected.		N

Report List	Report Definition	Drilldown Capable?	
Summary Crosstab 2 - Charges	Crosstab Report: Provides total charges by account code and rate code description for the rate codes within a selected rate group for the parameters selected.		N
Summary Crosstab 2 - Usage	Crosstab Report: Provides total resource usage by account code and rate code description for the rate codes within a selected rate group for the parameters selected.		N
Top 10 By Rate Code	Top Usage Report: Provides the account codes with the highest usage of a specified rate code/line item for the parameters selected. For example, if you type 3 as the Top N parameter, the three account codes with the highest rate code/line item usage appear. If you leave the Top N parameter blank, the account codes with the ten highest rate code usage appear.		N
Top 10 Cost	Top Usage Report: Provides the account codes with the highest charges for the parameters selected. For example, if you type 3 as the Top N parameter, the three account codes with the highest charges appear. If you leave the Top N parameter blank, the account codes with the ten highest charges appear.	Y	
Top 10 Pie Chart	Top Usage Report: This report is similar to the Top Cost Report. However, it provides accounts codes with the 10 highest charges for the parameters selected and it provides the data in pie chart as well as table format.	Y	
Usage Trend Graph	Trend Report: Provides total resource usage by rate code for each month of the year for the parameters selected. It is ordered by account code, rate group/service area, and rate code/line item. To print this report, use landscape mode on legal paper.		N
Weekly Crosstab - Charges	Crosstab Report: Provides total weekly charges by account code and rate code description/line item for the parameters selected.		N
Weekly Crosstab - Usage	Crosstab Report: Provides total weekly resource usage by account code and rate code description/line item for the parameters selected.		N

Spreadsheet List	Spreadsheet Definitions		Drilldown Capable?
Detail - State Network Spreadsheet	ETS Detail Spreadsheet: This is the same as the Detail – Network Report. The difference is that it opens into Excel without the extra step of exporting. It provides a list of the monthly recurring charges and one-time charges in a complete report. This shows all the Network Services detail for the parameters selected.		N
Detail - Voice Spreadsheet	ETS Detail Spreadsheet: This is the same as the Detail – Voice Report. The difference is that it opens into Excel without the extra step of exporting. It provides a list of the monthly recurring charges and one-time charges in a complete report. This shows all the Voice Services detail for the parameters selected.		N
Spreadsheet Account Summary YTD	Standard Spreadsheets: Provides year-to-date account summary information, by account code, for the parameters selected.		N
Spreadsheet Invoice	Standard Spreadsheets: Provides invoice information for the parameters selected.		N
Spreadsheet Invoice by Account	Standard Spreadsheets: Provides invoice information by account code for the parameters selected.		N
Spreadsheet Invoice by RateGroup	Standard Spreadsheets: Provides invoice information for the rate codes/line items within a selected rate group/service area for the parameters selected.		N
Spreadsheet Run Total	Standard Spreadsheets: Provides total invoice information by rate code/line item for the parameters selected.		N
Spreadsheet Summary YTD by Rate	Standard Spreadsheets: Provides account summary YTD information by rate code description for the parameters selected.		N
Spreadsheet Summary YTD by Rate Group	Standard Spreadsheets: Provides account summary YTD information by rate code description for the rate group selected for the parameters selected.		N
Detail by Identifier	Crosstab Spreadsheets: Provides total usage by rate code for a selected identifier or identifier values selected.		N
Daily Crosstab - Charges	Crosstab Spreadsheets: Provides total daily charges by account code and rate code description for the parameters selected.		N
Daily Crosstab - Usage	Crosstab Spreadsheets: Provides total daily resource usage by account code and rate code description for the parameters selected.		N
Monthly Crosstab - Charges	Crosstab Spreadsheets: Provides total monthly charges by account code and rate code description for the parameters selected.		N

Spreadsheet List	Spreadsheet Definitions		Drilldown Capable?
Monthly Crosstab - Usage	Crosstab Spreadsheets: Provides total monthly resource usage by account code and rate code description for the parameters selected.		N
Summary Crosstab - Charges	Crosstab Spreadsheets: Provides total charges by account code and rate code description for the parameters selected.		N
Summary Crosstab - Usage	Crosstab Spreadsheets: Provides total resource usage by account code and rate code description for the parameters selected.		N
Summary Crosstab 2 - Charges	Crosstab Spreadsheets: Provides total charges by account code and rate code description for the rate codes within a selected rate group for the parameters selected.		N
Summary Crosstab 2 - Usage	Crosstab Spreadsheets: Provides total resource usage by account code and rate code description for the rate codes within a selected rate group for the parameters selected.		N
Weekly Crosstab - Charges	Crosstab Spreadsheets: Provides total weekly charges by account code and rate code description for the parameters selected.		N
Weekly Crosstab - Usage	Crosstab Spreadsheets: Provides total weekly resource usage by account code and rate code description for the parameters selected.		N

(Intentionally left blank)

Oregon Accounting Manual (OAM) Definitions

A	
Accounting System	The processes used to record transactions related to revenues, expenditures, assets and liabilities; to record or control non-capital or capital assets; and to record or produce vouchers, checks, purchase orders, and invoices. The accounting system is the process that identifies and records transactions to maintain accountability.
Adjustment	A correction or modification to an account balance.
Agency	Any elected or appointed state officer, board, commission, department, institution, branch, or other instrumentality of Oregon state government whose costs are paid wholly or in part from funds held in the State Treasury. Also any agency, board, commission or other governmental unit that uses OSPS to process employee payrolls.
Agency Head	The highest authority of any state agency, board, or commission.
Agency Number	A three-digit identification number assigned by the Department of Administrative Services to state agencies.
Aging Schedule	A schedule showing the breakdown of accounts receivable balances according to the length of time each account is past due, generally in 30-day intervals.
B	
Biennium	A period of two years beginning July 1 of each odd-numbered year.
Billing	A request for payment where a state agency sends an invoice or other type of claim for a specific amount. This includes receivables due from private persons, firms or corporations, other agencies, the federal government, employees, and other parties.
C	
Collection Agency	A business which acts as an agent for an entity to be the collector of debts, usually for a percentage of the amount collected. Can also refer to a collection unit within a state agency.
Collection Effort	A written record kept of actions taken to collect a receivable owed to the state, including documentation produced by automated systems.
Collection Letter	A letter sent to a debtor requesting payment of an amount that was previously billed and is now past due.
Collections	All payments received by an agency as payment towards billings or receivables, including amounts received from collection agencies.
Customer	The customer of a state agency who receives a particular product or service.
D	
DAS	(Oregon) Department of Administrative Services.
Debt	A sum certain due and owing an agency which has accrued as a result of the delivery of goods or services or through contract, subrogation, tort, or operation of law regardless of whether there is an outstanding judgment for that sum.
Debtor	Any private person, firm, or corporation owing money to or having a past due account with any agency whose obligation has not been adjudicated, satisfied by court order, set aside by court order, or discharged in bankruptcy.
Delinquent	Any receivable which is 30 days or more past due.
Documentation	Recorded evidence supporting an event or transaction.
Due Date	The date a debt is due and payable at the originating state agency.
Dunning Notice	A collection letter for past-due accounts.
E	
Employee	Agency staff in the exempt, unclassified, and classified service providing personal services to the employer.
Employee who Executes Payment Documents	The agency head or his/her designee lawfully possessing the authority to execute payment documents or cause their preparation. This authority is separate and distinct from that given an approving officer and is for the payment of an obligation, not for authorizing the obligation or expenditure.

Expenditures	Decreases in net financial resources under the current financial resources measurement focus not properly classified as other financing uses.
Expenditure Decision Authority	The authority given to a state employee by an approving officer to authorize an expenditure of state funds by review, approval, and signature of a claim or authorization document.
Expenses	Charges incurred, whether paid or unpaid, for operation, maintenance, interest, and other charges presumed to benefit the current fiscal period.
F	
Fiscal Office (Fiscal)	The office in an agency responsible for paying invoices, recording transactions, and performing related fiscal functions.
Fiscal Period	Any period at the end of which a government unit determines its financial position and the results of its operations. The fiscal year of the State shall commence on July 1 and end on June 30 of the following year.
G	
Generally Accepted Accounting Principles (GAAP)	Those accounting principles sanctioned by recognized authoritative bodies such as the Governmental Accounting Standards Board (GASB) and the Financial Accounting Standards Board (FASB). The Department of Administrative Services interprets these principles for Oregon state government through its Oregon Accounting Manual (OAM).
Generally Accepted Auditing Standards (GAAS)	The rules and procedures that govern the conduct of financial audits, established by the American Institute of Certified Public Accountants.
Generally Accepted Government Auditing Standards (GAGAS)	Standards for the conduct and reporting of financial and performance audits in the public sector, established by the Government Accountability Office through its publication Government Auditing Standards, commonly known as the Yellow Book.
Governmental Accounting Standards Board (GASB)	The independent board established under the Financial Accounting Foundation in 1984 as the official body designated to set accounting and financial reporting standards for state and local governments.
H	
I	
Incomplete Check	An item which is non-negotiable due to mutilation or lack of signature. A check will also be considered incomplete when a check amount drawn on a foreign bank is smaller than the amount a domestic bank will accept for collection or the bank's collection fee is greater than the amount of the check.
J	
K	
L	
LFO	The Legislative Fiscal Office of the Oregon State Legislature.
Limitation	The maximum amount an agency can expend during a biennium from non-General Fund moneys.
Local Government	A city, county, school district, fire district, or other local government that is receiving federal financial assistance from a contributing agency to carry out a program. Local government does not include an entity acting as a contractor or vendor of services to the State.
M	
N	
Non-profit Organizations	Any corporation, trust, association, cooperative or other organization which (1) is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest; (2) is not organized primarily for profit; and (3) uses its net proceeds to maintain, improve, and/or expand its operations.
O	

OAM	Oregon Accounting Manual.
Obligation	An amount which a governmental unit may be legally required to meet out of its resources.
Overhead	Elements of cost necessary in the production of an article or the performance of a service which are of such a nature that the amount applicable to the product or service cannot be determined accurately or readily. Usually they relate to those objects of expenditure that do not become an integral part of the finished product or service such as rent, heat, light, supplies, management, and supervision.
P	
Past Due	Any debt that has not been paid by the close of business on the due date. When the payment on the account becomes past due and the account requires more than one payment, only the current payment that is past due should be reported as past due unless the terms of the agreement contain an acceleration clause.
Payables	Liabilities incurred but not yet paid, for goods and services received by a governmental unit.
Payment Document	The document which allows the payment of funds such as a voucher, warrant, check, or similar document.
PCA	Program Cost Account
Post-audit	Review of a sample of claims already paid for compliance with policy and procedures.
Pre-audit	Review of each claim before payment to assure its compliance with policy and procedures.
Process	A series of activities that are linked to perform a specific objective.
R	
R*STARS	Relational Statewide Accounting and Reporting System. The State of Oregon's statewide accounting system. In combination with ADPICS, R*STARS is also known as SFMA, or the Statewide Financial Management Application.
RACFID	The Resource Access Control Facility Identification number, a unique identification number assigned to individual employees by the State's personnel system and necessary for access to many of the State's computer systems.
Receivables	Amounts owing to the State including accounts receivable, loans, notes receivable, and interest. Receivables can be due from private persons, firms, corporations, other agencies, employees, and the federal government.
Reduction of Expense	Moneys received as a result of excess payments made on obligations. Receipts are posted as a credit to an expenditure object code rather than as a credit to a revenue object code.
Revenue	For those revenues which are recorded on the accrual basis, this term designates additions to assets which: (a) do not increase any liability; (b) do not represent the cancellation of certain liabilities without a corresponding increase in other liabilities or assets. The same definition applies to those cases where revenues are recorded on the modified accrual or cash basis except that additions would be partially or entirely to cash.
S	
SFMA	Statewide Financial Management Application that consists of two parts: Relational Statewide Accounting and Reporting System (R*STARS) and Advanced Purchasing and Inventory Control System (ADPICS). ADPICS is used for purchase processing and interfaces with R*STARS.
SFMS	Statewide Financial Management Services within the State Controller's Division.
State Funds	Any funds held by the State Treasurer and disbursed to satisfy a claim which includes federal funds, general funds, lottery funds, and other funds. Also includes any funds held by an agency such as petty cash or change funds or on deposit with another financial institution when allowed by law.
State Official or State Employee	Any state employee other than the Legislative Assembly, members of the judiciary, and any statewide elected official.
T	

Transaction Code	Transaction Code The three-digit code in R*STARS that determines what general ledger accounts, files and tables a transaction will post. Transaction codes are defined on the 28A and 28B screens in R*STARS.
Transfer Accounts	Transfer Accounts Transfer accounts are used to record the transfer of resources from one fund or agency to another. All interfund transactions except loans or advances, interfund services provided and used, or reimbursements are transfers.
U	
V	
Vendor	Any person, government, department, agency, or organization which delivers services under the direction of the state government, nonprofit organization, or subrecipient.
Voucher	The document which, when properly filled out and signed, authorizes the Department of Administrative Services to order payment of a claim through issuance of a warrant.
W	
Warrant	A draft on the State Treasury, drawn by the Department of Administrative Services on behalf of a state agency, to pay a claim to a designated payee.
Write-Offs	Receivables that are determined to be uncollectible by management and have been removed from the agency's accounting records. Agencies must have approval from the Secretary of State to write-off accounts in excess of $5,000.
X-Z	

Contact Information

BURR access

Email ets-billing@state.or.us

BURR password reset

Email ets-billing@state.or.us

Voice (AIT)/Network(AIN) billing questions

Email ets-billing@state.or.us

Or call 503-378-6926

Voice (AIT)/Network(AIN) cost center changes

Email ets-billing@state.or.us

Computing & Storage (AID) billing quesitons

Email ets-billing@state.or.us

ETS Rates Schedule and Rate Methodology

http://www.oregon.gov/DAS/ETS/Pages/rates.aspx