NCS Self Service Portal
How to View Agency Billing Reports

OTS Network Communication Services

Version 1.0

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Prepared by: NCS Knowledge Management

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Document History

Version	Date	Additions/Changes	Prepared/Reviewed By
1.0	2/2X/2025	Original document based on the 2014 OTM Self-Service Portal User Guide	Laura Root Matherne, NCS Knowledge Management

Introduction

Since 2003, the State of Louisiana has offered agencies the ability to view their telecommunications costs online. In 2014, the Office of Telecommunications Management implemented a new Telecommunications Expense Management System, replacing the original Web Billing Application with the OTM Self Service Portal. Today, this portal is managed through the Office of Technology Services Network Communication Services and is known as the NCS Self Service Portal.

Agencies may request access to view the NCS bill online by submitting a Self Service Portal Security Access Form. This form is available on the OTS website and must be approved by an authorized telecommunications coordinator.

Note that access is provided by individual account unit. When an account unit is changed or a new account unit is added, OTS NCS will need to be notified of every user associated with that account unit.

Once access is established, users will use a login id and password to access the billing portal and view reports of telecommunications charges. Agencies have access to both summary reports and detailed reports. These reports can be:

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

Appropriate backup from vendors may be sent to the agencies separately.

Billing Terminology

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

MRC (Monthly Recurring Charges)—the monthly charge for dial tone, voice mail, circuits, etc.

OCC (Other Charges and Credits)—miscellaneous, non-recurring services and installation charges

Numbers—the telephone number, circuit numbers, etc. associated with the line of service.

Address—the physical address of the number.

City—the city associated with the physical address of the number.

Description—a description of the charge associated with the line of service.

Qty (Quantity)—how many of each item described are included in the total.

Amount—the charge for the description associated with a line of service.

Support Fee—an NCS administrative fee.

Proc Fee (Processing Fee)—an NCS administrative fee.

Total—the total charge for a particular number associated with a line of service including support service and processing fees.

Total For—a total of charges for a line of service.

Account Number—NCS accounting unit number or cost center number. Usually consists of region, agency number, and org number (example: B815-3003)

GL (General Ledger) Number—same as account number.

Total Amount Due—the total due for the account number.

Grand Total—total for all lines of service for an account number. Located at the end of the report titled Agency Bill.

Standard Features and Functions

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

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

Password—Users select their own passwords. Passwords:

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

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

Menu—On the left side of all screens within the NCS Self Service Portal there is a menu with three items:
- Change Password
- Report History List (view list of bill reports)
- Logout

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

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

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

Report Titles—Bill report titles follow a standard format. For most reports the format is: type of report – three letter month and four digit year – account number (for example, Agency Bill – Mar 2014 – B808-0999). Each information block is separated by a space, a dash, a space. The types of reports are:
- **Agency Bill Summary by AuthUser—**A list of grand totals due for each account number the user is authorized to access. Best for printing or viewing in PDF.
- **Agency Bill—**Comprehensive report for the account number (general ledger number/cost center/accounting unit) including announcements; identifying information; summary charges by line of service, including totals for each line of service as well as a grand total; and detail charges for each line of service including charges for each telephone or circuit number. Best for printing or viewing in PDF.

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

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

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

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

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

Exporting to unsupported format types may produce unexpected results.

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

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

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

Help Buttons—Inactive.

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

Log In

- Open a web browser such as Microsoft Edge or Google Chrome.

- Enter the following address in the address bar (near the top of the screen):

  wwwotmms.doa.louisiana.gov/SelfService

  *Note: There is **no dot** after www in this address.*
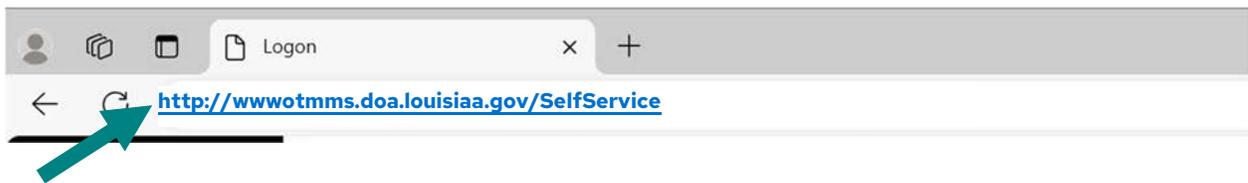
- Press <Enter>
- The Login Screen will be shown

- Enter your Login ID.

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

- Press <Tab> OR click in the Password field.   Enter your Password.

    - The password is case sensitive.
    - If you do not remember your password, you have the option to reset it using the "Forgot Password" tool.

- Press <Enter> OR click on the *Logon* button.
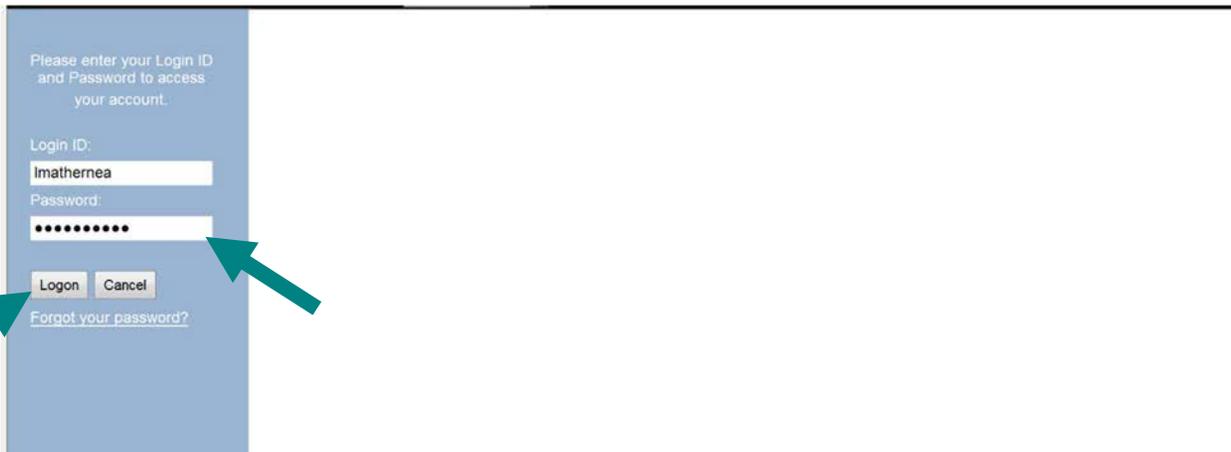
- The *Menu* will be displayed. Note the menu items:
  - Change Password
  - Report History
  - Log Out.

Forgot Password?

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

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

- At the Login Screen, choose *Forgot your password?*
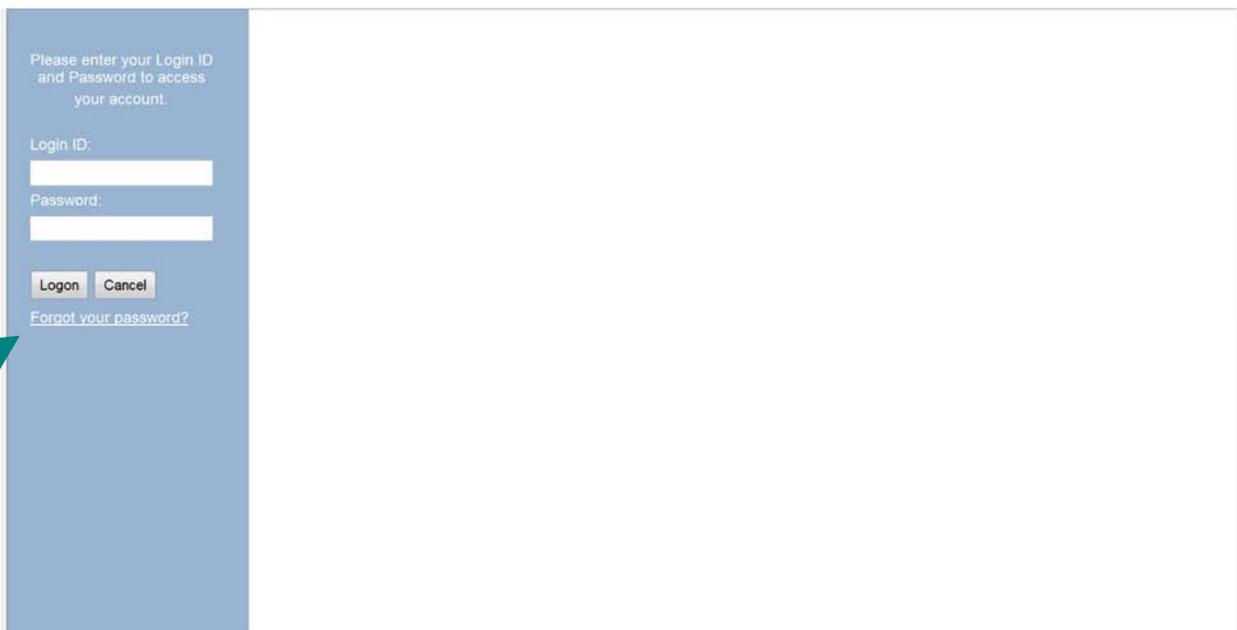
- The Password Recovery Screen will prompt you to enter your Login ID.

- Enter your Login ID and press <Tab> then <Enter> OR click the *Continue* button

    Allow a few seconds for the action to take place; clicking *Continue* multiple times may result in your receiving multiple password resets.

- Your password will be sent to the email address on record for you in NCS's Self Service security database. Click the *OK* button to continue.
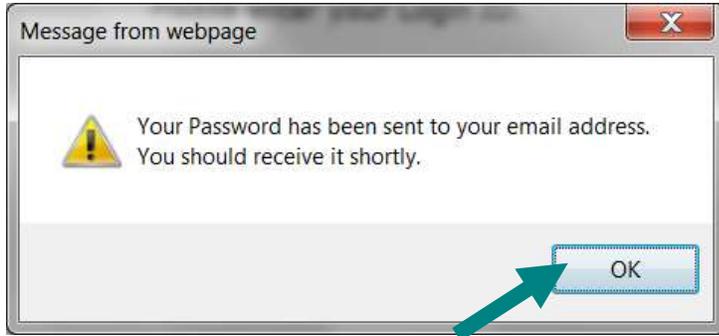
- Check your email for a message from OTMBill@LA.Gov

- Note your temporary password.

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

- Log in with your Login ID and your temporary password

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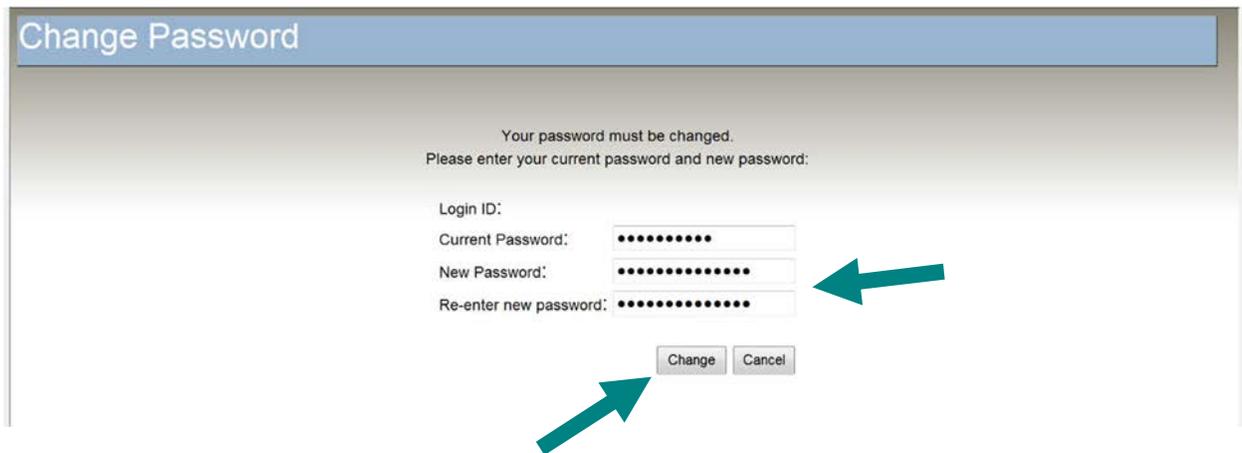
- You may now log in using your login id and new password.
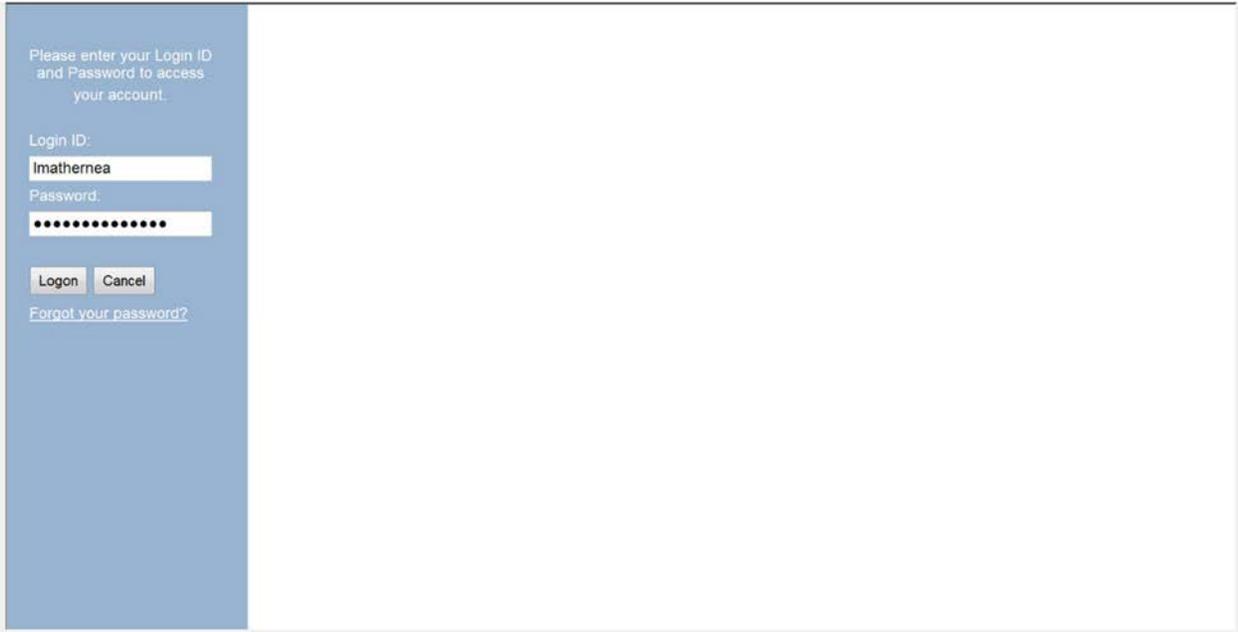
Menu

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

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

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

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

The original view is restored.

Change Your Password

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

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

- The *Change Password* screen is displayed

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

Log in using your new password.
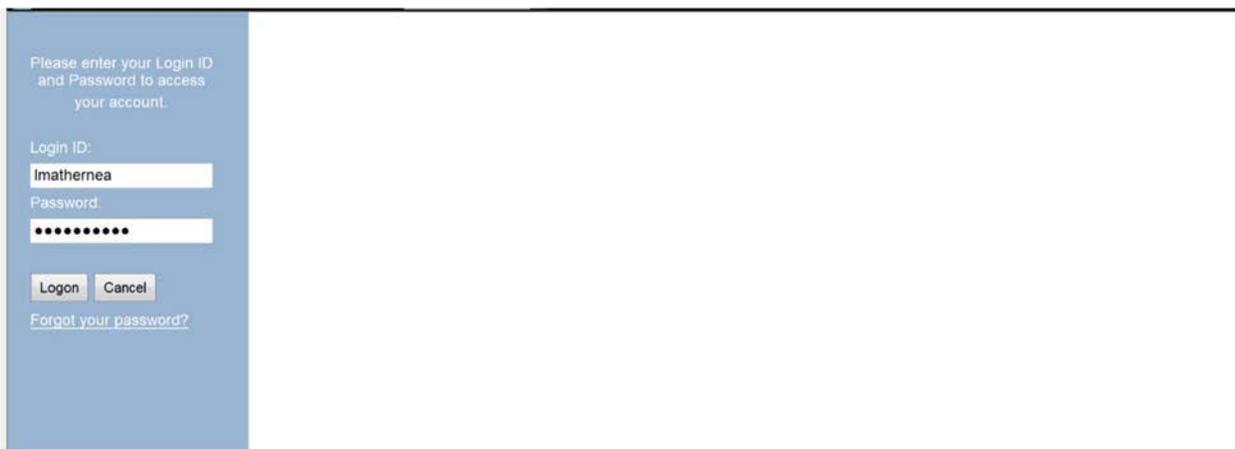
Report History List

"Get" Reports

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

From the **Report History List** screen, click the **Get** button to retrieve a list of available reports.
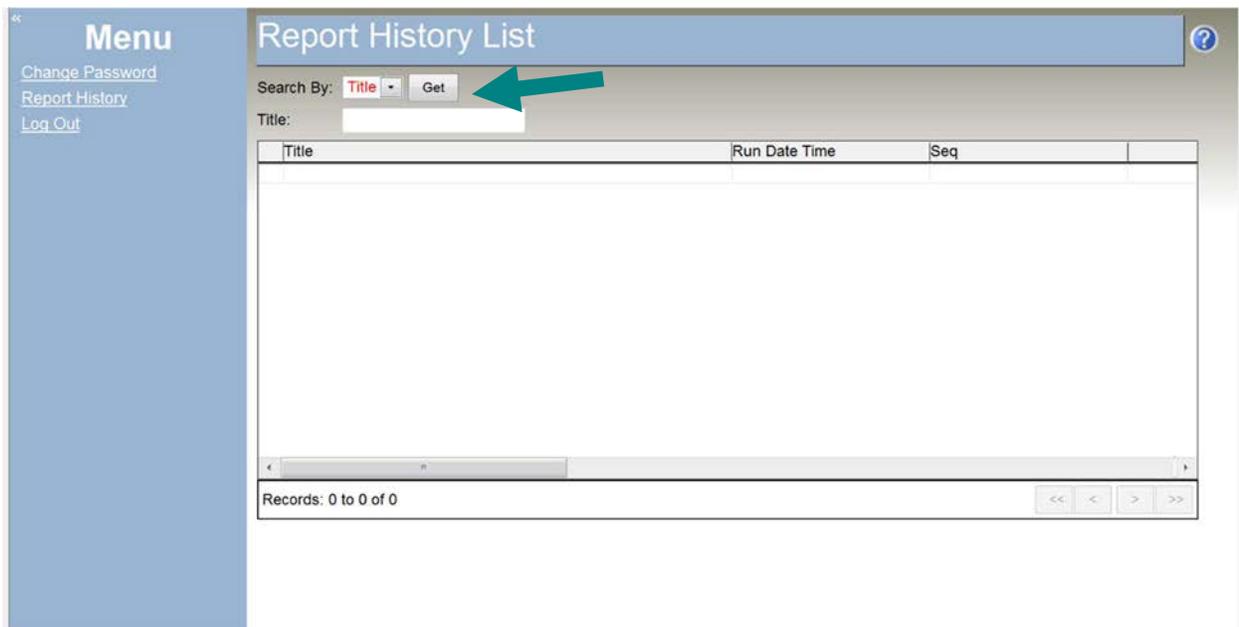
All reports available to you will be listed.

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

The list of reports shows:

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

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

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

Seq—A code associated with each report.

Filter Reports

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

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

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

A complete report title is written as:
Report type - Invoice Date - Account Number
For example, the Agency Bill report for account number B815-3003 for March 2024 is titled:

Agency Bill		-		*Mar*		*2024*		-		*B815-3003*
report type	space	dash	space	3-letter month	space	4-digit year	space	dash	space	account number

To filter reports, from the Report History List screen:
- Click in the *Title* field
- Enter an asterisk (*) followed by the full or partial report title
- Press the *Get* button.

Example 1—Filter by Complete Title

To see only the March 2024 Agency Bill report for account number B815-3003, from the *Report History List* screen:
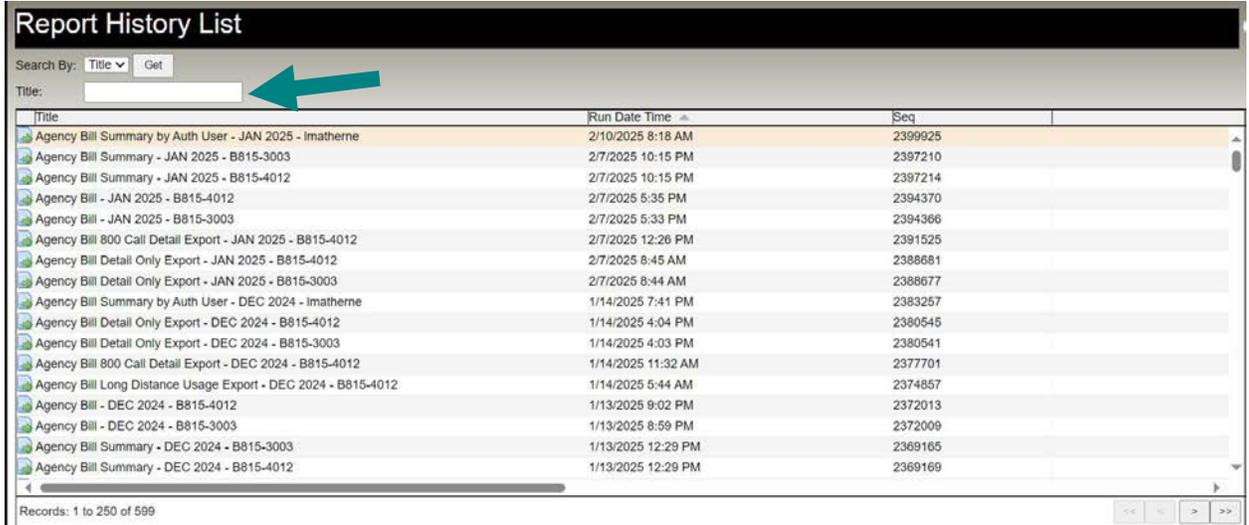
- Click in the *Title* field

- Enter an asterisk followed by the report title: *Agency Bill - Mar 2024 - B815-3003

- Press <Enter> or click the *Get* button.

Report History List

Search By: Title ✓ | Get

Title: *Agency Bill - Mar 2024 - B

Title	Run Date Time ▲	Seq	
Agency Bill Summary by Auth User - JAN 2025 - lmatherne	2/10/2025 8:18 AM	2399925	
Agency Bill Summary - JAN 2025 - B815-3003	2/7/2025 10:15 PM	2397210	
Agency Bill Summary - JAN 2025 - B815-4012	2/7/2025 10:15 PM	2397214	
Agency Bill - JAN 2025 - B815-4012	2/7/2025 5:35 PM	2394370	
Agency Bill - JAN 2025 - B815-3003	2/7/2025 5:33 PM	2394366	
Agency Bill 800 Call Detail Export - JAN 2025 - B815-4012	2/7/2025 12:26 PM	2391525	
Agency Bill Detail Only Export - JAN 2025 - B815-4012	2/7/2025 8:45 AM	2388681	
Agency Bill Detail Only Export - JAN 2025 - B815-3003	2/7/2025 8:44 AM	2388677	
Agency Bill Summary by Auth User - DEC 2024 - lmatherne	1/14/2025 7:41 PM	2383257	
Agency Bill Detail Only Export - DEC 2024 - B815-4012	1/14/2025 4:04 PM	2380545	
Agency Bill Detail Only Export - DEC 2024 - B815-3003	1/14/2025 4:03 PM	2380541	
Agency Bill 800 Call Detail Export - DEC 2024 - B815-4012	1/14/2025 11:32 AM	2377701	
Agency Bill Long Distance Usage Export - DEC 2024 - B815-4012	1/14/2025 5:44 AM	2374857	
Agency Bill - DEC 2024 - B815-4012	1/13/2025 9:02 PM	2372013	
Agency Bill - DEC 2024 - B815-3003	1/13/2025 8:59 PM	2372009	
Agency Bill Summary - DEC 2024 - B815-3003	1/13/2025 12:29 PM	2369165	
Agency Bill Summary - DEC 2024 - B815-4012	1/13/2025 12:29 PM	2369169	

Records: 1 to 250 of 599 | << | < | > | >>

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

Report History List

Search By: Title ✓ | Get

Title: *Agency Bill - Mar 2024 - B

Title	Run Date Time	Seq	
Agency Bill - MAR 2024 - B815-3003	4/4/2024 8:24 AM	2222441	

Records: 1 to 1 of 1 | << | < | > | >>

Example 2—Filter by Account Number

To see all reports for Account Number B815-3003 only, from the Report History List screen:

- Click in the *Title* field

- Enter an asterisk followed the account number: *B815-3003
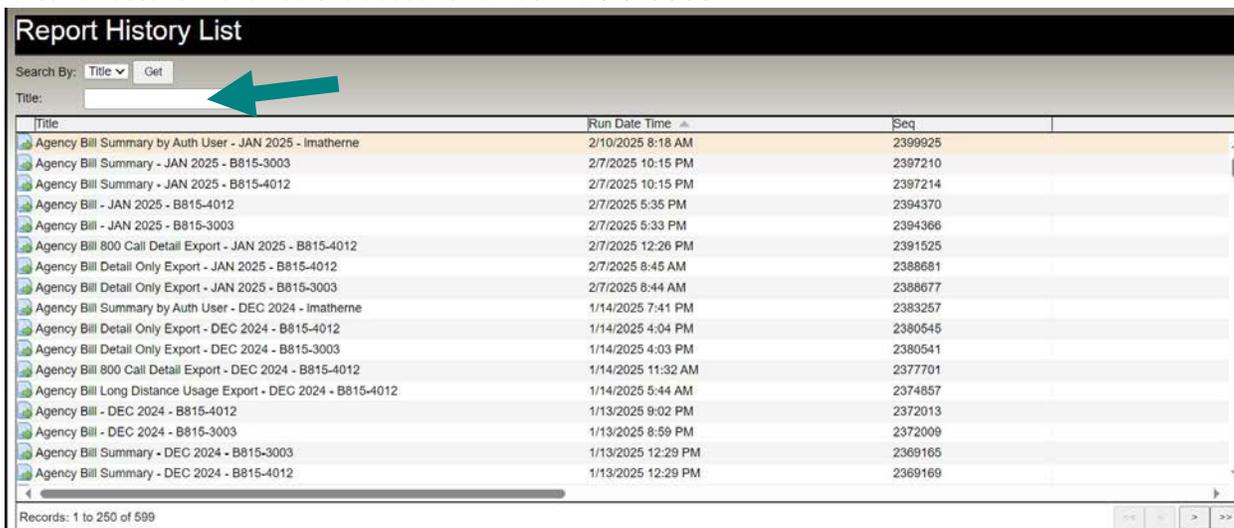
- Press <Enter> or click the *Get* button.

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

Example 3—Filter by Date

To see all reports for March 2024 only, from the Report History List screen:

- Click in the *Title* field

Report History List

Search By: Title ✓ Get

Title: [   ]

Title	Run Date Time ▲	Seq
Agency Bill Summary by Auth User - JAN 2025 - Imatherne	2/10/2025 8:18 AM	2399925
Agency Bill Summary - JAN 2025 - B815-3003	2/7/2025 10:15 PM	2397210
Agency Bill Summary - JAN 2025 - B815-4012	2/7/2025 10:15 PM	2397214
Agency Bill - JAN 2025 - B815-4012	2/7/2025 5:35 PM	2394370
Agency Bill - JAN 2025 - B815-3003	2/7/2025 5:33 PM	2394366
Agency Bill 800 Call Detail Export - JAN 2025 - B815-4012	2/7/2025 12:26 PM	2391525
Agency Bill Detail Only Export - JAN 2025 - B815-4012	2/7/2025 8:45 AM	2388681
Agency Bill Detail Only Export - JAN 2025 - B815-3003	2/7/2025 8:44 AM	2388677
Agency Bill Summary by Auth User - DEC 2024 - Imatherne	1/14/2025 7:41 PM	2383257
Agency Bill Detail Only Export - DEC 2024 - B815-4012	1/14/2025 4:04 PM	2380545
Agency Bill Detail Only Export - DEC 2024 - B815-3003	1/14/2025 4:03 PM	2380541
Agency Bill 800 Call Detail Export - DEC 2024 - B815-4012	1/14/2025 11:32 AM	2377701
Agency Bill Long Distance Usage Export - DEC 2024 - B815-4012	1/14/2025 5:44 AM	2374857
Agency Bill - DEC 2024 - B815-4012	1/13/2025 9:02 PM	2372013
Agency Bill - DEC 2024 - B815-3003	1/13/2025 8:59 PM	2372009
Agency Bill Summary - DEC 2024 - B815-3003	1/13/2025 12:29 PM	2369165
Agency Bill Summary - DEC 2024 - B815-4012	1/13/2025 12:29 PM	2369169

Records: 1 to 250 of 599

- Enter an asterisk followed by the three letter month and four-digit year: *Mar 2024

Report History List

Search By: Title ✓ Get

Title: [*Mar 2024]

Title	Run Date Time ▼	Seq
Agency Bill - JUL 2020 - B815-3003	8/1/2020 9:16 PM	1389207
Agency Bill - JUL 2020 - B815-4012	8/1/2020 9:25 PM	1389211
Agency Bill Summary - JUL 2020 - B815-3003	8/3/2020 6:16 AM	1395517
Agency Bill Summary - JUL 2020 - B815-4012	8/3/2020 6:17 AM	1395521
Agency Bill Detail Only Export - JUL 2020 - B815-3003	8/3/2020 7:54 PM	1398672
Agency Bill Detail Only Export - JUL 2020 - B815-4012	8/3/2020 7:54 PM	1398676
Agency Bill Summary by Auth User - JUL 2020 - Imatherne	8/5/2020 3:09 PM	1405396
Agency Bill Summary - AUG 2020 - B815-3003	9/1/2020 6:08 PM	1408544
Agency Bill Summary - AUG 2020 - B815-4012	9/1/2020 6:08 PM	1408548
Agency Bill Detail Only Export - AUG 2020 - B815-3003	9/1/2020 10:31 PM	1411699
Agency Bill Detail Only Export - AUG 2020 - B815-4012	9/1/2020 10:32 PM	1411703
Agency Bill Long Distance Usage Export - AUG 2020 - B815-3003	9/3/2020 10:38 AM	1414854
Agency Bill 800 Call Detail Export - AUG 2020 - B815-4012	9/4/2020 2:25 AM	1418013
Agency Bill - AUG 2020 - B815-3003	9/5/2020 6:48 AM	1421184
Agency Bill - AUG 2020 - B815-4012	9/5/2020 6:59 AM	1421188
Agency Bill Summary by Auth User - AUG 2020 - Imatherne	9/5/2020 3:45 PM	1424754
Agency Bill Summary - SEP 2020 - B815-3003	10/1/2020 5:17 PM	1427904

Records: 1 to 250 of 599

- Press <Enter> or click the *Get* button.

Report History List

Search By: Title ▾ Get

Title: *Mar 2024

Title	Run Date Time ▾	Seq
Agency Bill - JUL 2020 - B815-3003	8/1/2020 9:16 PM	1389207
Agency Bill - JUL 2020 - B815-4012	8/1/2020 9:25 PM	1389211
Agency Bill Summary - JUL 2020 - B815-3003	8/3/2020 6:16 AM	1395517
Agency Bill Summary - JUL 2020 - B815-4012	8/3/2020 6:17 AM	1395521
Agency Bill Detail Only Export - JUL 2020 - B815-3003	8/3/2020 7:54 PM	1398672
Agency Bill Detail Only Export - JUL 2020 - B815-4012	8/3/2020 7:54 PM	1398676
Agency Bill Summary by Auth User - JUL 2020 - lmatherne	8/5/2020 3:09 PM	1405396
Agency Bill Summary - AUG 2020 - B815-3003	9/1/2020 6:08 PM	1408544
Agency Bill Summary - AUG 2020 - B815-4012	9/1/2020 6:08 PM	1408548
Agency Bill Detail Only Export - AUG 2020 - B815-3003	9/1/2020 10:31 PM	1411699
Agency Bill Detail Only Export - AUG 2020 - B815-4012	9/1/2020 10:32 PM	1411703
Agency Bill Long Distance Usage Export - AUG 2020 - B815-3003	9/3/2020 10:38 AM	1414854
Agency Bill 800 Call Detail Export - AUG 2020 - B815-4012	9/4/2020 2:25 AM	1418013
Agency Bill - AUG 2020 - B815-3003	9/5/2020 6:48 AM	1421184
Agency Bill - AUG 2020 - B815-4012	9/5/2020 6:59 AM	1421188
Agency Bill Summary by Auth User - AUG 2020 - lmatherne	9/5/2020 3:45 PM	1424754
Agency Bill Summary - SEP 2020 - B815-3003	10/1/2020 5:17 PM	1427904

Records: 1 to 250 of 599   << < > >>

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

Report History List

Search By: Title ▾ Get

Title: *Mar 2024

Title	Run Date Time	Seq
Agency Bill - MAR 2024 - B815-3003	4/4/2024 8:24 AM	2222441
Agency Bill - MAR 2024 - B815-4011	4/4/2024 8:26 AM	2222444
Agency Bill - MAR 2024 - B815-4012	4/4/2024 8:26 AM	2222445
Agency Bill 800 Call Detail Export - MAR 2024 - B815-4012	4/3/2024 9:56 AM	2216784
Agency Bill Detail Only Export - MAR 2024 - B815-3003	4/3/2024 4:57 PM	2219610
Agency Bill Detail Only Export - MAR 2024 - B815-4011	4/3/2024 4:58 PM	2219613
Agency Bill Detail Only Export - MAR 2024 - B815-4014	4/3/2024 4:58 PM	2219614
Agency Bill Long Distance Usage Export - MAR 2024 - B815-4012	4/2/2024 10:43 PM	2213954
Agency Bill Summary - MAR 2024 - B815-3003	4/2/2024 3:11 PM	2211120
Agency Bill Summary - MAR 2024 - B815-4011	4/2/2024 3:12 PM	2211123
Agency Bill Summary - MAR 2024 - B815-4012	4/2/2024 3:12 PM	2211124
Agency Bill Summary by Auth User - MAR 2024 - lmatherne	4/4/2024 11:49 AM	2225706

Records: 1 to 12 of 12   << < > >>

Example 4—Filter by Account Number and Date

To see all account unit B815-3003 reports for March 2024 only, from the *Report History List* screen:
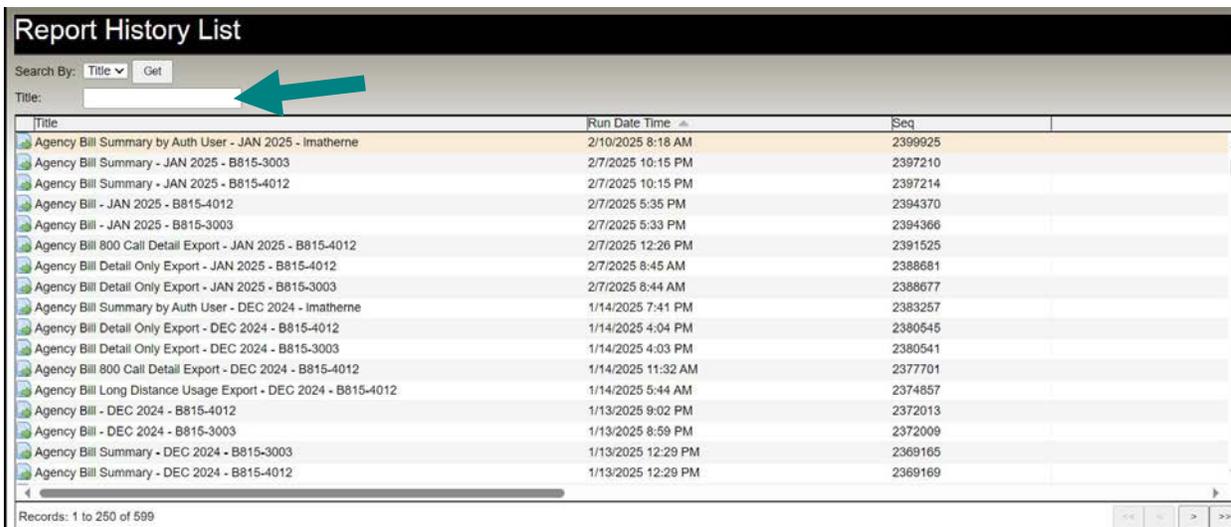
- Click in the *Title* field

- Enter an asterisk followed by the three letter month and four-digit year and the account unit number: *Mar 2024 - B815-3003

- Press <Enter> or click the *Get* button.

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

View, Navigate, and Print Report

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

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

- Double-click the report title.

Report History List

Search By: Title ▾ Get
Title: [   ]

Title	Run Date Time ▲	Seq
Agency Bill Summary by Auth User - JAN 2025 - lmatherne	2/10/2025 8:18 AM	2399925
Agency Bill Summary - JAN 2025 - B815-3003	2/7/2025 10:15 PM	2397210
Agency Bill Summary - JAN 2025 - B815-4012	2/7/2025 10:15 PM	2397214
Agency Bill - JAN 2025 - B815-4012	2/7/2025 5:35 PM	2394370
Agency Bill - JAN 2025 - B815-3003	2/7/2025 5:33 PM	2394366
Agency Bill 800 Call Detail Export - JAN 2025 - B815-4012	2/7/2025 12:26 PM	2391525
Agency Bill Detail Only Export - JAN 2025 - B815-4012	2/7/2025 8:45 AM	2388681
Agency Bill Detail Only Export - JAN 2025 - B815-3003	2/7/2025 8:44 AM	2388677
Agency Bill Summary by Auth User - DEC 2024 - lmatherne	1/14/2025 7:41 PM	2383257
Agency Bill Detail Only Export - DEC 2024 - B815-4012	1/14/2025 4:04 PM	2380545
Agency Bill Detail Only Export - DEC 2024 - B815-3003	1/14/2025 4:03 PM	2380541
Agency Bill 800 Call Detail Export - DEC 2024 - B815-4012	1/14/2025 11:32 AM	2377701
Agency Bill Long Distance Usage Export - DEC 2024 - B815-4012	1/14/2025 5:44 AM	2374857
Agency Bill - DEC 2024 - B815-4012	1/13/2025 9:02 PM	2372013
Agency Bill - DEC 2024 - B815-3003	1/13/2025 8:59 PM	2372009
Agency Bill Summary - DEC 2024 - B815-3003	1/13/2025 12:29 PM	2369165
Agency Bill Summary - DEC 2024 - B815-4012	1/13/2025 12:29 PM	2369169

Records: 1 to 250 of 599

The selected report will be shown in PDF format.

Please Remit Payment To: Page Number: 1

OTS Network Communication Services   Office of Technology Services - NCS
                                             P.O. Box 94095
PO Box 94280   Baton Rouge, LA 70804
Baton Rouge, LA 70804-9280
AGPS Vendor # 72070025400

Invoice for: B815-3003   OTS/End User Computing   Invoice#: 2501008579   Invoice Date:01/31/2025
                              PO BOX 94095
                              Baton Rouge, LA 70804-9095

Local Services	Amount	Support Fee	Processing Fee	Total Due
Standard Dial Tone MRC	162.00	0.80	0.00	162.80
Voice Processing MRC	18.60	0.09	0.00	18.69
Hosted Voice Services MRC	1,986.80	10.09	0.00	1,996.89
Voice Services	2,167.40	10.98	0.00	2,178.38

Network Services	Amount	Support Fee	Processing Fee	Total Due
Ethernet MRC	1,300.00	6.50	0.00	1,306.50
Internet Gateway 2 MRC	159.49	0.80	0.00	160.29
Network Services	1,459.49	7.30	0.00	1,466.79

Export Format Type* [   ]   Email   Export   Cancel   Back

At the bottom of the window are buttons to:

- email the report (refer to *Email Billing Reports* in this guide)

- export the report (refer to *Export and Save Billing Reports* in this guide)

- return to the *Report History List* (Cancel)

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

- return to the first page of the current report (Back)
   Click the *Back* button to return to the first page of a report.

Adobe Acrobat Toolbar

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

( ).   This toolbar provides the capability to:

- **Save** the PDF document

- **Print** the report

- **Page backward**

- **Page forward**

- **Go to** a specific page by typing a page number in the box

- **Zoom out**

- **Zoom in**

- **Show the complete Adobe Acrobat Reader toolbar**

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

  ### Example:
  From an open Agency Long Distance Usage report:

- o Click the Show Adobe Reader toolbar button
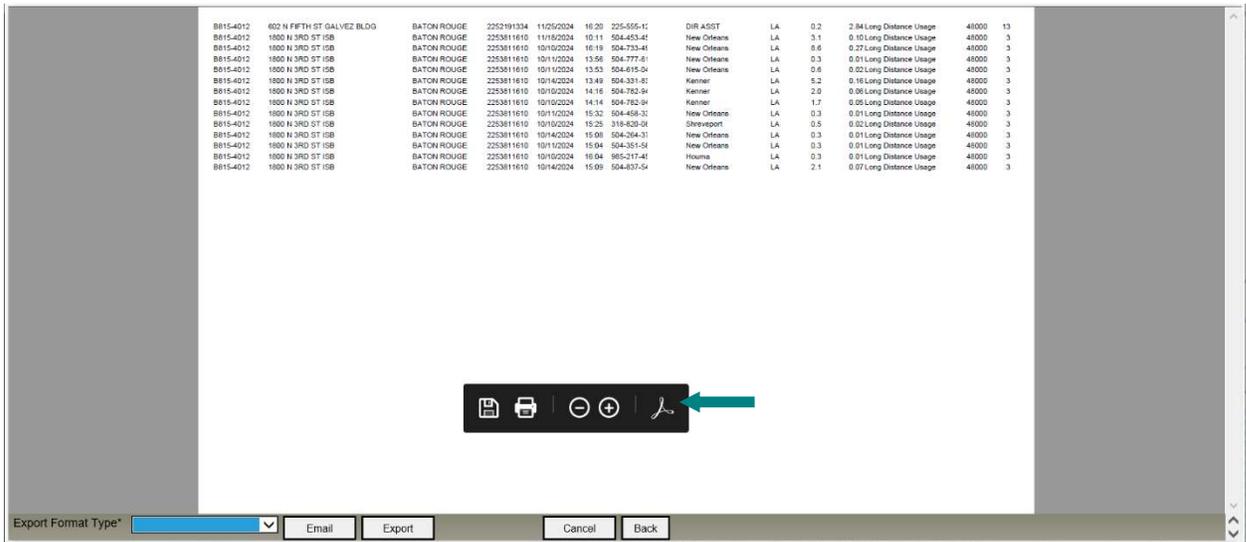
- o Click the *Bookmarks* button
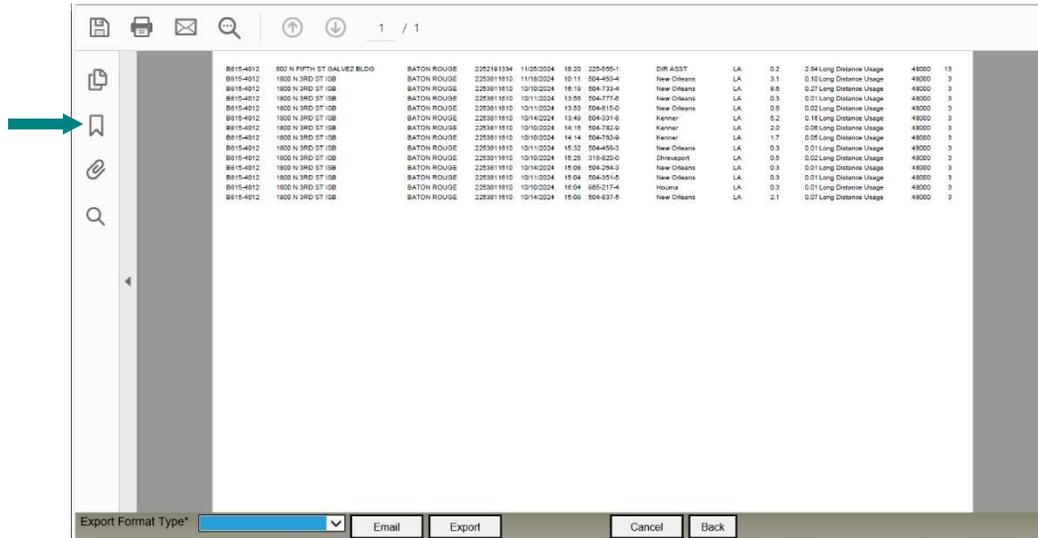
- o Click a *bookmark link* to show the page you would like to see.
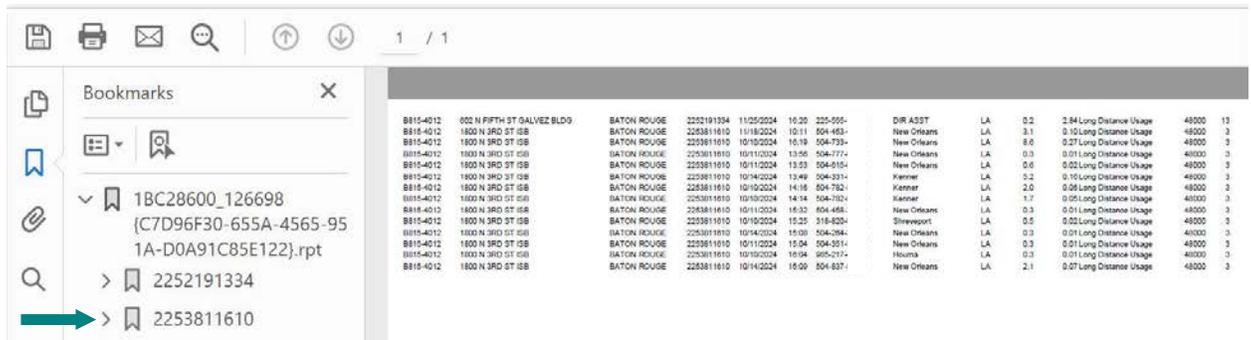
*Note: In this example, the dialed telephone numbers have been truncated. The actual bill will contain all ten digits of the dialed telephone numbers.

NCS Billing Report Types

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

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

- **Agency Bill—**Comprehensive report for the account number (general ledger number/cost center/accounting unit) including announcements; identifying information; summary charges by line of service, including totals for each line of service as well as a grand total; and detail charges for each line of service including charges for each telephone or circuit number. Best for printing or viewing in PDF.

- **Agency Bill Summary—**Summary of charges for the account number (general ledger number/cost center/accounting unit) by line of service, including totals for each line of service as well as a grand total. Best for printing or viewing in PDF.

- **Agency Bill Detail Only Export—**Monthly recurring charges for each telephone or circuit number (includes all lines of service). Best for export to Excel Data Only.

- **Agency Bill 800 Call Detail Export—**Call charges for each toll free number associated with the account number. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.

- **Agency Long Distance Usage Export—**Long distance charges associated with each telephone number. Call details include originating number, date and time, dialed digits, terminal city and state, duration, and cost. Best for export to Excel Data Only.

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

Agency Bill Summary by AuthUser

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

- A statement indicating the date ending the month covered by the invoice. For example, the Agency Bill Summary by AuthUser for March 2024 would have a statement "Summary of Charges for period ending 3/31/2024."
- Information and announcements
- A link to the NCS Self Service Portal.
- A table showing account numbers, descriptions of the account numbers, and associated charges.

This report is intended for printing or saving to PDF.

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

Agency Bill

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

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

Please Remit Payment To: Page Number: 1

OTS Network Communication Services

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AGPS Vendor # 72070025400

Office of Technology Services - NCS
P.O. Box 94095
Baton Rouge, LA 70804

Invoice for: B815-3003   OTS/End User Computing   Invoice# :   2502008579   Invoice Date:02/28/2025
                                PO BOX 94095
                                Baton Rouge, LA 70804-9095

Local Services	Amount	Support Fee	Processing Fee	Total Due
Standard Dial Tone MRC	162.00	0.80	0.00	162.80
Voice Processing MRC	18.60	0.09	0.00	18.69
Hosted Voice Services MRC	1,986.80	10.09	0.00	1,996.89
Voice Services	2,167.40	10.98	0.00	2,178.38

Network Services	Amount	Support Fee	Processing Fee	Total Due
Ethernet MRC	1,300.00	6.50	0.00	1,306.50
Internet Gateway 2 MRC	159.49	0.80	0.00	160.29
Network Services	1,459.49	7.30	0.00	1,466.79
Total Amount Due:	3,626.89	18.28	0.00	3,645.17

Local Services   **Standard Dial Tone MRC**

Number	Address	City	Description	QTY	Amount	Support Fee	Proc Fee	Total
2253424730	1800 N 3RD ST ISB	BATON ROUGE	KEY SYSTEM CLASS	1	25.50	0.13	0.00	25.63
2253422569	627 N 4TH ST IBERVILLE BLD	BATON ROUGE	BASIC CLASS	1	24.50	0.12	0.00	24.62
2252190874	617 N 3RD ST LASALLE BLDG	BATON ROUGE	BASIC CLASS	1	24.50	0.12	0.00	24.62
2252190646	627 N 4TH ST IBERVILLE BLD	BATON ROUGE	BASIC CLASS	1	24.50	0.12	0.00	24.62
2253428717	628 N 4TH ST BIENVILLE BLD	BATON ROUGE	BASIC CLASS	1	24.50	0.12	0.00	24.62

Invoice for: B815-3003		OTS/End User Computing		Invoice# : 2502008579		Invoice Date:02/28/2025		Page Number: 2

Local Services — Standard Dial Tone MRC

Number	Address	City	Description	QTY	Amount	Support Fee	Proc Fee	Total
2253425752	628 N 4TH ST BIENVILLE BLD(	BATON ROUGE	DIGITAL CLASS	1	38.50	0.19	0.00	38.69
		Total for: Standard Dial Tone MRC			162.00	0.80	0.00	162.80

Local Services — Voice Processing MRC

Number	Address	City	Description	QTY	Amount	Support Fee	Proc Fee	Total
2253422569	627 N 4TH ST IBERVILLE BLD(	BATON ROUGE	MESSAGE TAKING MAILBOX	1	6.20	0.03	0.00	6.23
2252190646	627 N 4TH ST IBERVILLE BLD(	BATON ROUGE	MESSAGE TAKING MAILBOX	1	6.20	0.03	0.00	6.23
2253428717	628 N 4TH ST BIENVILLE BLD(	BATON ROUGE	MESSAGE TAKING MAILBOX	1	6.20	0.03	0.00	6.23
		Total for: Voice Processing MRC			18.60	0.09	0.00	18.69

Voice Services — Hosted Voice Services MRC

Number	Address	City	Description	QTY	Amount	Support Fee	Proc Fee	Total
2252191395	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252192564	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252192610	627 N 4TH ST IBERVILLE BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252192622	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252193002	602 N FIFTH ST GALVEZ BLD(		HVS Encryption	1	2.80	0.01	0.00	2.81
2252193002	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252194135	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195578	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195599	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195599	602 N FIFTH ST GALVEZ BLD(		HVS CC Dsktop Audio	1	4.75	0.02	0.00	4.77
2252195733	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195741	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195744	504 MAYFLOWER STREET		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195746	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195747	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195758	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2252195780	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80
2253424638	602 N FIFTH ST GALVEZ BLD(		HVS Premium Package seat	1	15.72	0.08	0.00	15.80

	Amount	Support	Processing fee	Total
Grand Total:	3,626.89	18.28	0.00	3,645.17

This report is intended for printing or saving to PDF.

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

Agency Bill Summary

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

- NCS contact and remittance information
- A message with the latest news from NCS regarding changes or enhancements to services
- Identifying information

  - The account number (NCS general ledger number/accounting unit number or cost center) associated with the invoice
  - The address of the agency being invoiced
  - The invoice number
  - The invoice date

- A summary of charges by line of service and total amount due

Page Number: 1

OTS Network Communication Services

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

Please Remit Payment To:
Office of Technology Services - NCS
P.O. Box 94095
Baton Rouge, LA 70804

Invoice for: B815-3003   OTS/End User Computing
                         PO BOX 94095
                         Baton Rouge, LA 70804-9095

Invoice#: 2502008579   Invoice Date:02/28/2025

Local Services	Amount	Support Fee	Processing Fee	Total Due
Standard Dial Tone MRC	162.00	0.80	0.00	162.80
Voice Processing MRC	18.60	0.09	0.00	18.69
Hosted Voice Services MRC	1,986.80	10.09	0.00	1,996.89
Voice Services	2,167.40	10.98	0.00	2,178.38

| Network Services	Amount	Support Fee	Processing Fee	Total Due
Ethernet MRC	1,300.00	6.50	0.00	1,306.50
Internet Gateway 2 MRC	159.49	0.80	0.00	160.29
Network Services	1,459.49	7.30	0.00	1,466.79
Total Amount Due:	3,626.89	18.28	0.00	3,645.17

This report is intended for printing or saving to PDF.

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

Agency Bill Detail Only Export

This report shows the monthly recurring charges for each telephone or circuit number (including all lines of service). Details include:

- Column A: Account number
- Column B: Telephone or circuit number
- Column C: Invoice date
- Column D: Charge category description
- Column E: Street address
- Column F: City
- Column G: Charge detail description
- Column H: Amount charged
- Column I: Processing fee
- Column J: Support fee
- Column K: Total charge for the service
- Column L: Transaction code (T-code) or allocation code associated with the charge category description (Column D)

Agency Bill 800 Call Detail Export

This report includes call charges for each toll free number associated with the account number. Call details include general ledger number, originating number, date and time, dialed digits, terminal city and state, duration, and cost.
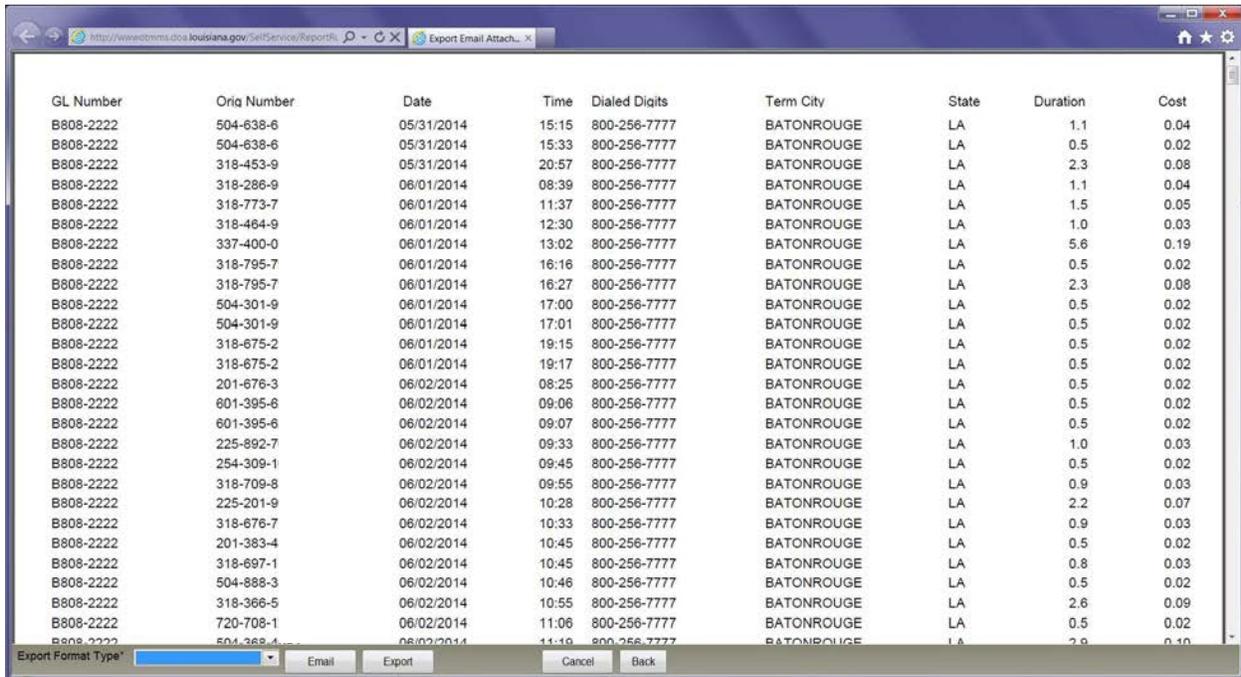
GL Number	Orig Number	Date	Time	Dialed Digits	Term City	State	Duration	Cost
B808-2222	504-638-6	05/31/2014	15:15	800-256-7777	BATONROUGE	LA	1.1	0.04
B808-2222	504-638-6	05/31/2014	15:33	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-453-9	05/31/2014	20:57	800-256-7777	BATONROUGE	LA	2.3	0.08
B808-2222	318-286-9	06/01/2014	08:39	800-256-7777	BATONROUGE	LA	1.1	0.04
B808-2222	318-773-7	06/01/2014	11:37	800-256-7777	BATONROUGE	LA	1.5	0.05
B808-2222	318-464-9	06/01/2014	12:30	800-256-7777	BATONROUGE	LA	1.0	0.03
B808-2222	337-400-0	06/01/2014	13:02	800-256-7777	BATONROUGE	LA	5.6	0.19
B808-2222	318-795-7	06/01/2014	16:16	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-795-7	06/01/2014	16:27	800-256-7777	BATONROUGE	LA	2.3	0.08
B808-2222	504-301-9	06/01/2014	17:00	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	504-301-9	06/01/2014	17:01	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-675-2	06/01/2014	19:15	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-675-2	06/01/2014	19:17	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	201-676-3	06/02/2014	08:25	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	601-395-6	06/02/2014	09:06	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	601-395-6	06/02/2014	09:07	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	225-892-7	06/02/2014	09:33	800-256-7777	BATONROUGE	LA	1.0	0.03
B808-2222	254-309-1	06/02/2014	09:45	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-709-8	06/02/2014	09:55	800-256-7777	BATONROUGE	LA	0.9	0.03
B808-2222	225-201-9	06/02/2014	10:28	800-256-7777	BATONROUGE	LA	2.2	0.07
B808-2222	318-676-7	06/02/2014	10:33	800-256-7777	BATONROUGE	LA	0.9	0.03
B808-2222	201-383-4	06/02/2014	10:45	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-697-1	06/02/2014	10:45	800-256-7777	BATONROUGE	LA	0.8	0.03
B808-2222	504-888-3	06/02/2014	10:46	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	318-366-5	06/02/2014	10:55	800-256-7777	BATONROUGE	LA	2.6	0.09
B808-2222	720-708-1	06/02/2014	11:06	800-256-7777	BATONROUGE	LA	0.5	0.02
B808-2222	504-368-4	06/02/2014	11:19	800-256-7777	BATONROUGE	LA	2.9	0.10

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

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

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

Agency Long Distance Usage Export

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

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

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

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

Announcements

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

Save Billing Reports in PDF

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

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

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

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

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

To save a report to PDF:

First, open an individual report. Refer to *Report History List* in this guide.

From the Report History List, either

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

- Double-click the report title.

The selected report will be shown in PDF format.

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

To use the Adobe Acrobat toolbar:
If the toolbar is not visible, hover the mouse over the center bottom of report page. The toolbar will become visible.
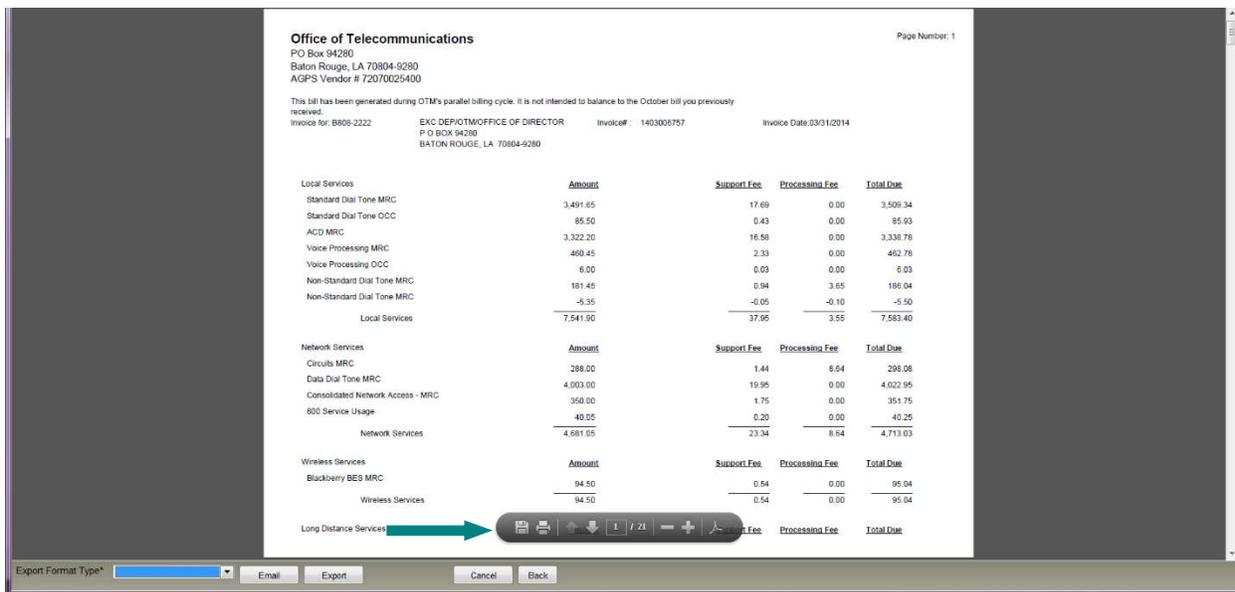
Click the **Save** button

Enter a meaningful name in the *File name* field and click *Save*.

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

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

To use the Export button:
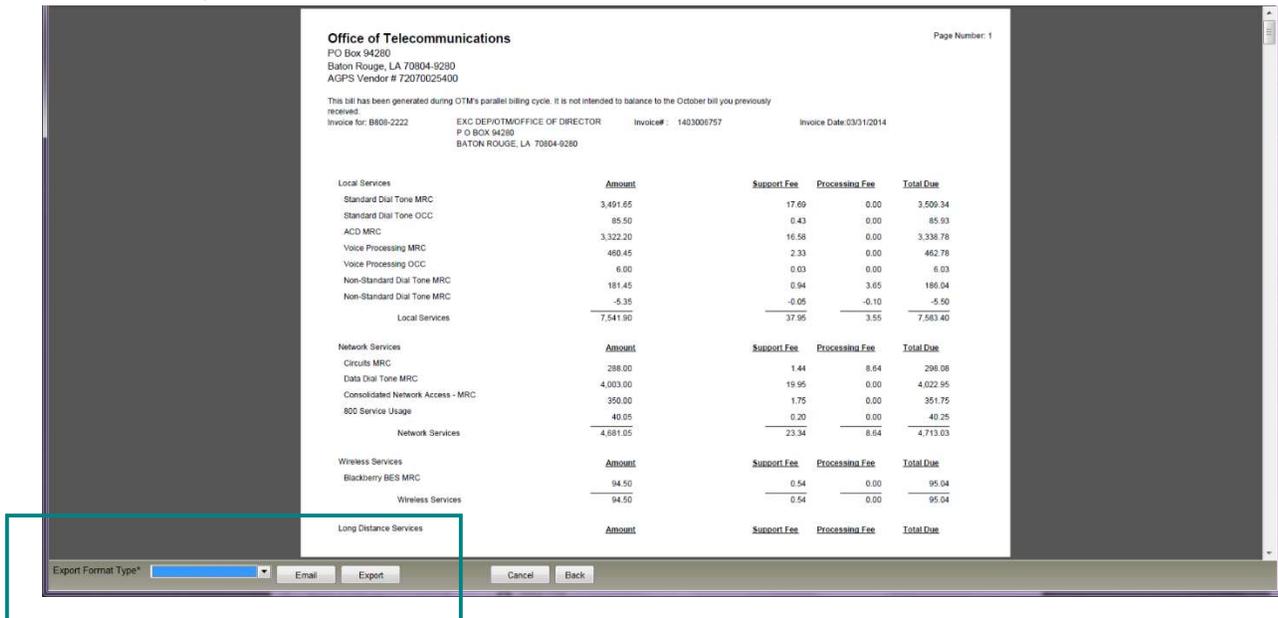
Click the *Export Format Type* drop down.

Select *PDF – Adobe*
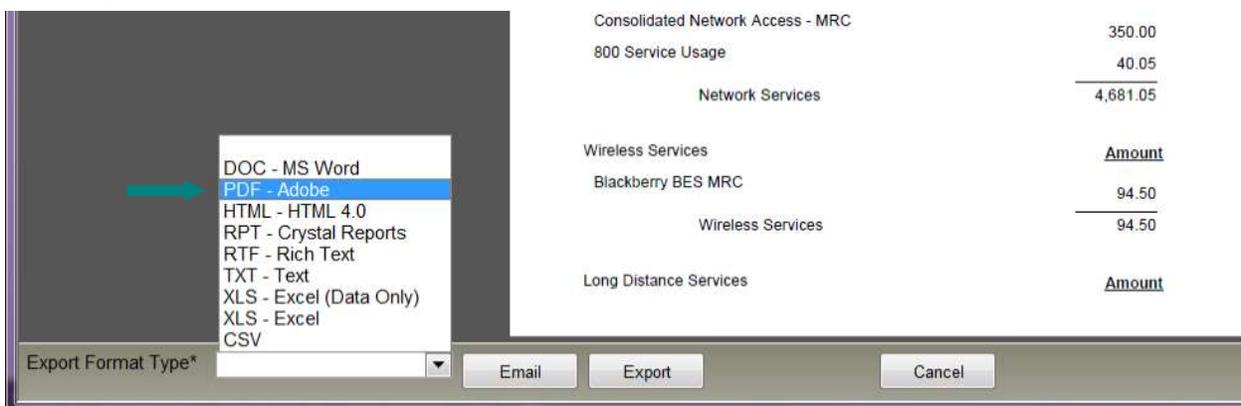
Click *Export*
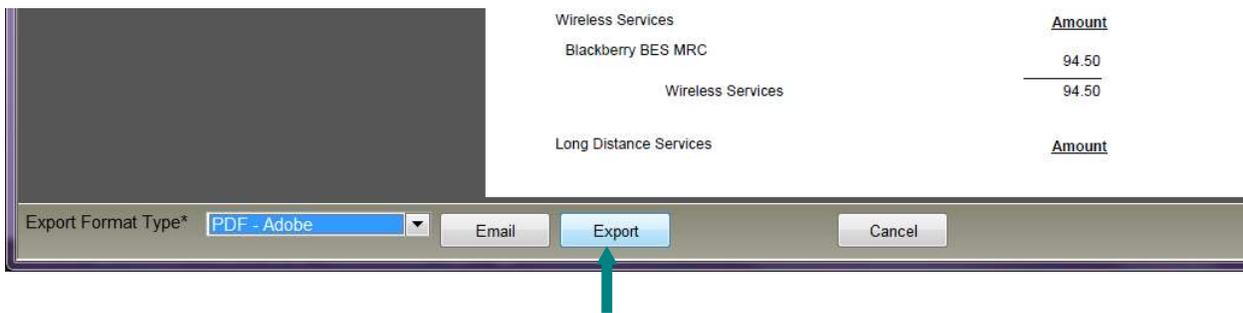
You will be prompted to open or save the document.

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

Select **Save as**

Enter a meaningful name in the *File name* field and click *Save*.

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

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

Export Reports to Excel (Data Only)

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

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

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

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

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

To export a report to Excel (Data Only):

First, select an individual report. Refer to **Report History List** in this guide.

From the Report History List, either

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

- Double-click the report title.


The selected report will be shown in PDF format.

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

To use the Export button:

Click the *Export Format Type* drop down.
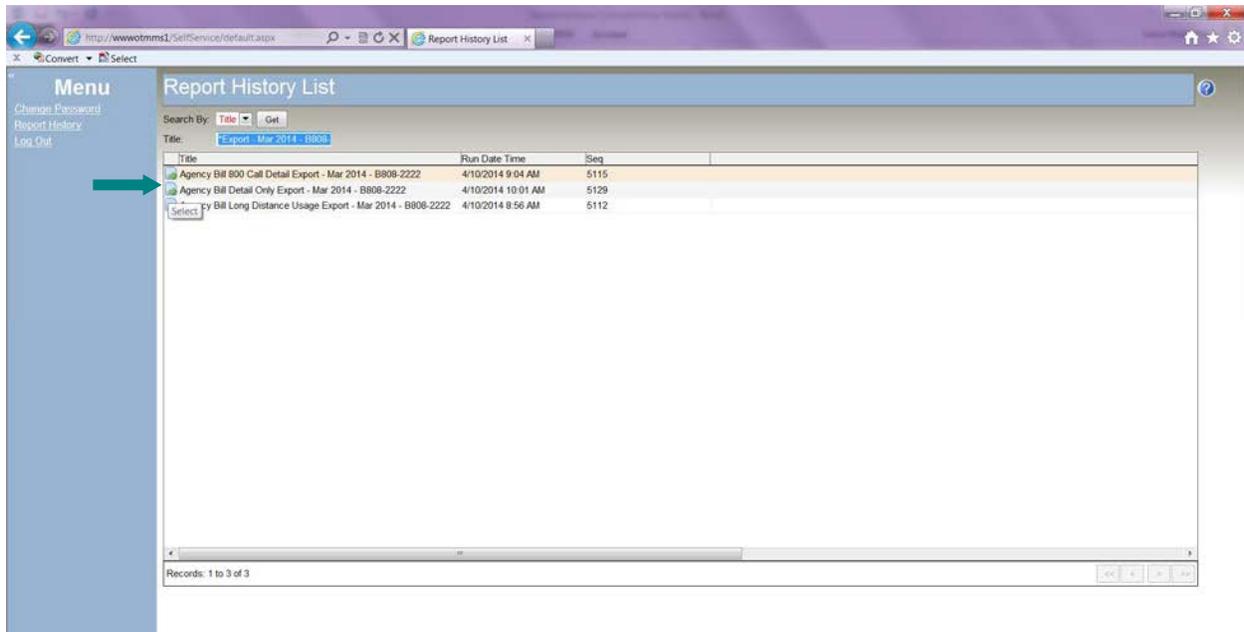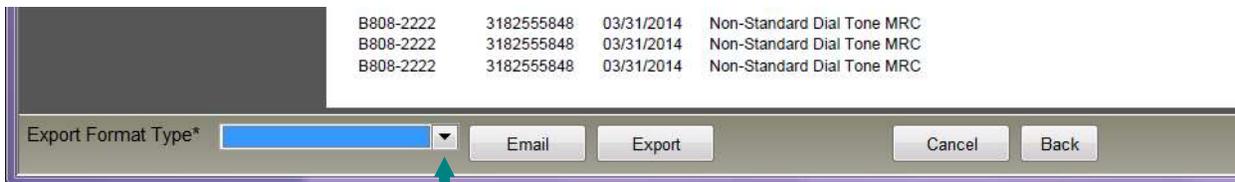
Select *XLS - Excel (Data Only)*
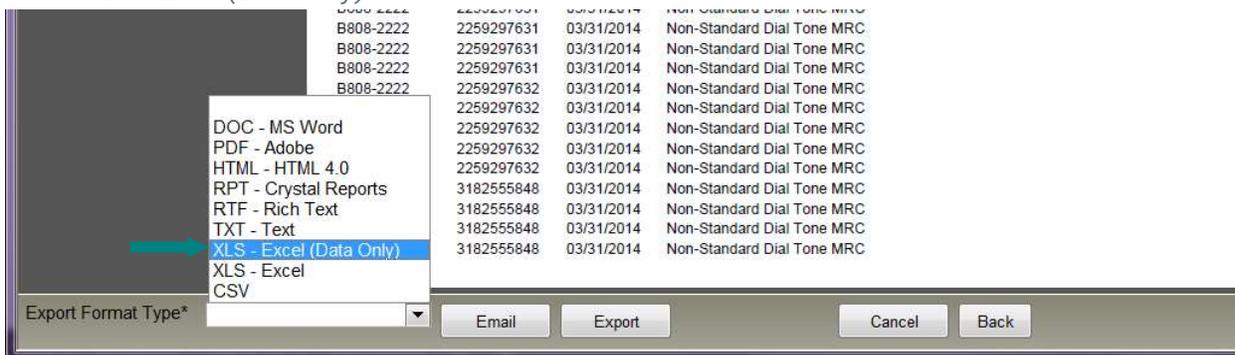
Click *Export*
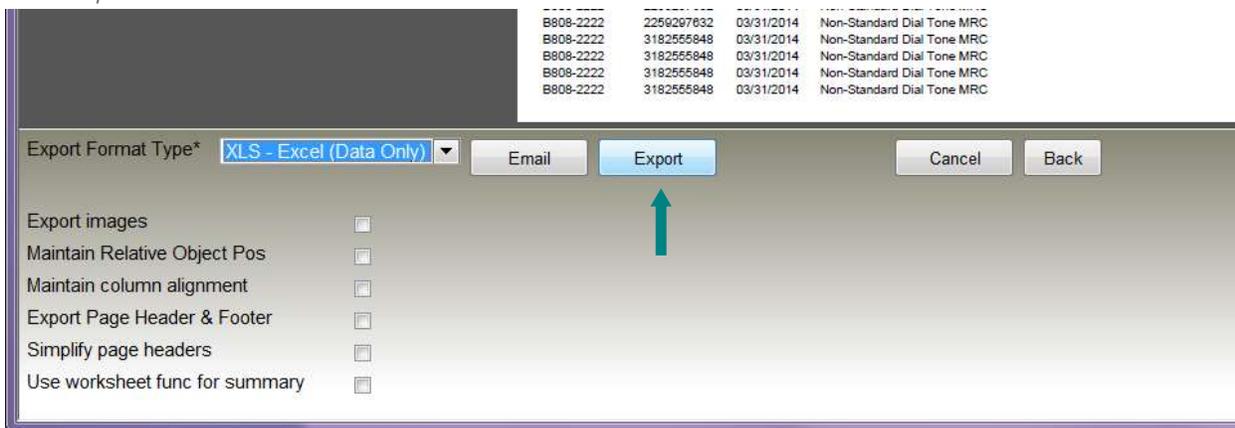
You will be prompted to open or save the document.

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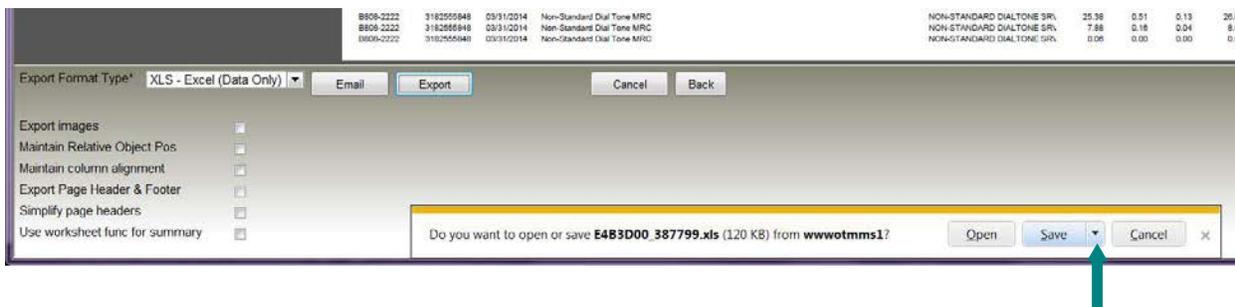
Select **Save as**

Enter a meaningful name in the *File name* field and click *Save*.

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

Email Billing Reports

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

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

To email a report:

First, select an individual report. Refer to *Report History List* in this guide.

From the Report History List, either
- Click the Select button (   ) beside the report title, OR
- Double-click the report title.

The selected report will be shown in PDF format.

Use the buttons at the bottom of the window to send the document to someone else by email.

To email the document:

Click the *Export Format Type* drop down.

Select either *XLS – Excel (Data Only)* OR *PDF – Adobe*, depending on the report type. If no export format type is selected, the format type will default to PDF.

Click *Email*

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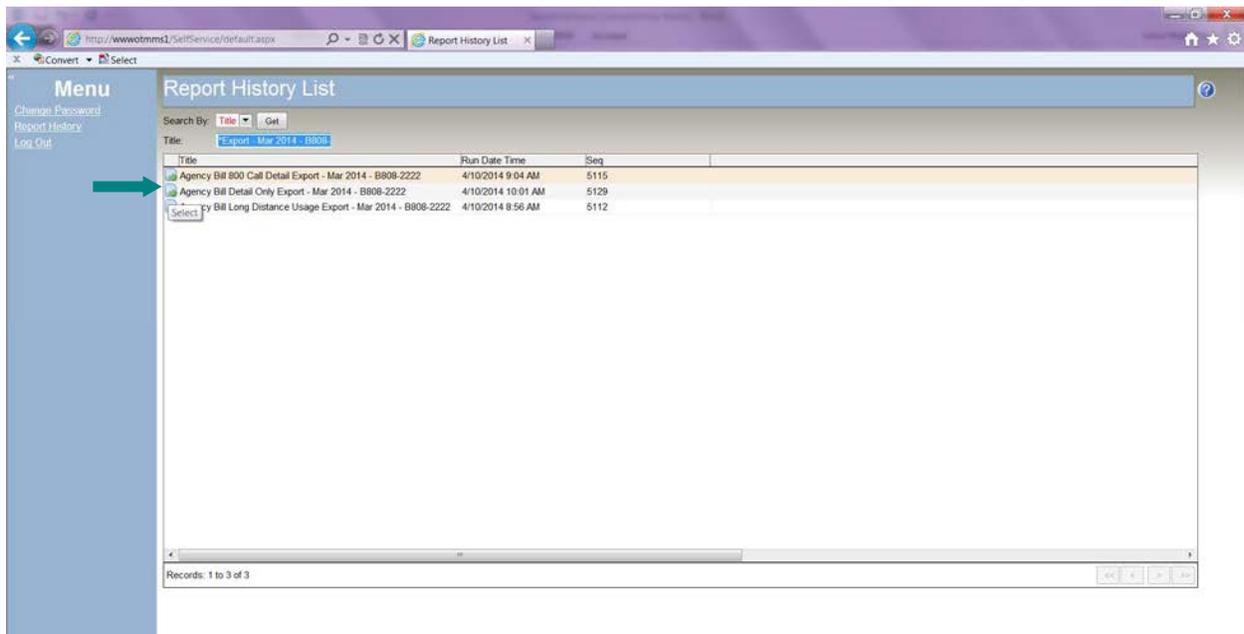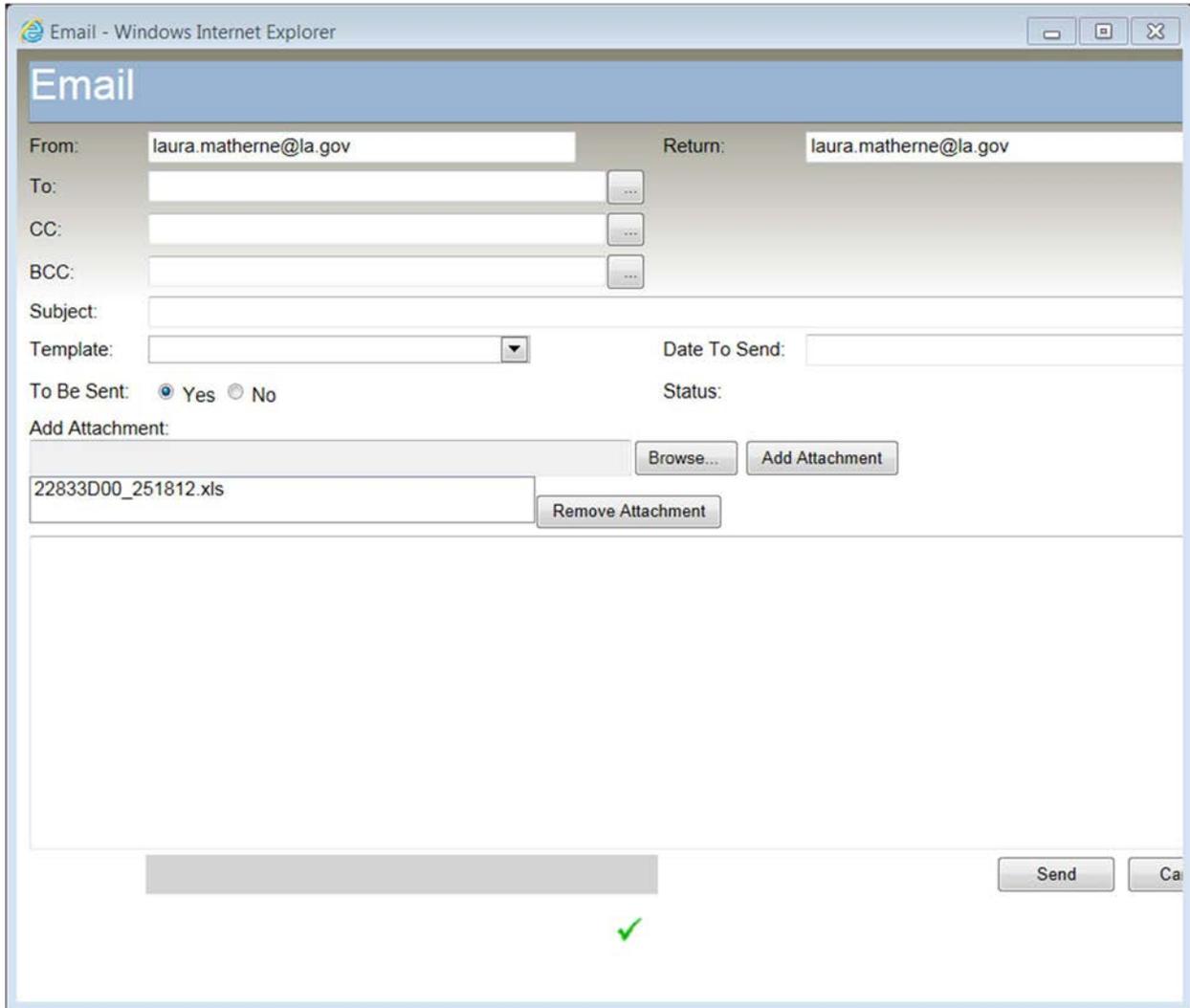
The "From" and "Return" fields will populate with the email address on record for your login id. You may change the "Return" address to have replies sent to a different email address.

- Complete the address information:

  - **Return—**The address where responses to the email should be sent.

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

  - **CC—**The address of the person who should receive a copy of the email.

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

- **BCC–** The address of the person who should receive a blind copy of the email.

  Note: Multiple addresses may be entered. Separate addresses with a semicolon. The email will be received at each address in the list, however only the last address on the list will be shown on the actual email.
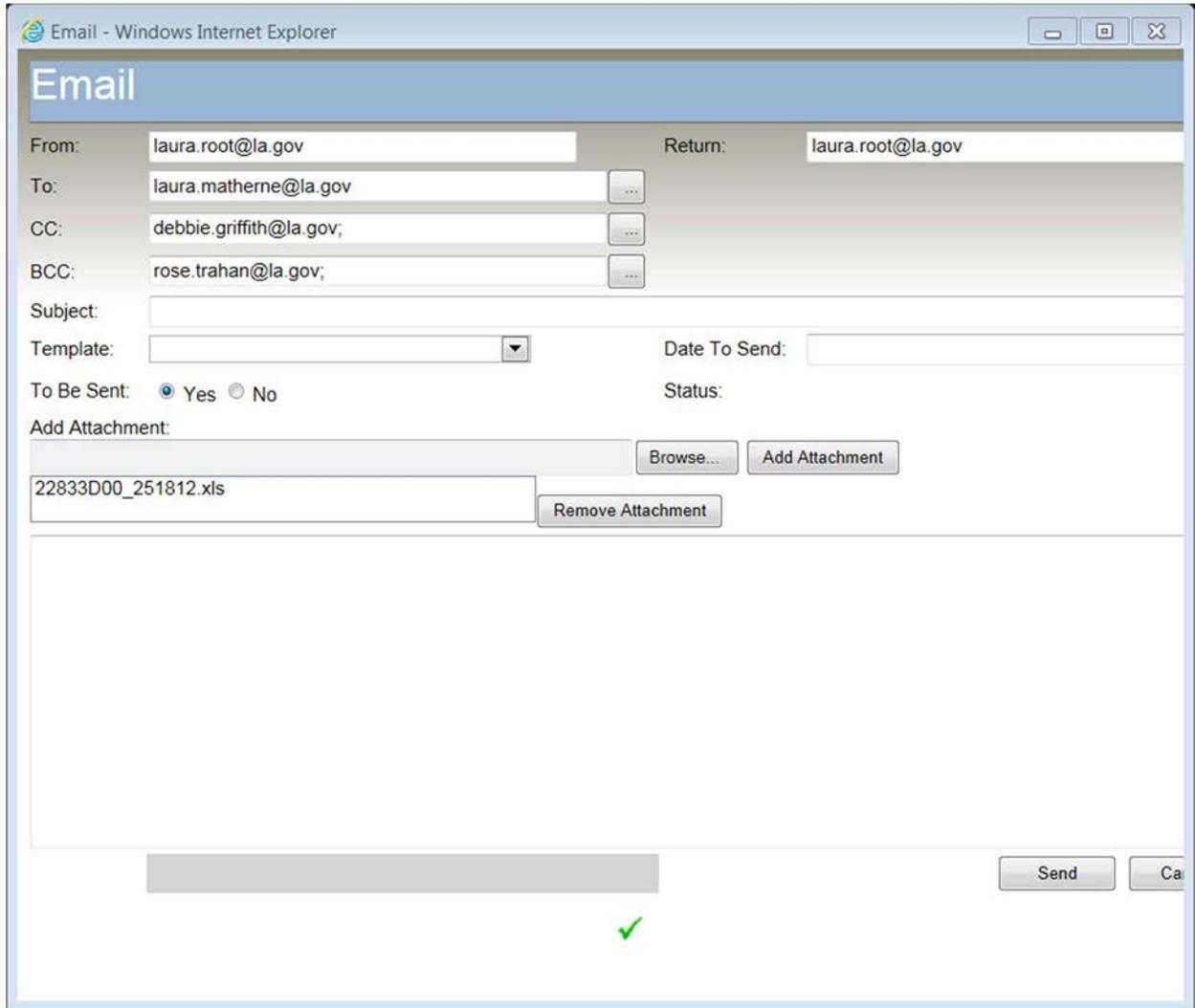
- Enter a subject in the **Subject** field.
- To delay email delivery, enter a date in the **Date to Send** field. If no date is entered, the message will be sent the same day.
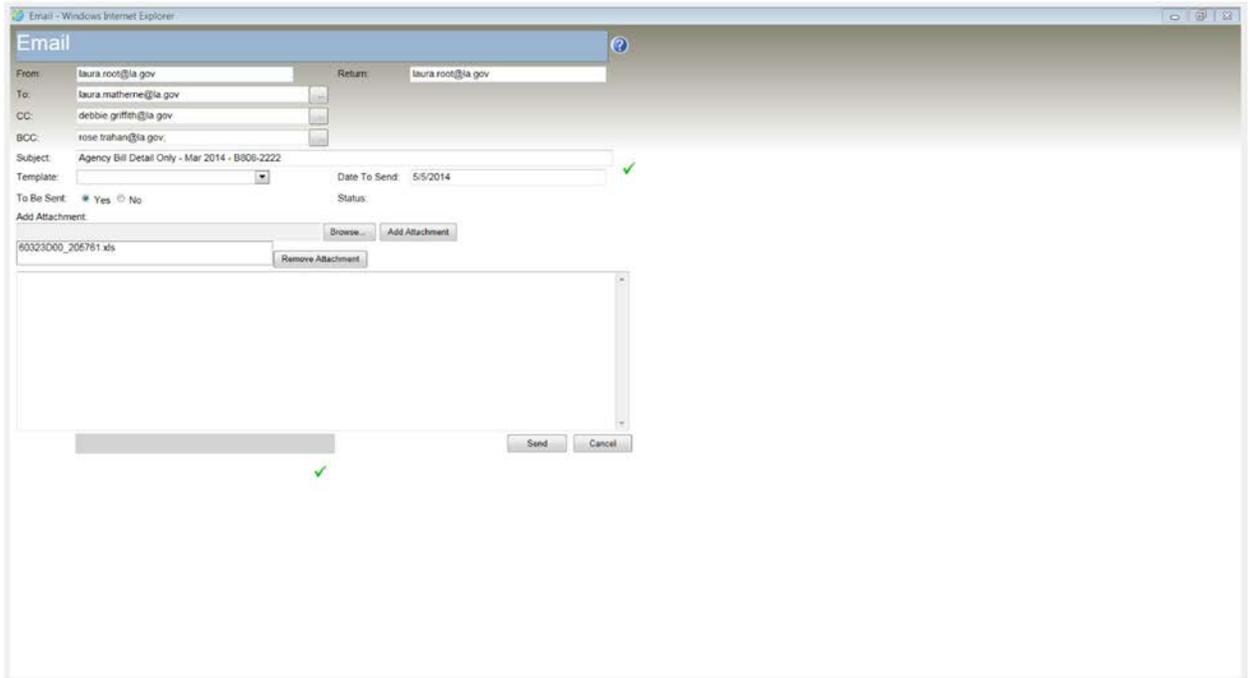
Attachments may be added to the email.

Click the *Browse* button.
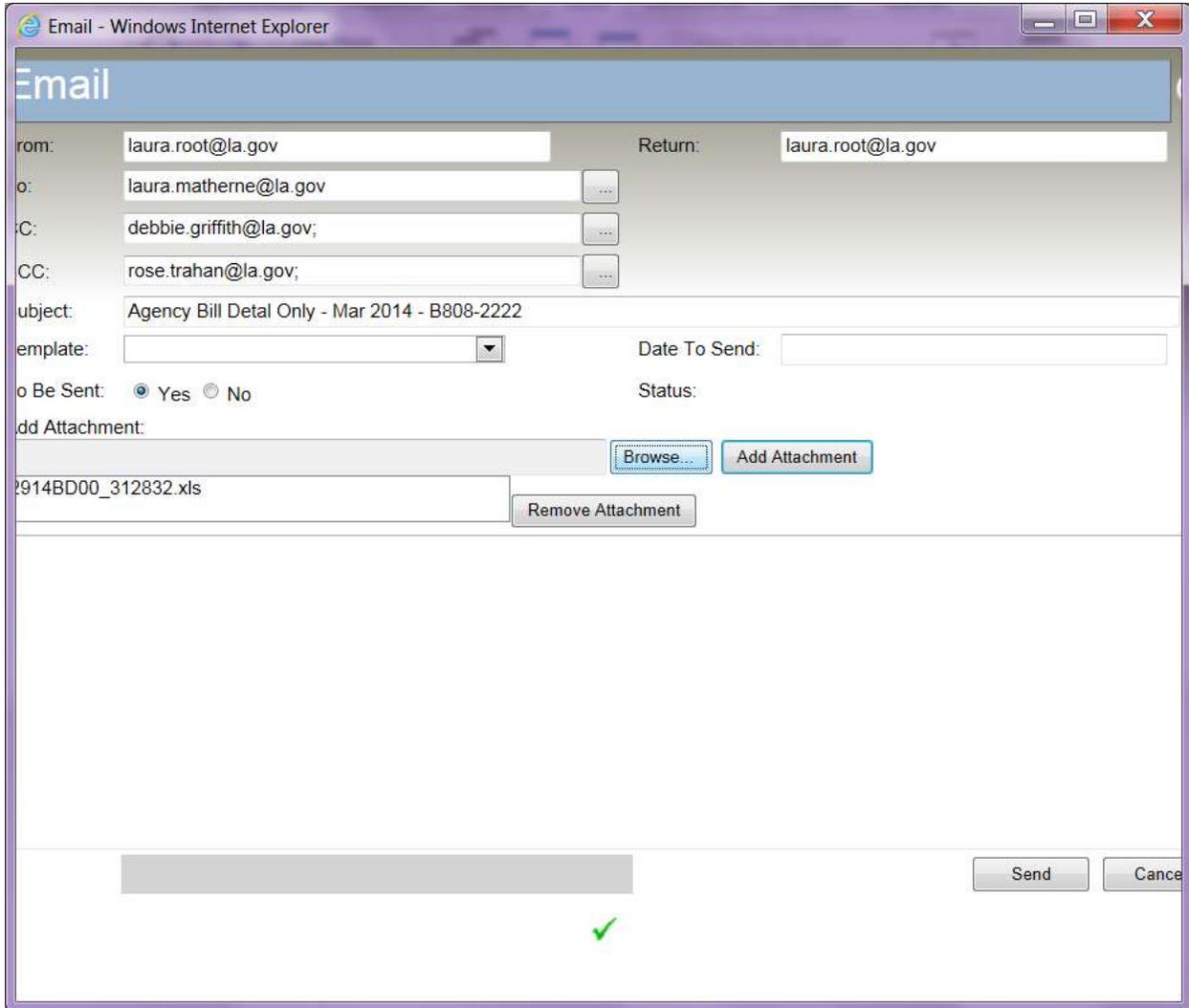
Select the document to be attached to the email.
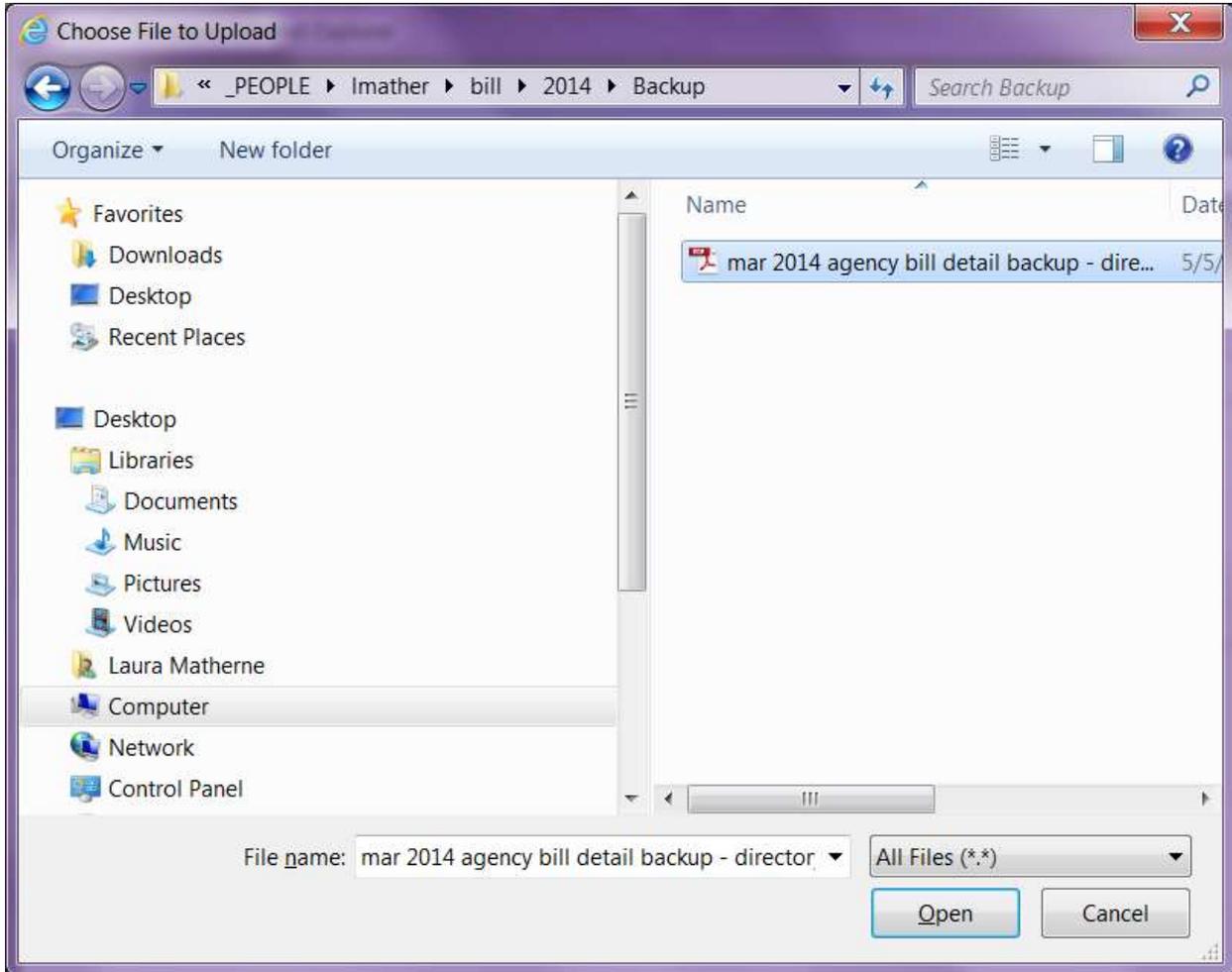
Click *Open.*
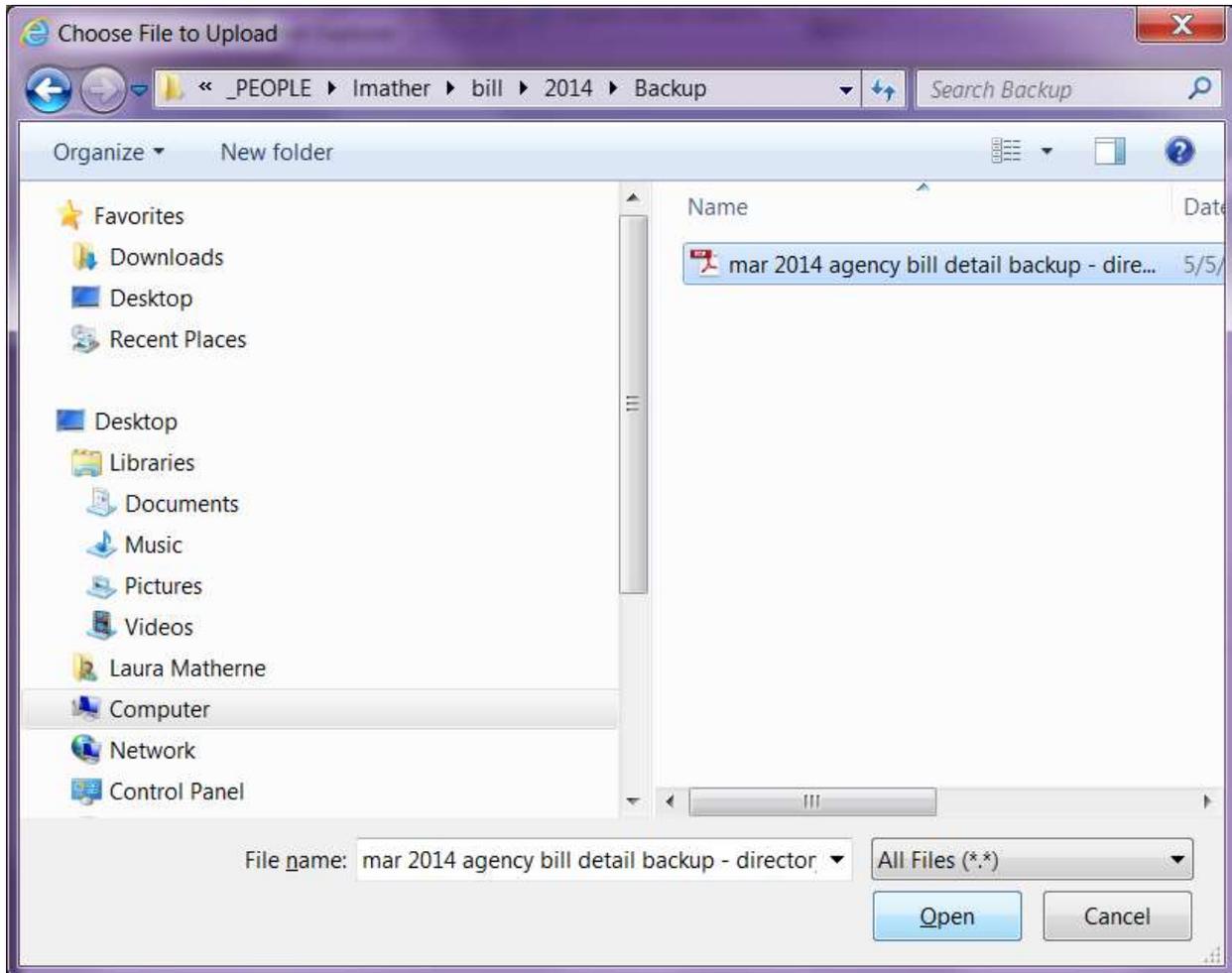
The file name will be shown in the "Add Attachment" field. Click the *Add Attachment* button to confirm the file should be included with the email.
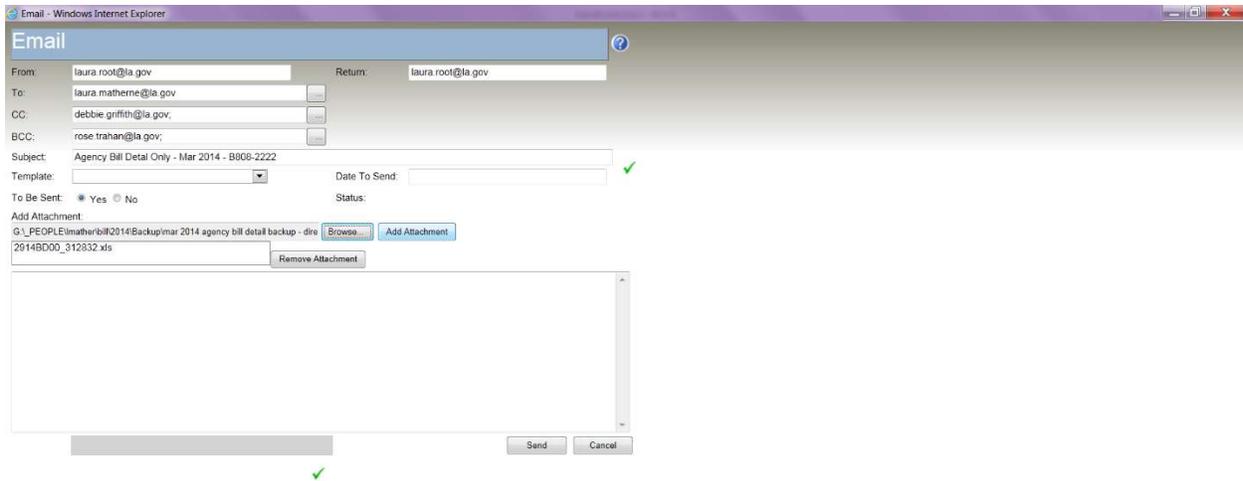
The additional file will be included with the billing report.
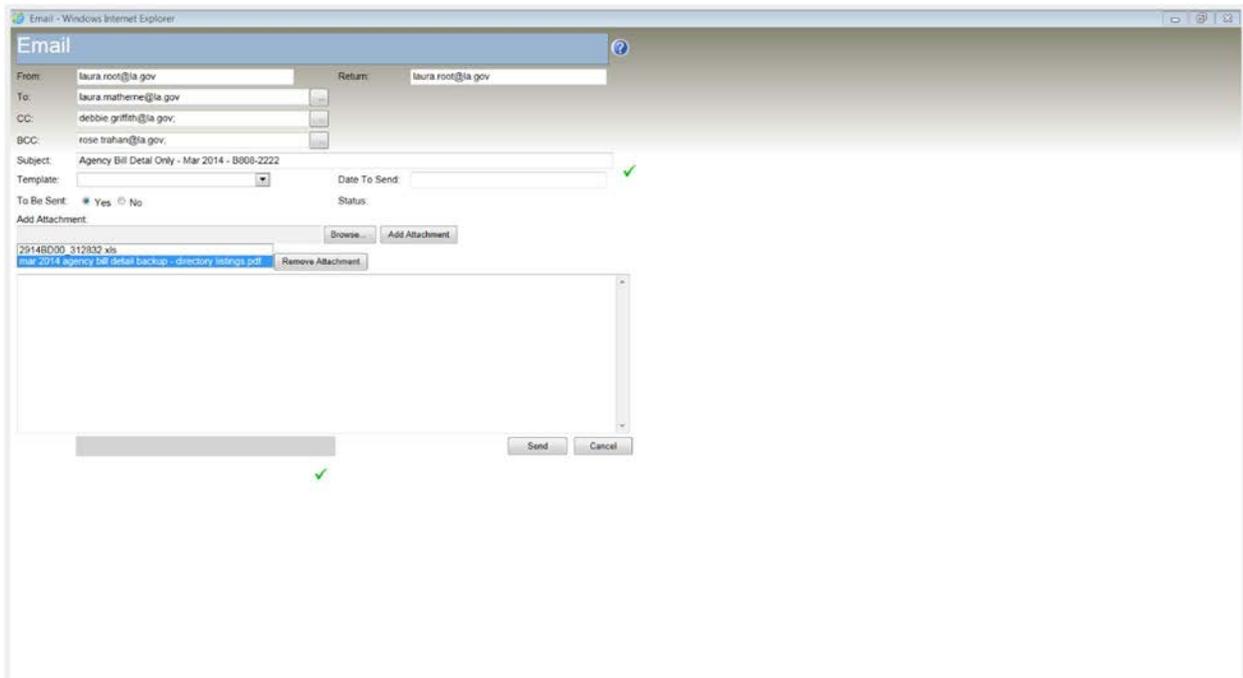
Multiple attachments may be added by repeating the steps above.

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

> Note: The billing report cannot be removed.

Click the *Send* button to send the email.
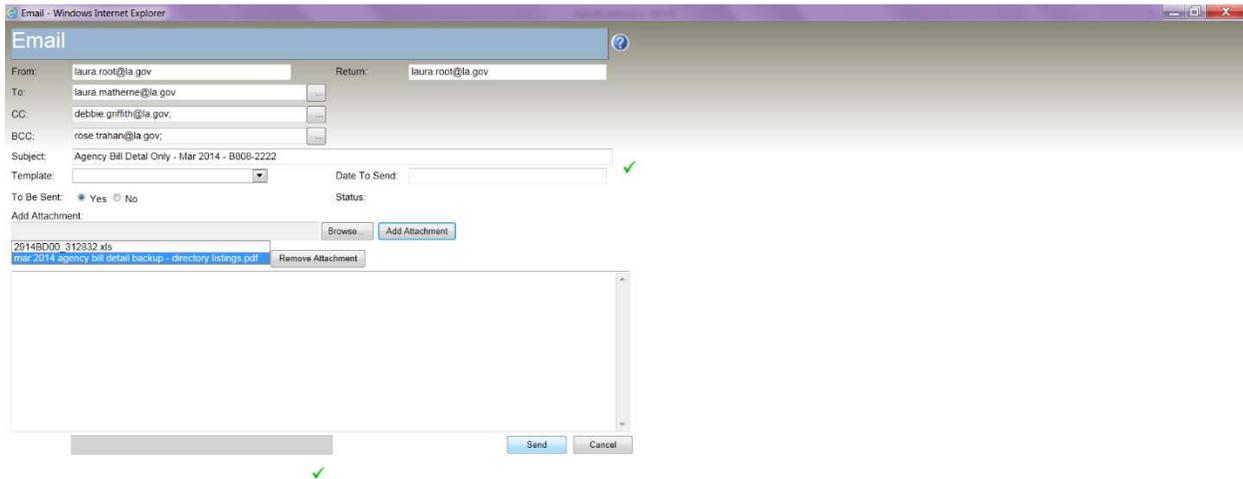
The message is received with both attachments.