BILLIT User Guide

North Dakota Information Technology

Data Processing and Telecommunications Billing

Revision: 2025-03

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Getting Started

Initial Customer Setup

The initial BILLIT account user for an agency must be added by an NDIT BILLIT system administrator. This user should be assigned as the Lead Coordinator for the agency. If this step has not been completed, please submit a Billing Changes and Questions request through the Self-Service Portal or contact the Helpdesk at (701) 328-4470.

https://northdakota.service-now.com/serviceportal?id=index

Submit a Service Request → Administrative & Billing → Billing Questions & Changes

All BILLIT system users must have an @nd.gov Active Directory account to gain access to BILLIT. The Lead Coordinator will have the authority to set up additional users within their organization.

BILLIT User Access Levels

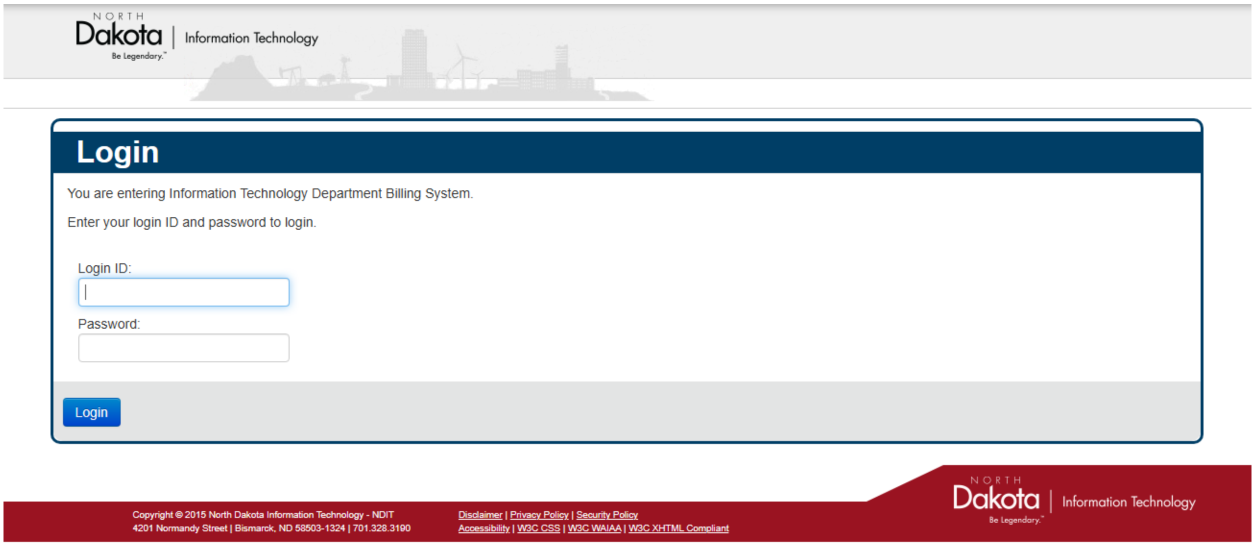
- **Contact**: Can receive email invoices only and does not have access to the BILLIT system.
- **System User:** Can receive email invoices and can log in to view invoice details in BILLIT.
- **Lead Coordinator:** Can receive email invoices, can log in to view invoice details in BILLIT, and can set up additional users within their organization.

Logging into BILLIT

There are two different web addresses for logging into BILLIT, depending on whether you are on or off the state network:

- **On the state network**: https://intranetapps.nd.gov/itd/billing/login
- **Off the state network**: https://apps.nd.gov/itd/billing/login

BILLIT Login Screen



Your username is your @nd.gov account name without the “@nd.gov.” The password is the same as the one you use to log in to the state network, email, and other systems.

Data Processing Billing

Monthly billing includes charges for services including, but not limited to Computer Equipment and Software, Network Services, Servers, Storage and Data.

Telecom Billing

Monthly billing includes charges for voice services, covering both NDIT-provided and Telecom provider phone services.

Additional Billing Resources

Additional information concerning billing rates, descriptions and budget guidelines can be found at https://www.ndit.nd.gov/support/billing.

Invoices

Searching an Invoice

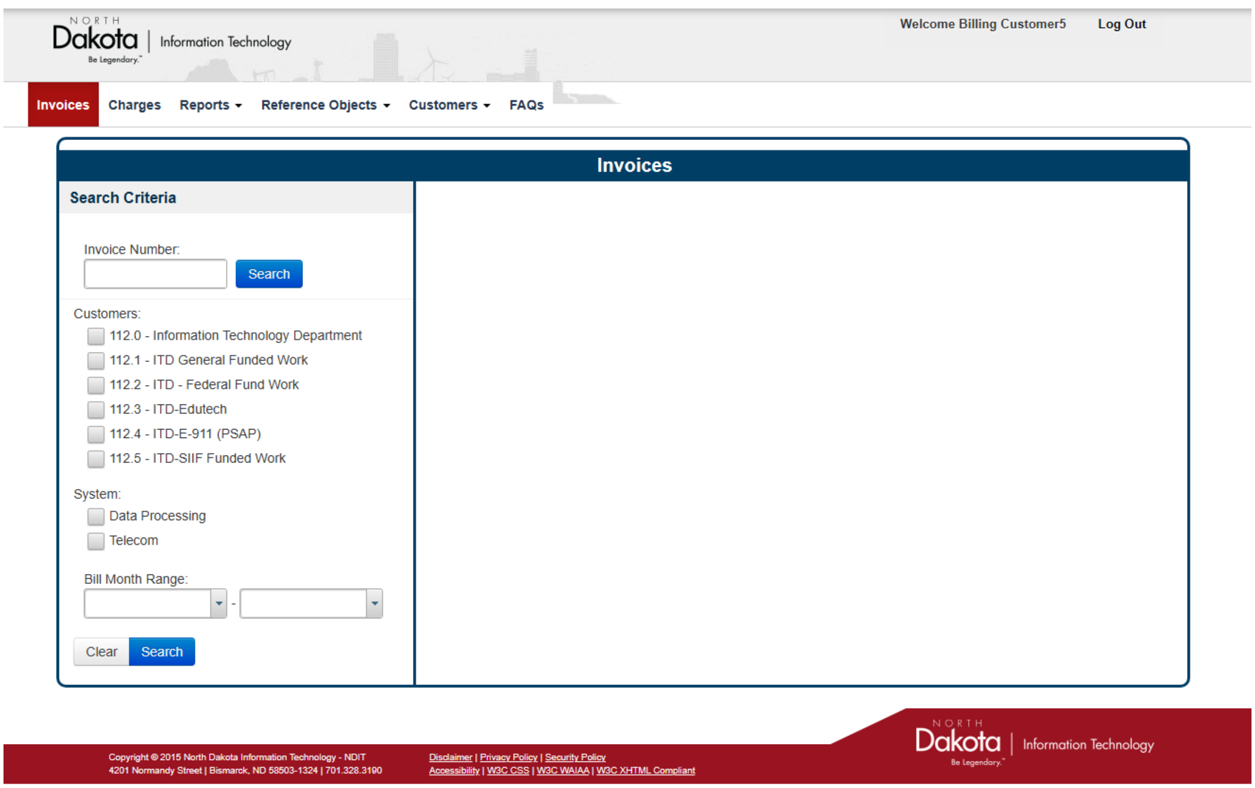
After logging into the BILLIT system, the main screen will default to the Invoices tab.

To search for an invoice, select or enter the desired criteria, such as:

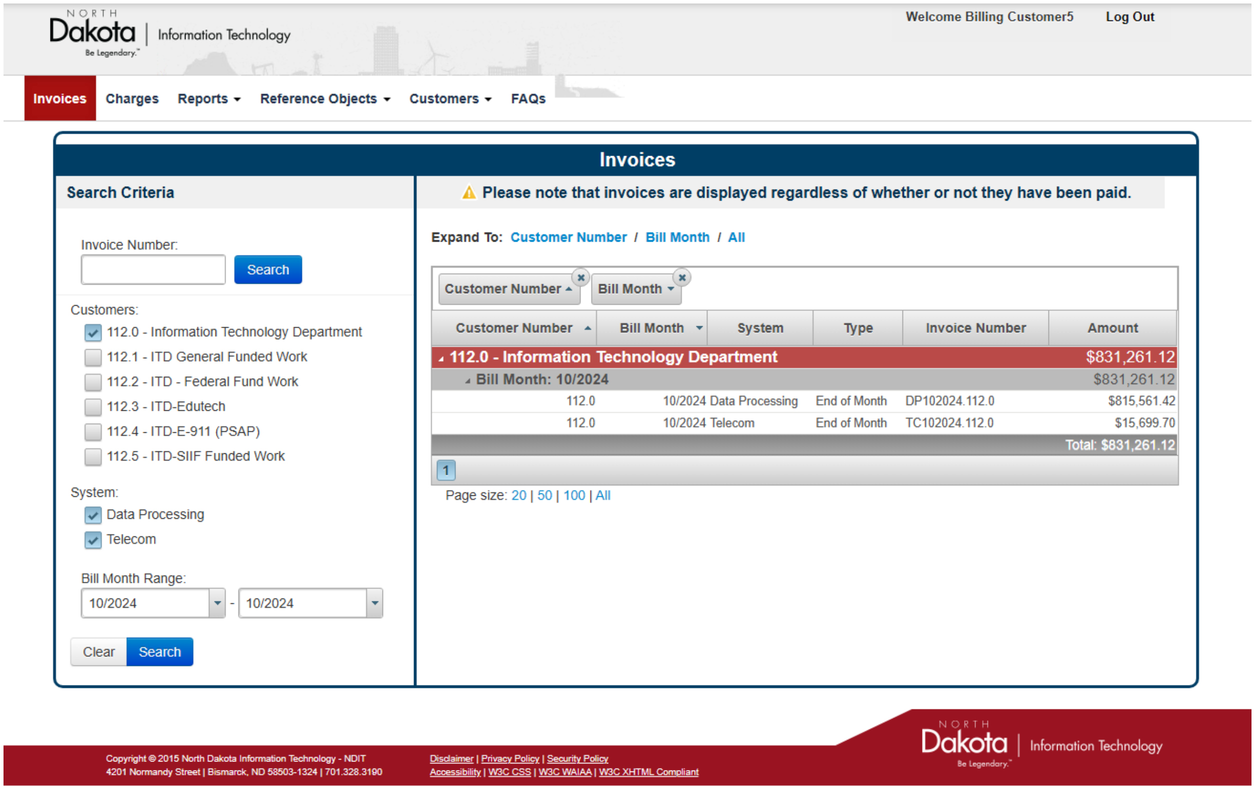
- **Invoice Number**
- **Customers**
- **System**
- **Bill Month Range**

If any pre-selected criteria needs to be cleared, click the **Clear** button at the bottom left corner of the page.

The list of customers available will vary for each user, based on the customers associated with their user ID. BILLIT retains up to four years of past invoice details.



After entering the criteria, click the **Search** button located at the bottom left of the screen to display the matching invoices on the right hand side of the screen.



Invoice Charges and Detail

After searching for an invoice, selecting the invoice line items will display additional details for that specific invoice.

Customer Number	Bill Month	System	Type	Invoice Number	Amount
112.0 - Information Technology Department					$831,261.12
Bill Month: 10/2024					$831,261.12
112.0	10/2024 Data Processing		End of Month	DP102024.112.0	$815,561.42
112.0	10/2024 Telecom		End of Month	TC102024.112.0	$15,699.70
					Total: $831,261.12
1					

The example above shows two selectable line items for the October Data Processing invoice DP102024.112.0 and the Telecom invoice TC102024.112.0.

Selecting an invoice navigates to the View screen, where the General Details and Summary of Charges and Credits can be viewed.

General Details include the invoice number, billing month, billing system, and the total amount of the invoice.

Invoice #: DP102024.112.0 Total Amount: $815,561.42

Attachments

No Attachments

General Details

Invoice #: DP102024.112.0

Bill Month: 10/2024

Customer: 112.0 - Information Technology Department

System: Data Processing

Total Amount: $815,561.42

Last email notification: 11/05/2024

The Summary of Charges and Credits includes the billing code, unit detail, rate and amount.

Summary of Charges and Credits

Bill Code	Type	Units	Unit Description	Rate	Amount	View
DP 005 - IT Analyst	Charge	18.0	hours	$105.00	$1,890.00	Charges | Details
DP 011 - Development	Charge	1,097.0	hours	$105.00	$115,185.00	Charges | Details
DP 012 - Business Analyst	Charge	135.5	hours	$131.50	$17,818.25	Charges | Details
DP 014 - Project Management	Charge	174.4	hours	$136.50	$23,805.60	Charges | Details
DP 016 - Contract Programming	Charge	781.5	hours	Multiple	$80,849.13	Charges | Details
DP 035 - Records Management	Charge	1.0	months	$849.00	$849.00	Charges

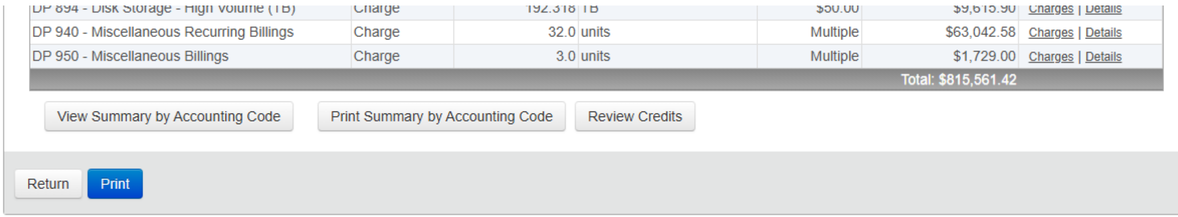
Under the View column, links are available to display additional information on the Charges and Details of each bill code line item.

- **Charges** will navigate to the Charges tab to show the general Bill Code, Customer Number, Division, Charge Code, Bill Month, Units, and Charge Amounts for the line items.
- **Details** will navigate to the details tab to open a report that provides further information about the billing unit, such as an AD User, Telecom Number, Application, Desktop Support Laptop or Desktop, Specific Work Order and more.

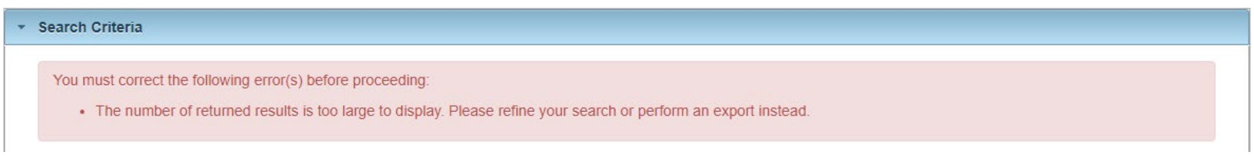
Charges and Reports will be discussed in further detail later in the user guide.

View Summary by Accounting Code

View Summary by Accounting Code button appears at the bottom of the invoice tab that will navigate to a report that will list the Bill Code charges by a Division and Charge Code for the entire invoice.



Please note that if the following error is received the information can also be exported. Exporting Charges and Exporting Reports will be cover later in the Charges and Reports sections.

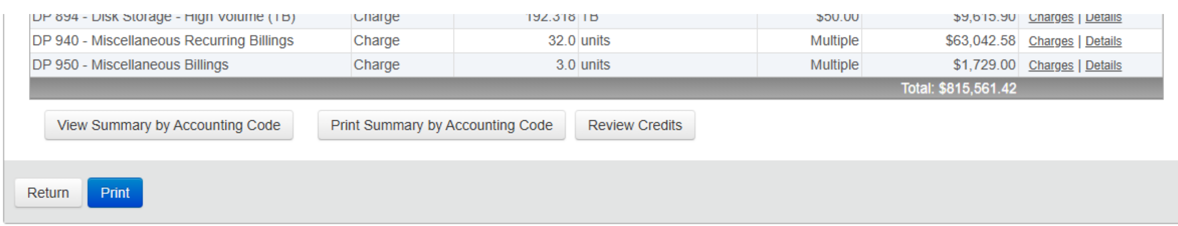


Print Summary by Accounting Code

Print Summary by Accounting Code is the same as the above View by Accounting Code but will print to a PDF.

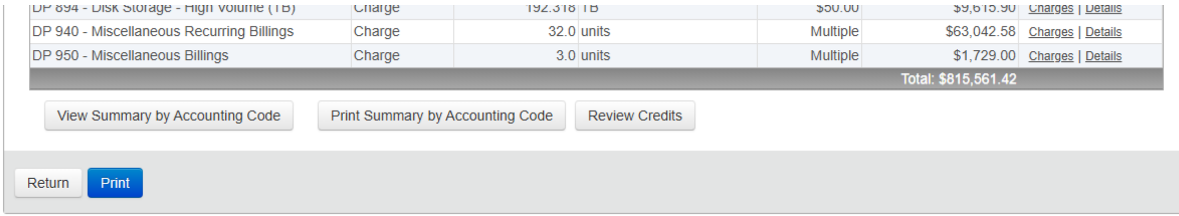
Review Credit

Review Credit button appears at the bottom of the invoice tab that will navigate to a report that will list Credit Memos that appear on the invoice.



Print

Print button appears at the bottom of the invoice tab that will allow for an invoice to be printed.



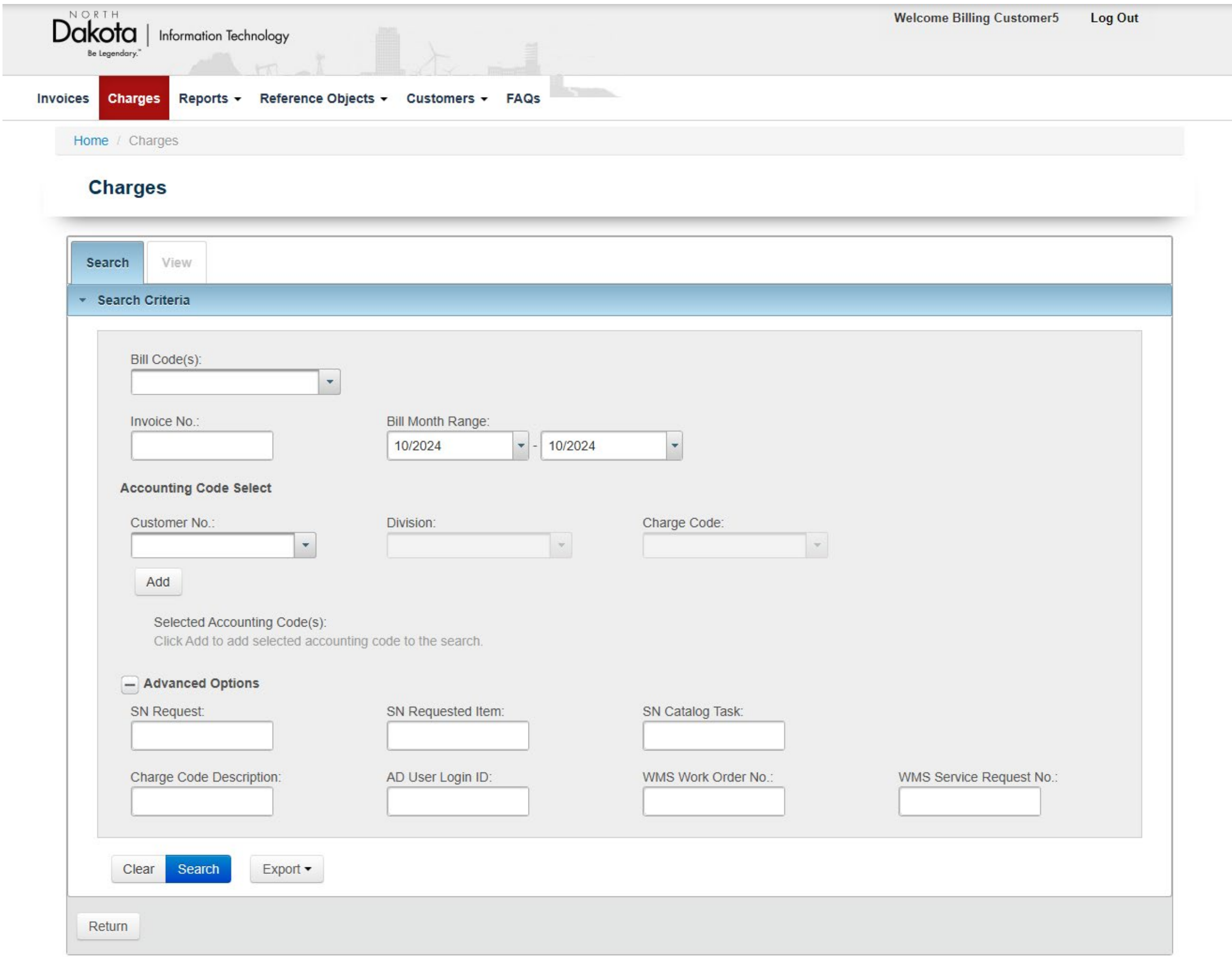
Return

The **Return** button navigates you back to the previous page in the BILLIT system.

<u>Charges</u>

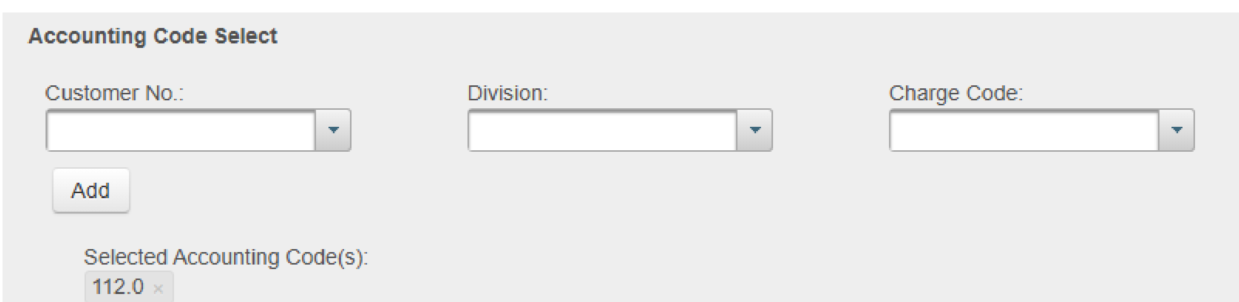
Searching Charges Functions

The **Charges** tab is designed to search for charges by bill code, associated with a specific invoice, or a range of invoice periods. Search functionality can be refined by division or charge code. In the advanced options section, the search can be further narrowed by using a ServiceNow Request (REQ), Request Item (RITM) or Task (SCTASK) along with Charge Code Description and AD User Login ID. For details on charge code descriptions, refer to the Charge Code Description under the **Customers** section.

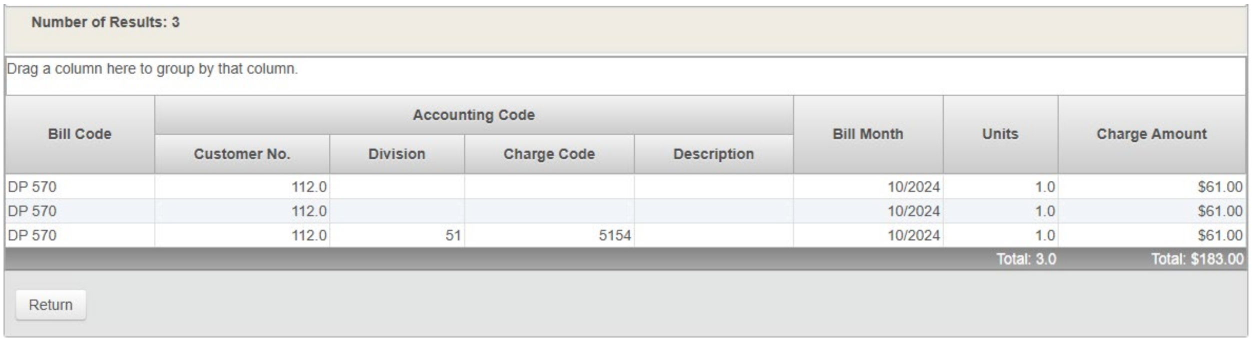


Accounting Code Select

When adding Customer Numbers, Divisions, and Charge Codes, the **Add** button must be selected for them to be included as criteria in the charge search. Once added to the search, the Customer Number, Division, and Charge Code will appear under **Selected Accounting Code(s)**.



Charge Search Results



Number of Results: 3

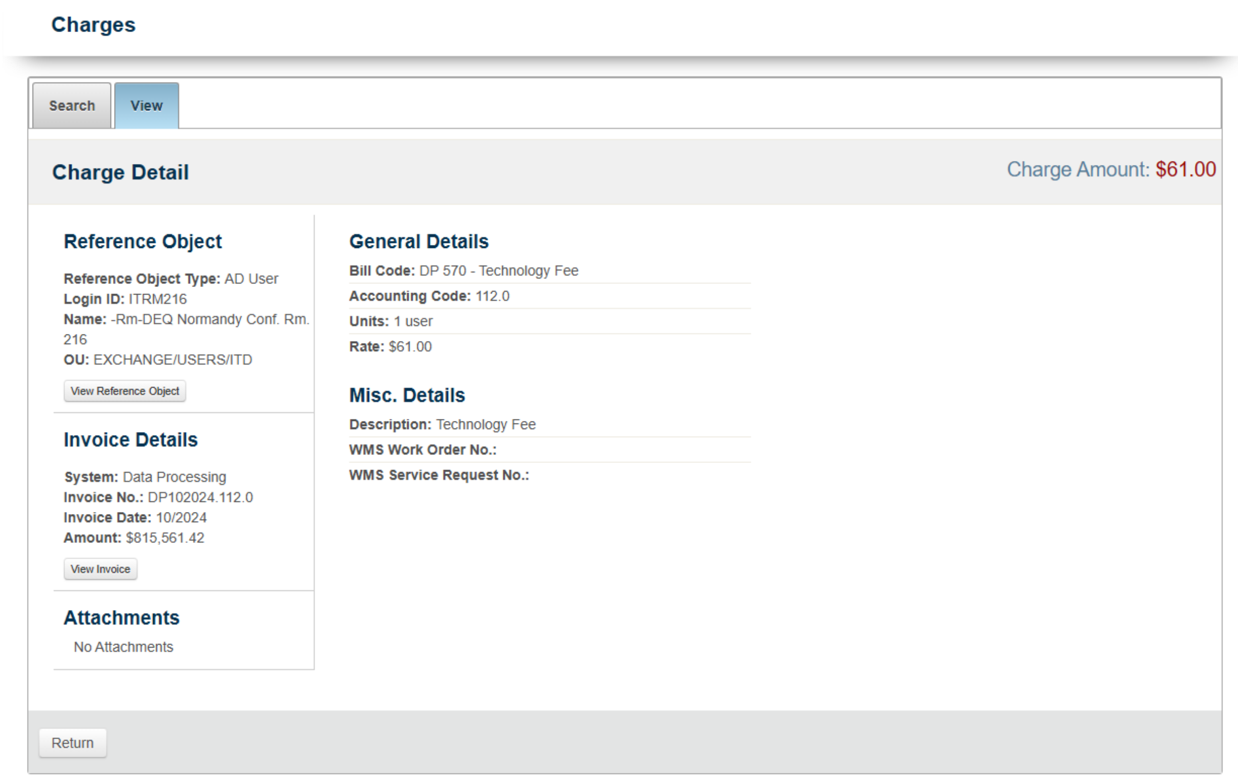
Drag a column here to group by that column.

Bill Code	Accounting Code				Bill Month	Units	Charge Amount
	Customer No.	Division	Charge Code	Description			
DP 570	112.0				10/2024	1.0	$61.00
DP 570	112.0				10/2024	1.0	$61.00
DP 570	112.0	51	5154		10/2024	1.0	$61.00
						Total: 3.0	Total: $183.00

Return

Search results are displayed in the same format as shown above. The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.

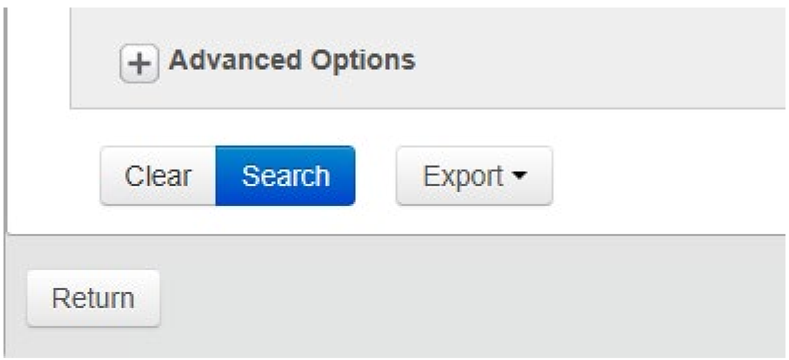
Any item in the search results can be selected to further view to include the invoice number, the charge date, any attachments associated with the specific charge, and other relevant information.

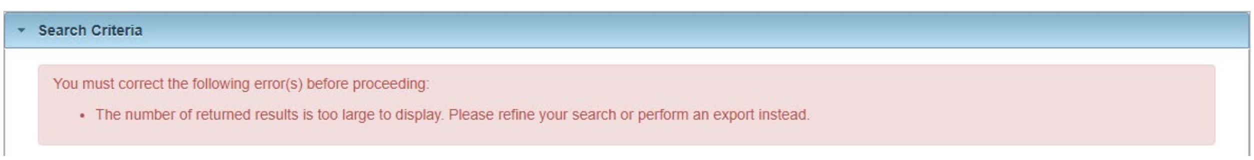


Clicking the Search tab, located to the left of the View tab as shown above, will navigate back to the search results.

Export Charges

The **Export** button, located at the bottom of the page, allows users to export charge records directly. The export formats available are CSV or XLSX. A search does not need to be completed before exporting; search criteria is entered, proceed with exporting even if no results are displayed on the screen or if the results are too large for BILLIT to display.





Example of Export results

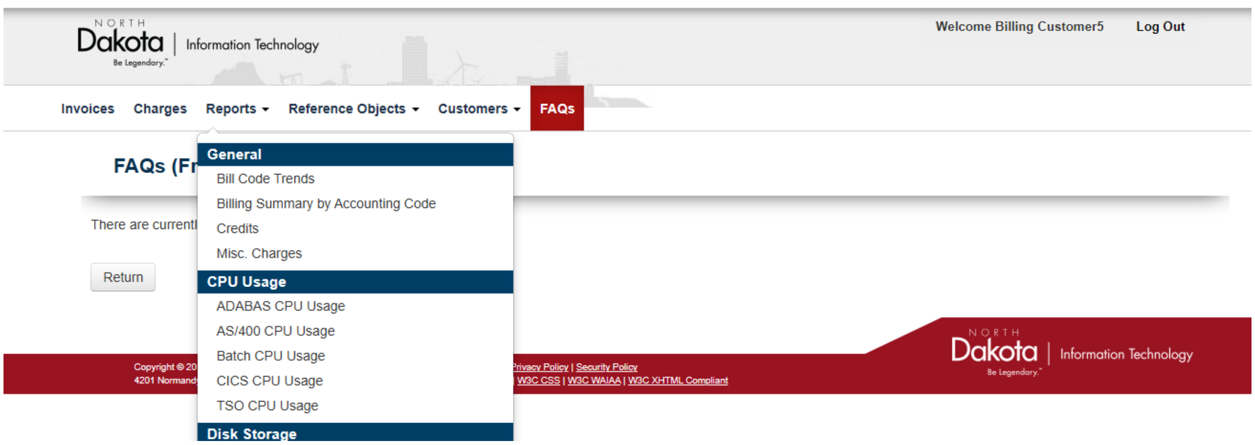
	A	B	C	D	E	F	G	H	I
1	**Bill Code**	**Customer Number**	**Division**	**Charge Code**	**Charge Code Description**	**Bill Month**	**Units**	**Amount**	
2	DP 570	112.0				10/2023	1.0	$60.00	
3	DP 570	112.0				10/2023	1.0	$60.00	
4	DP 570	112.0				12/2023	1.0	$60.00	
5	DP 570	112.0				12/2023	1.0	$60.00	

Clear Charge Results

The Clear button resets all search criteria, enabling a fresh start with the default settings.

Reports

The Reports tab offers a collection of usage and budgetary reports that can be generated using a wide range of search criteria. All reports can be viewed on-screen or exported in CSV or XSLX formats. For large agencies, narrowing the search criteria may be necessary to display results on the page, which is limited to a maximum of 6,000 entries. However, there is no limit when exporting the report results. The Advanced Options, which vary depending on the report, provide additional search criteria, including the ability to search by a specific billing unit.



Report Types

General Reports

- **Bill Code Trends**
  This report enables users to analyze charges by bill code over a specified period. It includes columns for average units and costs, allowing for trend comparisons. The report can be generated for Data Processing, Telecom, or both, and can display Units, Amounts, or both.
- **Billing Summary by Accounting Code**
  This report provides a detailed breakdown of charges categorized by Accounting Code (customer, division, or charge code). It includes columns for charge description, unit cost, and rate. Users can segment the report by Data Processing, Telecom, or both, and filter it using various Bill Codes. Multiple Bill Codes can be selected.
- **Credits**
  This report allows users to review Credit Memos that appear on invoices. It includes details such as the Credit Memo Number, Bill Code, Units, and Rate

being credited. The report can be filtered by various Bill Codes, and multiple Bill Codes can be selected.

- **Miscellaneous Charges**
  This report covers recurring or one-time miscellaneous charges or direct IT billbacks that do not have a specific Bill Code. Billbacks from vendors are commonly associated with Bill Codes 940–950 for both Telecom and Data Processing billing. The report includes fields such as Bill Code, Description, Bill Month, and Invoice Number. It can be generated for Data Processing, Telecom, or both, and filtered by various Bill Codes. A partial description can also be entered in the Description field to search for specific charges.

CPU Usage Reports

- **ADABAS CPU Usage**
  This Data Processing report details CPU usage for instances where a computer program accessed an ADABAS database. It includes fields such as Job Name, ADABAS Calls, and CPU seconds. Users can filter the report by Job Name and whether the Job Name is billable.
- **AS/400 CPU Usage**
  This Data Processing report tracks CPU usage generated by batch computer programs processed by NDIT's AS/400 system or by interactive CPU usage when the AS/400 handles transaction programs and delivers information via an online workstation. It includes User ID, Job Name, Job Type, as well as Interactive and Batch CPU seconds. The report can be searched by User ID and whether the Job Name is billable.
- **Batch CPU Usage**
  This Data Processing report focuses on CPU usage for batch programs processed by the central processor. It includes Job Name, Excp Disk, Tape Amount, Elapsed Time, and CPU Time. Users can filter the report by Job Name and whether the Job Name is billable.
- **CICS CPU Usage**
  This Data Processing report highlights CPU usage for transaction programs processed by the central computer and delivered via an online network. It includes User ID, the number of Tasks, and CPU seconds. The report can be filtered by User ID and whether the Job Name is billable.
- **TSO CPU Usage**

This Data Processing report provides details of CPU usage for programs submitted through TSO. It includes Job Name, Excp Disk, Elapsed Time, and CPU Time. Users can filter the report by User ID and whether the Job Name is billable.

Disk Storage Reports

- **AS/400 Disk Storage**
  This Data Processing report tracks disk storage usage on NDIT's AS/400 storage device. Data is stored and billed by file size in bytes. The report includes the Directory ID and Disk Amount.
- **Open Systems Disk Storage**
  This Data Processing report covers other types of disk storage, including power platforms and enterprise backup solutions. It includes the Bill Code, Alias, and Disk Amount. The report can be filtered by various Bill Codes, with the option to select multiple Bill Codes.
- **TSM Disk Storage**
  This Data Processing report provides details on tape backup storage for all disk storage services. It includes fields such as Type, Alias, and Disk Amount. The report can be filtered based on whether the TSM Disk Storage is billable.

Miscellaneous Reports

- **Active Directory User Changes**
  This Data Processing report details Active Directory users and the billable licenses assigned to each user. Licenses include Technology Fee, Microsoft, Service Management, EDMS, Adobe Acrobat Pro, and SSL VPN. The report can be filtered by User Type(s), Login ID, or Organizational Unit (OU) group.
- **Application and Server Hosting Charges**
  This Data Processing report provides information on storage and support charges for various application and server hosting types, such as Dedicated Intel App Server, Oracle, SQL, Cloud, and others. The report can be filtered by Bill Code(s), with the option to select multiple Bill Codes.
- **Desktop Support**
  This Data Processing report lists all PC devices billed monthly under Desktop Support Fee (DP 580-584). The description includes the device asset tag, serial number, assigned user, and configuration ID. Users can filter the report by Bill Code(s), select multiple Bill Codes, or search using a partial description.

- **Time Entry Charges**
  This report tracks chargeable time for work performed by NDIT employees or contractors. The "Application" field may include items such as a statement of work, project, M&O, ServiceNow request, task, or incident. The report can be filtered by Bill Code(s), type of TL Application(s), and whether it is billable. Multiple Bill Codes can be selected.
- **WAN Access Charges**
  This Data Processing report includes Wireless Area Network services, telecom provider billbacks, and equipment charges. It provides details such as Circuit ID, address, and location description. The report can be filtered by Bill Code(s), with the ability to select multiple Bill Codes.

Telecom Reports

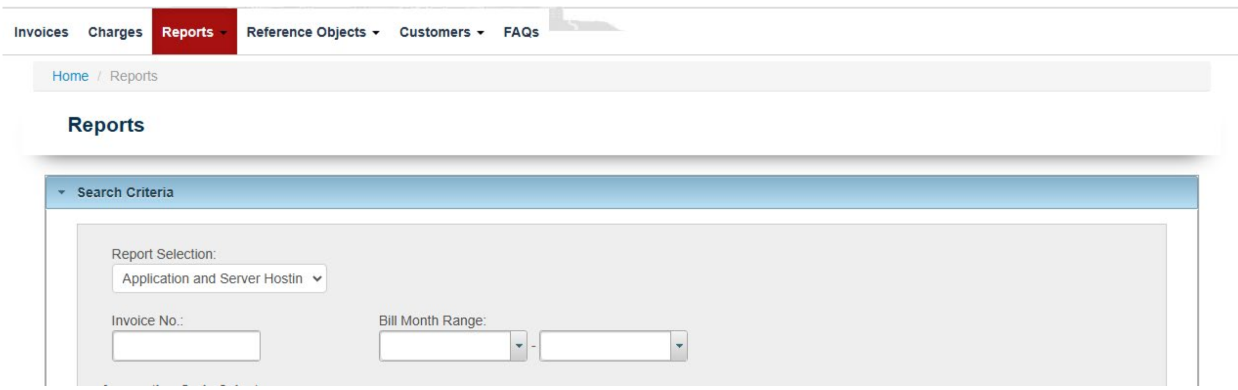
- **Call History**
  This Telecom report enables users to review specific phone numbers along with their associated call history. The report can be filtered by call types (800 numbers, calling card, incoming calls, etc.) and further refined by selecting specific "call from" or "call to" numbers.
- **Phone Charges**
  This Telecom report allow users to view monthly recurring charges on a telecom number. Through the Advanced Options the report can be filtered by Phone Types and Phone Features. The report can be run by Phone Number, Phone Types and Phone Features.
- **800 Service Charges**
  This Telecom report is the call detail of the 800 Toll Free Usage from the Lumen billing. The per-minute rate for inbound toll-free service. The report can be filtered by an 800 number.
- **Calling Card Charges**
  No longer a service, will still provide historical call detail back four years
- **Conference Call Charges**
  No longer a service, will still provide historical call detail back four years
- **Long Distance & Directory Assistance Charges**
  This Telecom report is for in-state, out-of-state and international long distance along with in-state and out-of-state directory assistance. The report can be filtered by the Call From No. and whether to include results of Long Distance or Directory Assistance.

Running a Report

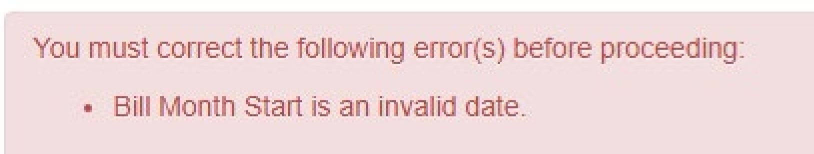
To run a report, navigate to the **Reports** tab in the menu and select the desired report type. If an incorrect report is chosen, it can be changed directly from the Reports screen.

When running a report, there are three main sections to configure:

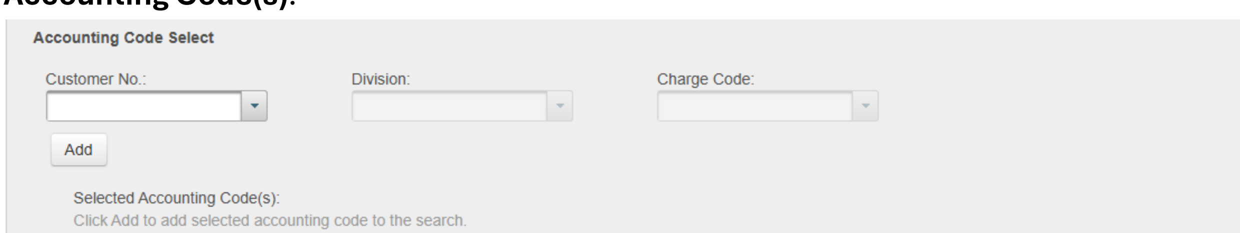
- **Report Selection**: This section includes options for selecting the report type, Invoice Number, and Bill Month Range, allowing you to narrow down the data and time frame for the report.



A starting Bill Month Range must be entered to perform a search; otherwise, the following error will be displayed.



- **Accounting Code Select**: This feature allows the search to be refined using options such as Customer Number, Division, and Charge Code. When adding Customer Numbers, Divisions, and Charge Codes, the **Add** button must be selected for them to be included as criteria in the charge search. Once added to the search, the Customer Number, Division, and Charge Code will appear under **Selected Accounting Code(s)**.

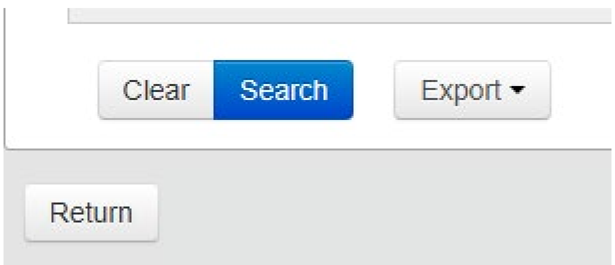


- **Advanced Options**: Click the plus button to expand additional search options for the report. These advanced options vary depending on the report, allowing to search by different attributes specific to the selected report.

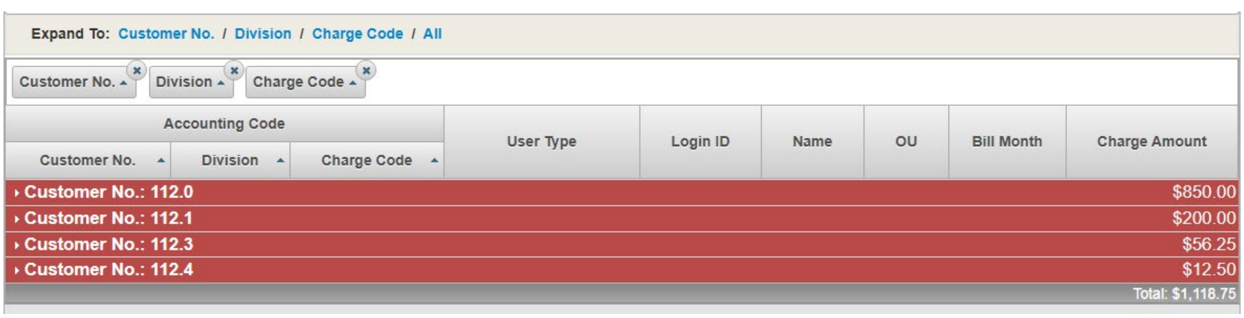
  For example, in the **Active Directory User Charges** report can be filtered by:

  - **User Type(s)**: The license type.
  - **Login ID**: The user ID associated with the charge.
  - **OU**: The organizational unit (user group) associated with the Login ID in Active Directory.

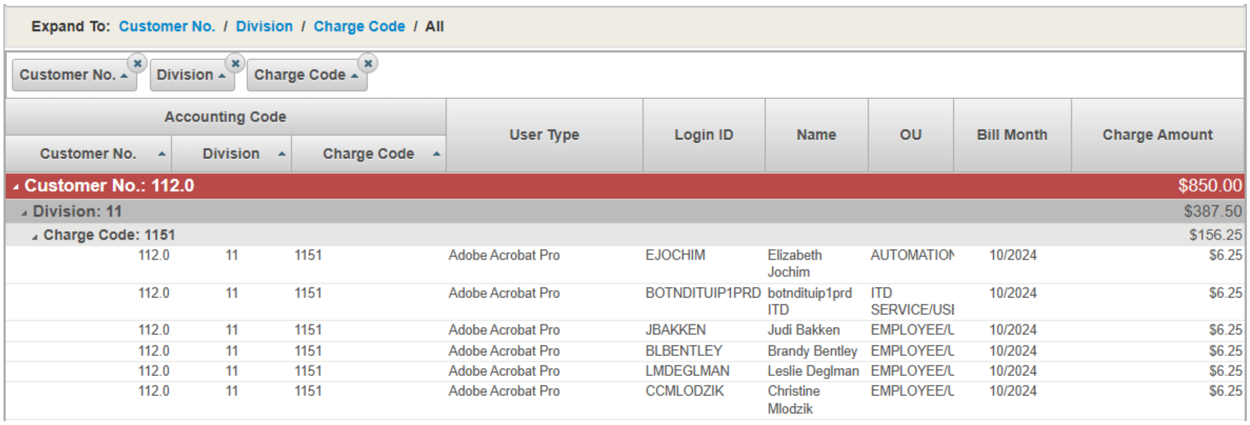
Once you've completed the selection criteria, click the **Search** button to display the results.



Report Search Results



Search results may appear in the format shown above. Click the **All** link to expand and view additional details.



Expand To: Customer No. / Division / Charge Code / All

Customer No. ▲ | Division ▲ | Charge Code ▲

Accounting Code			User Type	Login ID	Name	OU	Bill Month	Charge Amount
Customer No.	Division	Charge Code						
Customer No.: 112.0								$850.00
Division: 11								$387.50
Charge Code: 1151								$156.25
112.0	11	1151	Adobe Acrobat Pro	EJOCHIM	Elizabeth Jochim	AUTOMATION	10/2024	$6.25
112.0	11	1151	Adobe Acrobat Pro	BOTNDITUIP1PRD	botndituip1prd ITD	ITD SERVICE/USI	10/2024	$6.25
112.0	11	1151	Adobe Acrobat Pro	JBAKKEN	Judi Bakken	EMPLOYEE/L	10/2024	$6.25
112.0	11	1151	Adobe Acrobat Pro	BLBENTLEY	Brandy Bentley	EMPLOYEE/L	10/2024	$6.25
112.0	11	1151	Adobe Acrobat Pro	LMDEGLMAN	Leslie Deglman	EMPLOYEE/L	10/2024	$6.25
112.0	11	1151	Adobe Acrobat Pro	CCMLODZIK	Christine Mlodzik	EMPLOYEE/L	10/2024	$6.25

Similar to the Charge Search Results, the displayed columns can be sorted by clicking on the column headings. The columns can also be rearranged by dragging a header to a new position. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.

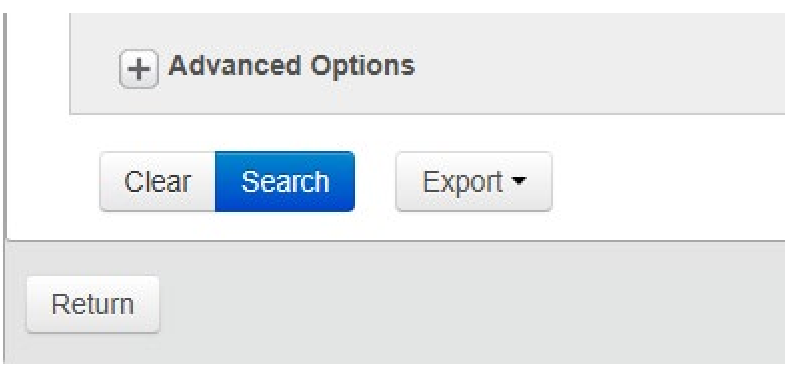
By default, the results may include columns such as Customer No., Division, and Charge Code, as shown in the image above. To remove a column from the grouping, click the **X** in the top right corner of the column header.

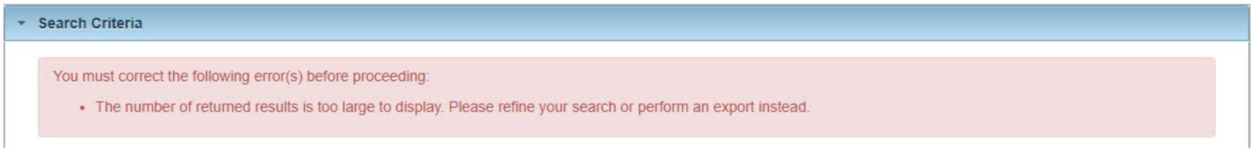
Any item in the search results can be selected, which will direct to the **Charge Detail** page, where additional information such as the invoice number, charge date, attachments related to the specific charge, and other relevant details can be viewed.

To return to the report results, click the **Return** button at the bottom left of the page.

Export Report

The **Export** button, located at the bottom of the page, allows users to export reports directly. The export formats available are CSV or XLSX. A search does not need to be completed before exporting; search criteria is entered, proceed with exporting even if no results are displayed on the screen or if the results are too large for BILLIT to display.





Example of Export Results

	Customer No.	Division	Charge Code	User Type	Login ID	Name	OU	Bill Month	Charge Amount
2	112.0	11	1151	Adobe Acrobat Pro	NHBRAATEN	Naomi Braaten	EMPLOYEE/USERS/ITD	10/2024	$6.25
3	112.0	11	1151	Adobe Acrobat Pro	SORENSONJODI	Jodi Sorenson	EMPLOYEE/USERS/ITD	10/2024	$6.25
4	112.0	11	1151	Adobe Acrobat Pro	EAKELASH	Erica Kelash	EMPLOYEE/USERS/ITD	10/2024	$6.25
5	112.0	11	1151	Adobe Acrobat Pro	CCMLODZIK	Christine Mlodzik	EMPLOYEE/USERS/ITD	10/2024	$6.25

Note that the columns in the search results may vary depending on the specific report selected.

Clear Report Results

The Clear button resets all search criteria, enabling a fresh start with the default settings.

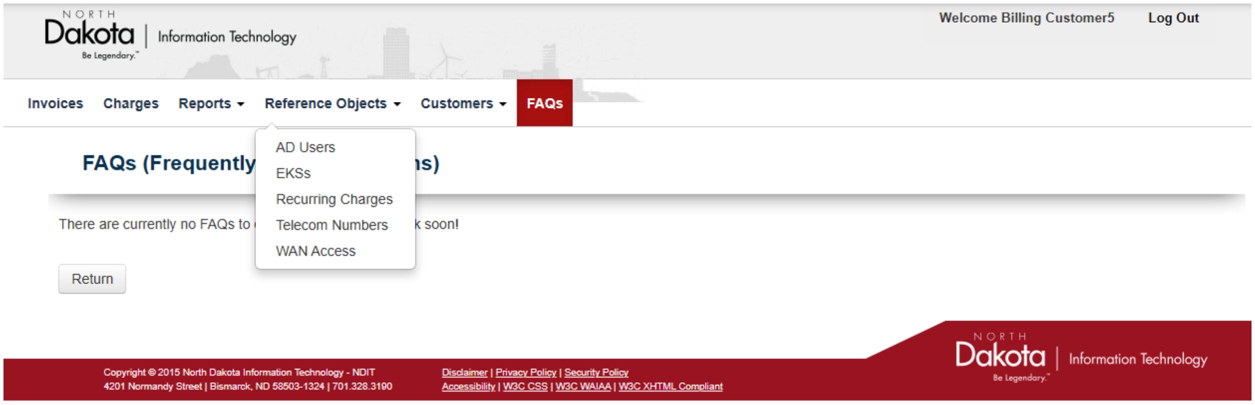
Reference Objects

Reference Objects Overview

The **Reference Objects** tab is used to review lists of billable objects associated with the account that generate charge records.

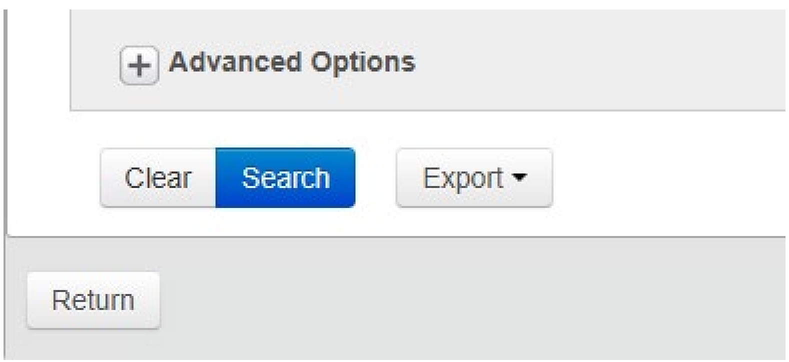
- Active Directory users and the charges tied to each user.
- Electronic Key Systems (EKS) have all been deactivated although it is still listed as an option within the BILLIT system.
- Recurring Charges are charges that appear on the bill each month at the same rate.
- Telecom numbers and the features linked to each number.
- WAN circuit connections at endpoint locations on the network.

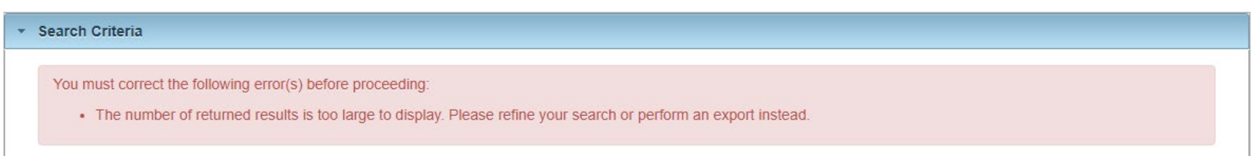
Each Reference Object screen will appear differently as each has different Search Criteria that can be applied.



Export Reference Objects

The **Export** button, located at the bottom of the page, allows users to export recurring charges directly. The export formats available are CSV or XLSX. A search does not need to be completed before exporting; search criteria is entered, proceed with exporting even if no results are displayed on the screen or if the results are too large for BILLIT to display.





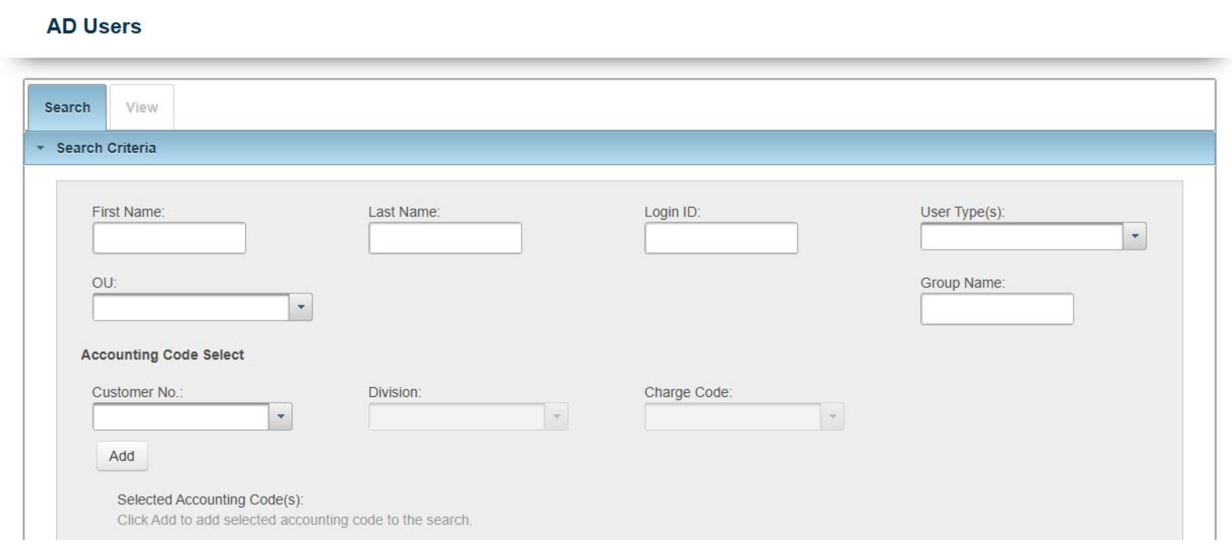
Clear Reference Objects Results

The **Clear** button resets all search criteria, enabling a fresh start with the default settings.

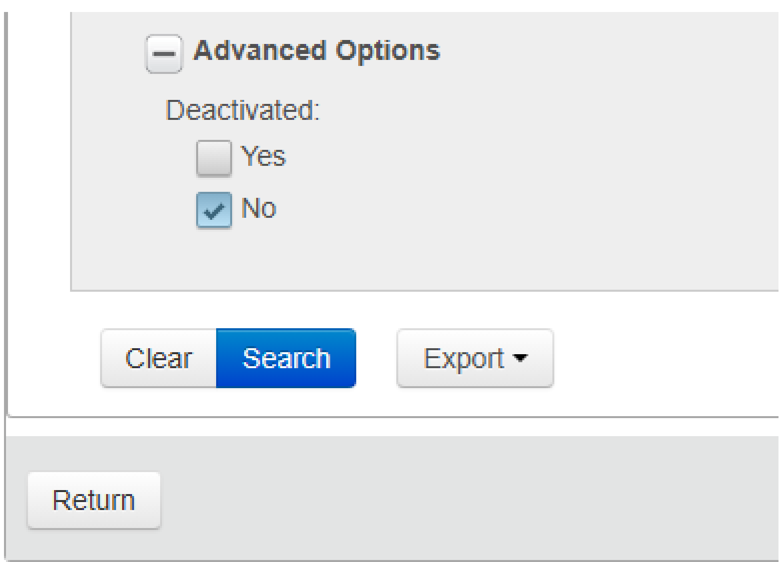
Recurring Charges Types

AD User

Active Directory Users can be searched by First Name, Last Name, Login ID, User Type(s), OU, and Group Name. A search can be narrowed by adding a Customer Number, Division and Charge Code to search by. Make sure to click the **Add** button below to apply the selected search criteria.



By clicking the **Plus Sign** button additional **Advanced Options** allow for Deactivated users to be searched as well.



Once the Search criteria has been selected click the **Search** button. Active Directory users will display the User Type charges associated with each user. The User Types include Technology Fee, Microsoft, Service Management, EDMS, Adobe Acrobat Pro, and SSL VPN.

The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.

Number of Results: 424 AD Users (1845 User Types)

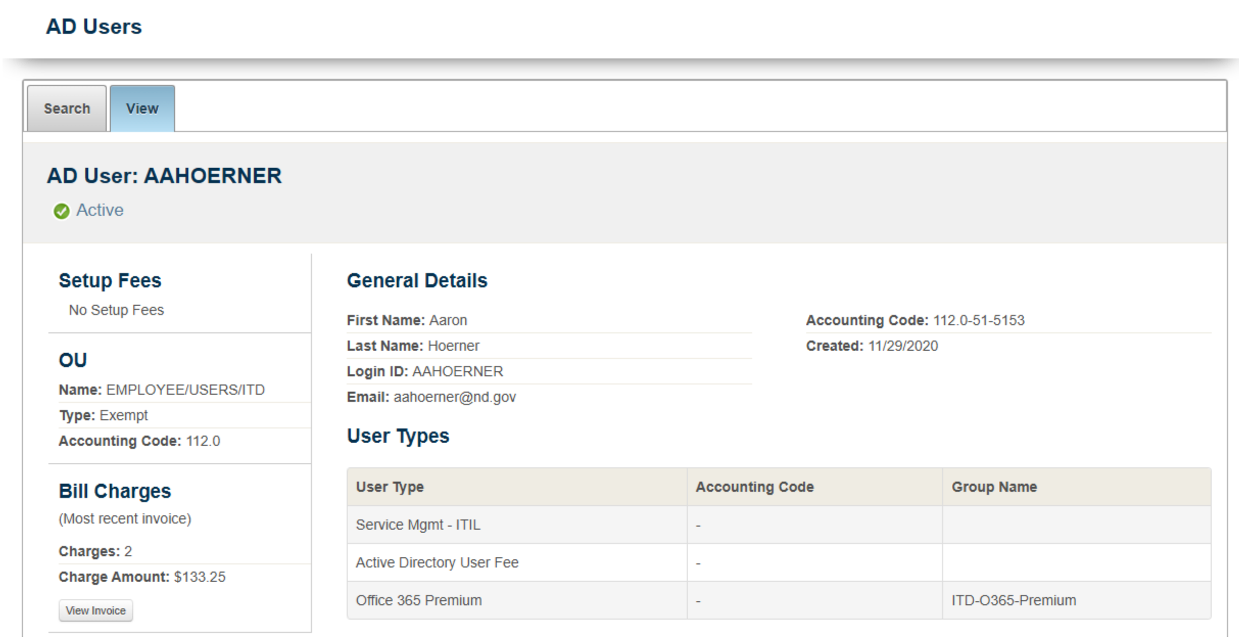
Drag a column here to group by that column.

Name	Login ID	OU	User Types	Accounting Code		
				Customer No.	Division	Charge Code
Hoerner, Aaron	AAHOERNER	EMPLOYEE/USERS/ITD	Active Directory User Fee	112.0	51	5153
			Service Mgmt - ITIL	112.0	51	5153
			Office 365 Premium	112.0	51	5153
Amoye Olaniyan, Grace	GICHUE	EMPLOYEE/USERS/ITD	Office 365 Premium	112.0	21	2152
			Service Mgmt - ITIL	112.0	21	2152
			Project Pro (Plan 3)	112.0	21	2152
			Active Directory User Fee	112.0	21	2152
Boche, Alexander	ABOCHE	EMPLOYEE/USERS/ITD	Service Mgmt - ITIL	112.0	51	5153
			Active Directory User Fee	112.0	51	5153
			Office 365 Premium	112.0	51	5153

Users within Active Directory are managed by Organizational Unit (OU). The reporting shows which users belong to which OU. A Login ID is assigned to one OU but can have multiple User Types.

When searching for AD Users, clicking on a line from the returned search results will show the details of that AD user.

- **General Details** of an AD User include the Name, Login ID, Email, Accounting Code, and Created Date. The Accounting Code in the General Details will take precedence over the coding listed in the OU.
- The **OU** field displays the Organizational Unit associated with the AD User. If the Accounting Code fields in the General Details and User Types are blank, the coding from the OU will be applied to the AD User Types.
- **Bill Charges** shows the number of charges, and the total amount billed for the AD User. The **View Invoice** button provides access to the most recent invoice associated with the AD User.
- **User Types** are listed below the General Details of the AD User, along with their associated Accounting Code and Group Name, if applicable. If an Accounting Code is specified for a User Type, it will override the Accounting Code in both the General Details and the OU.



Clicking the **Search** tab will return you to the search results along with the **Return** button.

The information is exportable in .csv or Excel formats.

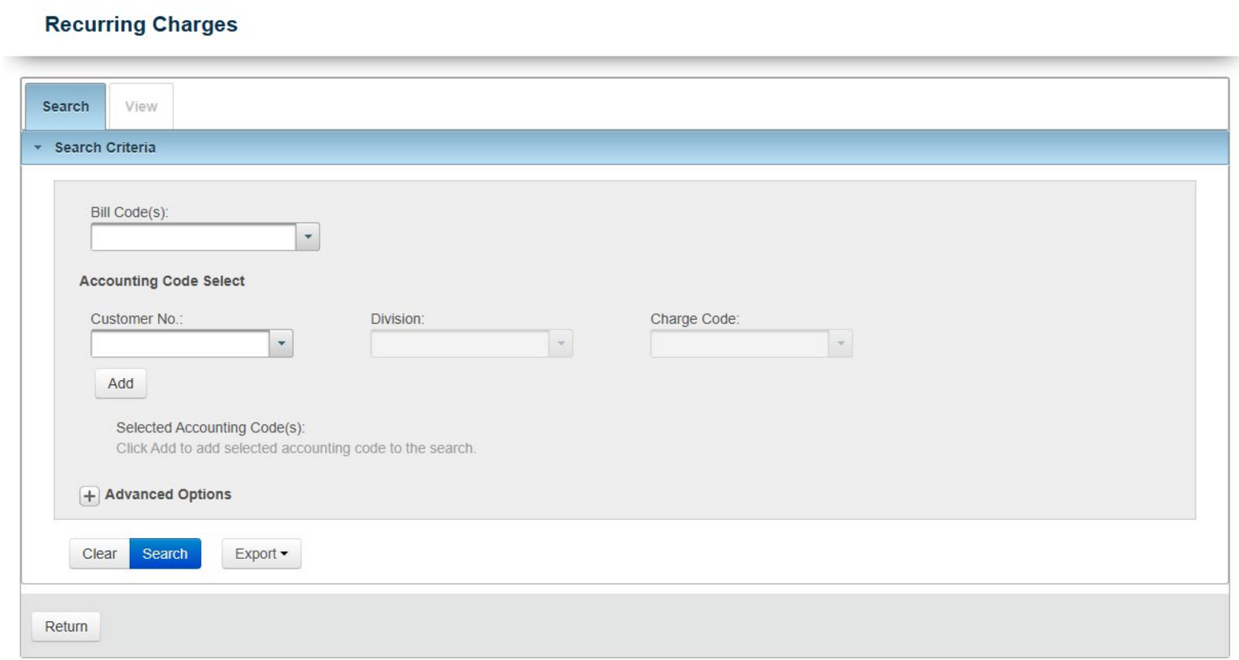
	A	B	C	D	E	F	G	H	I
1	**Name**	**Login ID**	**User Principal Name**	**OU**	**User Type**	**Customer Number**	**Division**	**Charge Code**	**Group Name**
2	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Service Mgmt - ITIL	112.0	32	3251	
3	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Project Pro (Plan 3)	112.0	32	3251	ITD-O365-Project_Plan3
4	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Active Directory User Fee	112.0	32	3251	
5	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Office 365 Premium	112.0	32	3251	ITD-O365-Premium
6	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Visual Studio Pro	112.0	32	3251	
7	Aberle, Brent	BABERLE	baberle@nd.gov	EMPLOYEE/USERS/ITD	Visio Plan 2	112.0	32	3251	ITD-O365-Visio_Plan2
8	Adams, Amy	ARADAMS	aradams@nd.gov	EMPLOYEE/USERS/ITD	Active Directory User Fee	112.0	11	1151	
9	Adams, Amy	ARADAMS	aradams@nd.gov	EMPLOYEE/USERS/ITD	Office 365 Premium	112.0	11	1151	ITD-O365-Premium
10	Adams, Amy	ARADAMS	aradams@nd.gov	EMPLOYEE/USERS/ITD	Service Mgmt - ITIL	112.0	11	1151	
11	Akers, Bethany	BAKERS	bakers@nd.gov	EMPLOYEE/USERS/ITD	Visio Plan 2	112.0	11	1180	ITD-O365-Visio_Plan2
12	Akers, Bethany	BAKERS	bakers@nd.gov	EMPLOYEE/USERS/ITD	Active Directory User Fee	112.0	11	1180	

EKSs

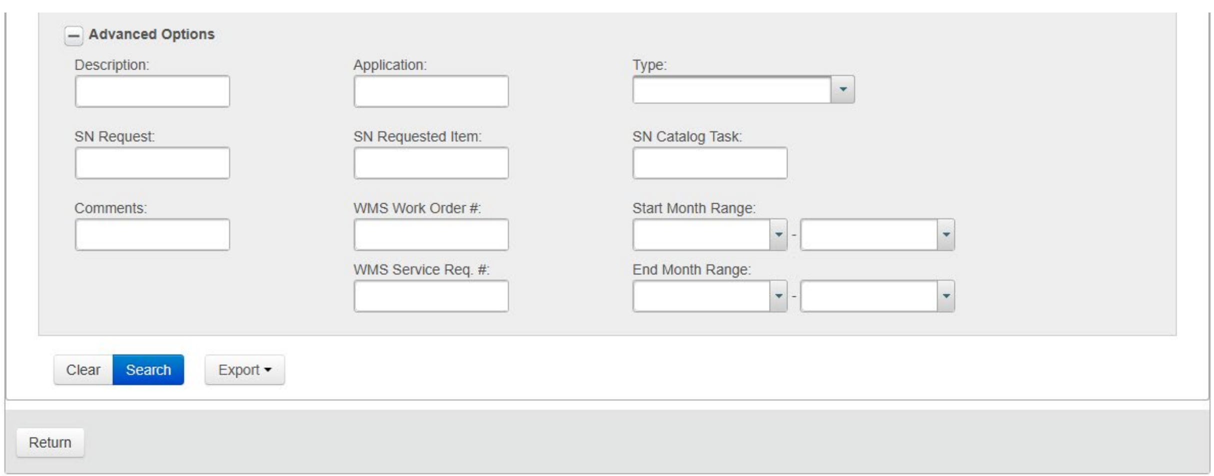
While the option remains available within the BILLIT system as a Reference Object, all EKSs have been deactivated.

Recurring Charges

Recurring Charges are bill codes that appear on the customer's bill every month at the same cost. These charges can be searched by Bill Code. A search can be narrowed by adding a Customer Number, Division and Charge Code to search by. Make sure to click the **Add** button below to apply the selected search criteria.



By clicking the **Plus Sign** button additional **Advanced Options** allow for Description, Application, Type, ServiceNow tickets, Comments, Start and End Month ranges. While WMS is no longer in use, recurring charges created by older WMS Work tickets remain searchable.



Once the search criteria has been selected click the **Search** button. Recurring Charges will display the Bill Code, Units, Rate, Charge Amount, Accounting Codes and Description. Some may include the Application Name and Type.

The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.

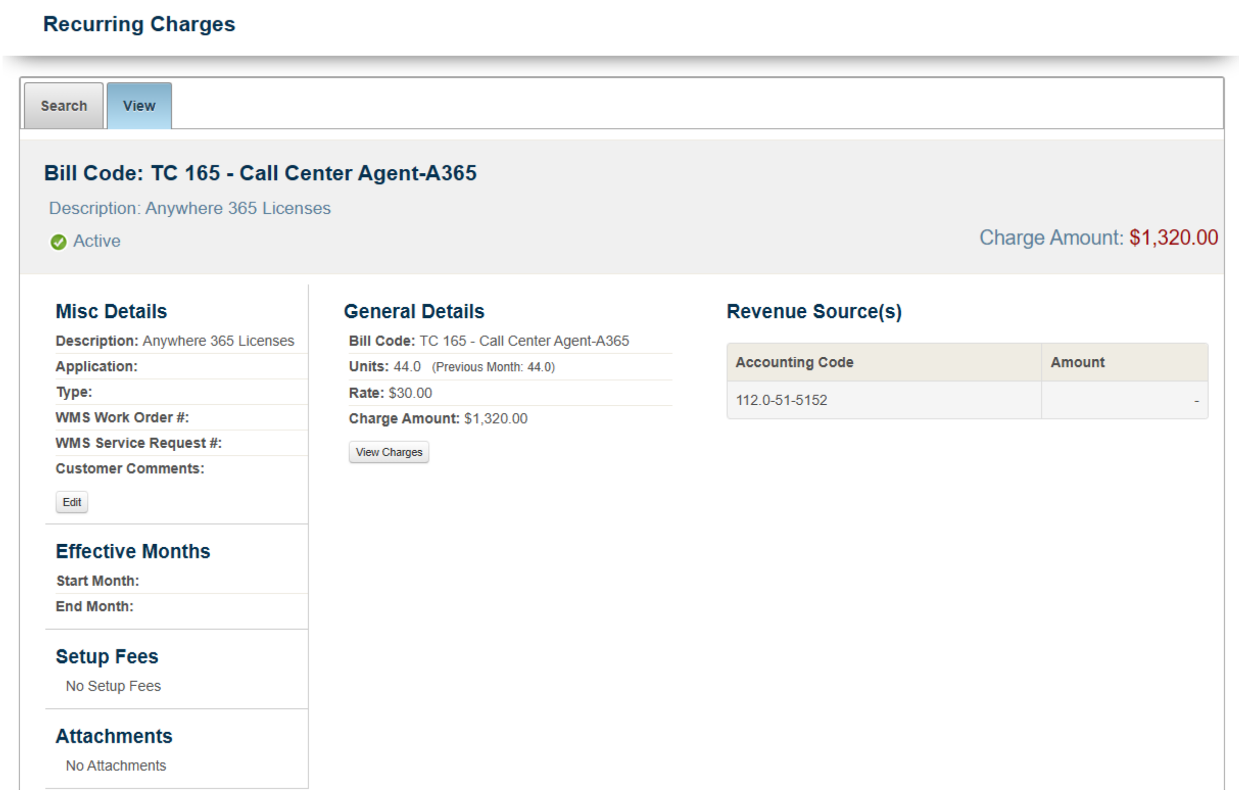
Number of Results: 100

Drag a column here to group by that column.

Bill Code	Prev Units	Units	Rate	Charge Amount	Accounting Code(s)	Application	Type	Description
TC 165 - Call Center Agent-A365	44.0	44.0	$30.00	$1,320.00	112.0-51-5152			Anywhere 365 Licenses
DP 879 - ConnectND Hosting	1.0	1.0	$7756.00	$7,756.00	112.0-32-3261			
DP 869 - Application Support	156.0	156.0	$50.00	$7,800.00	112.0-51-5153		M&O	Desktop Support billing for HP M&O
DP 868 - Cloud Application Hosting	1.0	1.0	$1675.00	$1,675.00	112.0-32-3263	Infra-Azure-Sandbox	PaaS	Infra-Azure-Sandbox
DP 868 - Cloud Application Hosting	1.0	1.0	$65.00	$65.00	112.0-32-3255			PowerBI Premium-NDIT-Databasedev
DP 868 - Cloud Application Hosting	1.0	1.0	$250.00	$250.00	112.0-32-3263	Infra-Azure-Build-Linux	PaaS	Infra-Azure-Build-Linux
DP 868 - Cloud Application Hosting	1.0	1.0	$90.00	$90.00	112.0-32-3263	Infra-Azure-Functions	PaaS	Infra-Azure-Functions
DP 868 - Cloud Application Hosting	1.0	1.0	$550.00	$550.00	112.0-32-3263	Infra-Azure-B2C	PaaS	Infra-Azure-B2C

When searching for Recurring Charges, clicking on a line from the returned search results will show the details of that Recurring Charge.

- **General Details** include the Bill Code, Units, Rate, and Charge Amount of the Recurring Charge.
- **Revenue Source(s)** displays the Accounting Codes associated with the Recurring Charge.
- **Misc Details** contains the Description, Application, Type, WMS Detail, and Customer Comments. The Edit button in this section allows comments to be added about the charge.
- **Effective Months** indicate the start date and, if applicable, the end date.
- **Setup Fee** lists any installation fees charged, along with the month they were applied.
- **Attachments** may include additional supporting documentation related to the recurring charge.



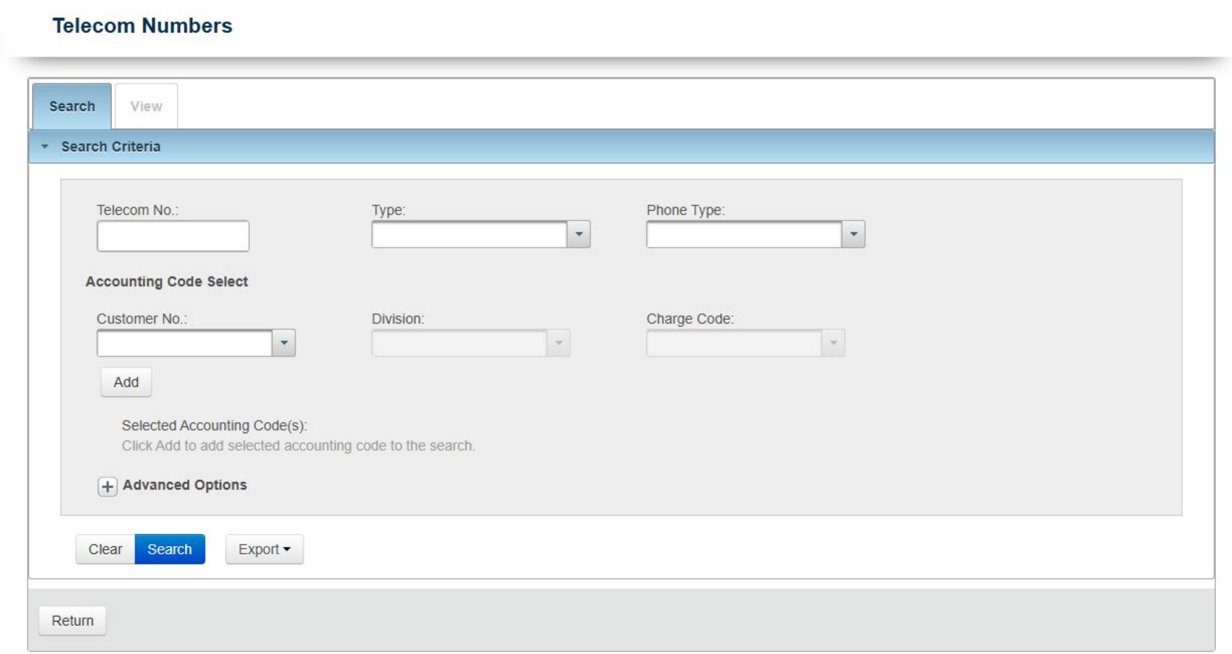
Clicking the **Search** tab will return you to the search results along with the **Return** button.

The information is exportable in .csv or Excel formats.

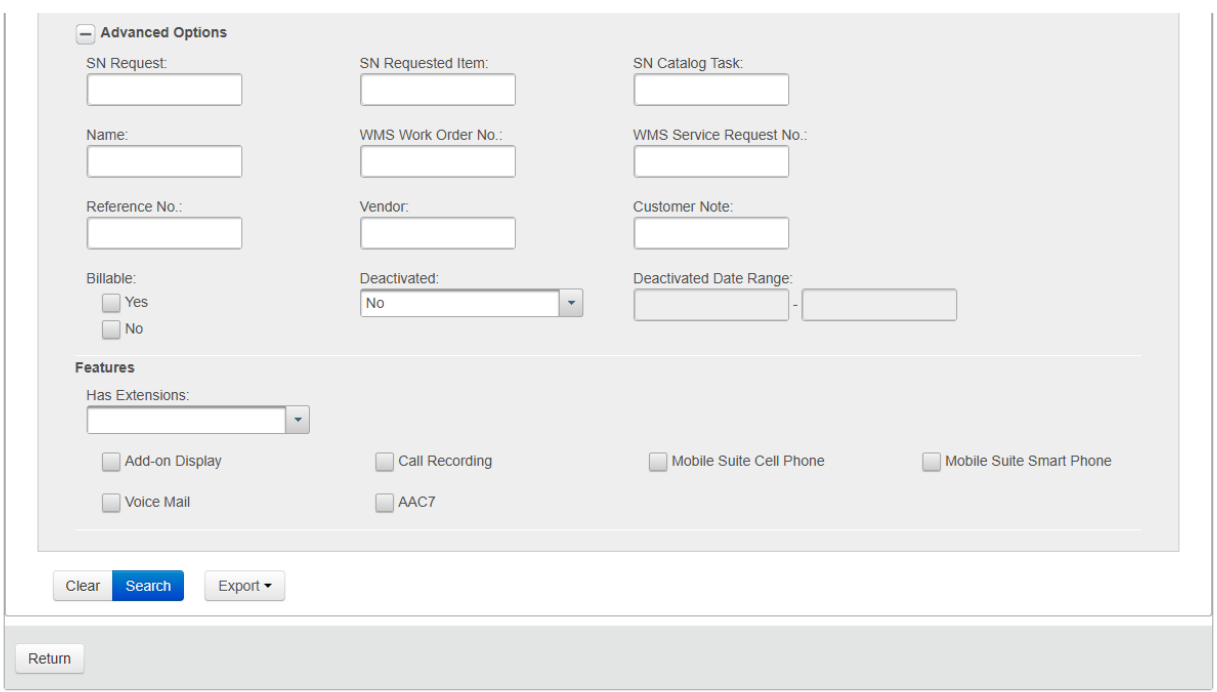
Bill Code	Prev Units	Units	Rate	Charge Amount	Accounting Code(s)	Description	Active Mo	Application	Type	SN Reque:	SN Reque:	SN
DP 863 - Robotic Process Automation	1.0	1.0	$1,000.00	$1,000.00	112.0-11-1151	NDIT-Accounting Verizon	All	NDIT-VERIZON				
DP 868 - Cloud Application Hosting	1.0	1.0	$81.50	$81.50	112.1--1000	PowerBI Premium-NDIT Dashboard	All					
DP 940 - Miscellaneous Recurring Billings	1.0	1.0	$153.69	$153.69	112.4--7450	Vesta 911 Services - Pembina County	All					
DP 862 - SQL Application Hosting	1.0	1.0	$733.00	$733.00	112.1--1001	ITD-SLDS SQL Hosting Enterprise	All					

Telecom Numbers

Telecom Numbers allows for searching details related to a specific phone number, number type (Phone, 800 Number, Auth Code, Calling Card, Conference Call ID, EKS Reference, 1FB and Announcement), phone type (Avaya, Basic, Genesys, RightFax, SIP DID and Teams). A search can be narrowed by adding a Customer Number, Division and Charge Code to search by. Make sure to click the **Add** button below to apply the selected search criteria.



By clicking the **Plus Sign** button additional **Advanced Options** allow for searching by ServiceNow tickets, Reference Number, Vendor, Customer Note, Billable, Deactivated and additional features. While WMS is no longer in use, recurring charges created by older WMS Work tickets remain searchable.



Once the search criteria has been selected click the **Search** button. Telecom Numbers display the Type, Name, Features, Billable status, and Active status. Billable indicates whether the extension is billed directly by NDIT. For example, a phone line provided by another telecom provider, with charges billed back, would be marked as non-billable. Active indicates that the phone line is eligible for phone service charges or billed-back charges. Features highlight any additional chargeable options associated with the phone number, such as Call Recording or Mobile Suite Cell Phone.

The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location.

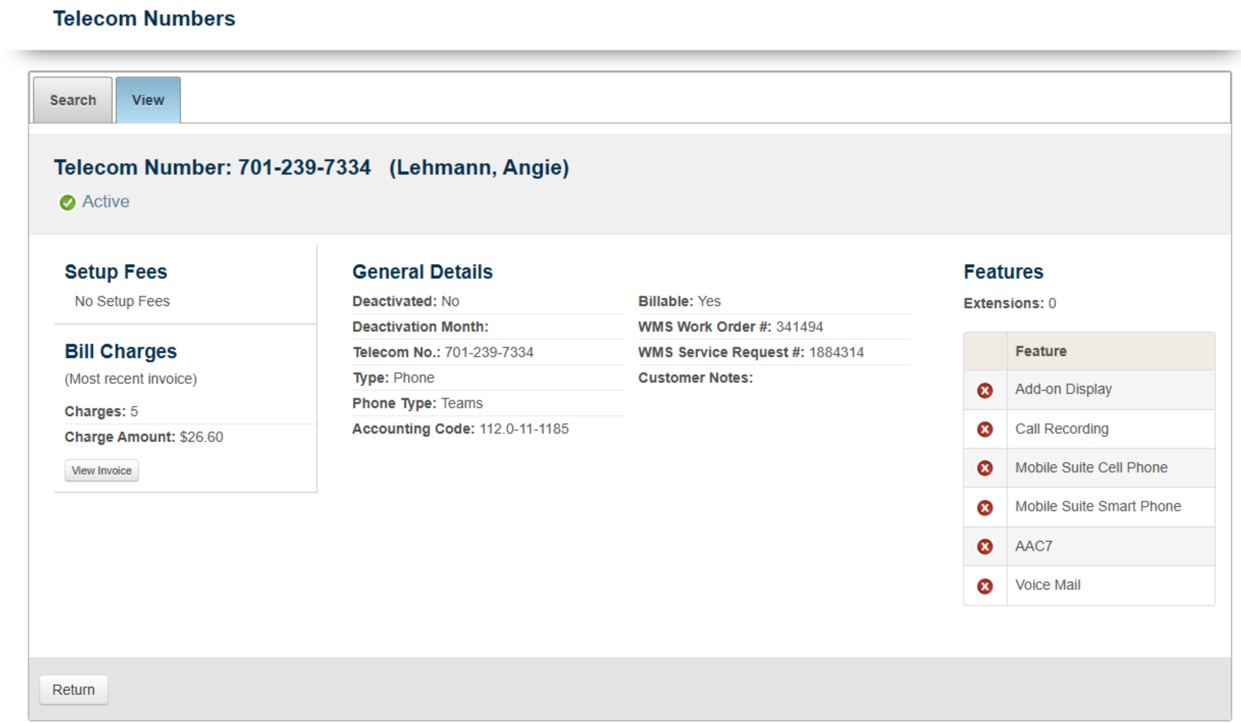
Number of Results: 521

Telecom No.	Type	Name	Accounting Code			Features	Billable	Active
			Customer No.	Division	Charge Code			
701-239-7334	Phone	Lehmann, Angie	112.0	11	1185		Yes	Yes
701-328-1457	Phone	Skelton, Kayla L.	112.0	11	1151		Yes	Yes
701-328-6890	Phone	Kilo, Bernard	112.0	11	1180		Yes	Yes
701-328-1448	Phone	Loewen, Kordell	112.0	51	5153		Yes	Yes
701-328-1194	Phone	Marquez, Luis G.	112.0	32	3256		Yes	Yes
701-328-5886	Phone	Loewen, Joleen M.	112.0	11	1180		Yes	Yes

When searching for Telecom Numbers, clicking on a line from the returned search results will show the details of that number.

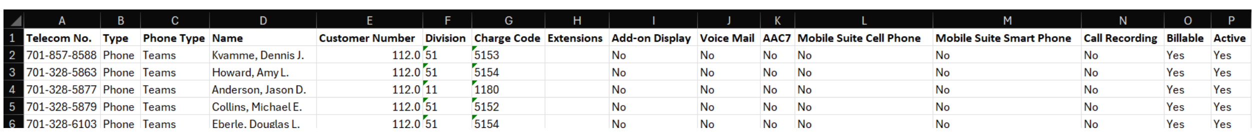
- **General Details** include information such as whether the line is deactivated, the deactivation month, telecom number, type, phone type, accounting codes, billable status, WMS ticket numbers, and customer notes.
- **Features** display any billable add-on features associated with the phone number, such as Add-On Display, Call Recording, Mobile Suite Cell Phone, Mobile Suite Smart Phone, AAC7, and Voice Mail. Some features listed may no longer be available or are now included in the Phone Service rate.
- **Setup Fee** lists any installation fees charged, along with the month they were applied.
- **Bill Charges** show the number of charges and the total charge amount associated with the telecom number. The **View Invoice** button provides access to the most

recent invoice for the telecom number.



Clicking the **Search** tab will return you to the search results along with the **Return** button.

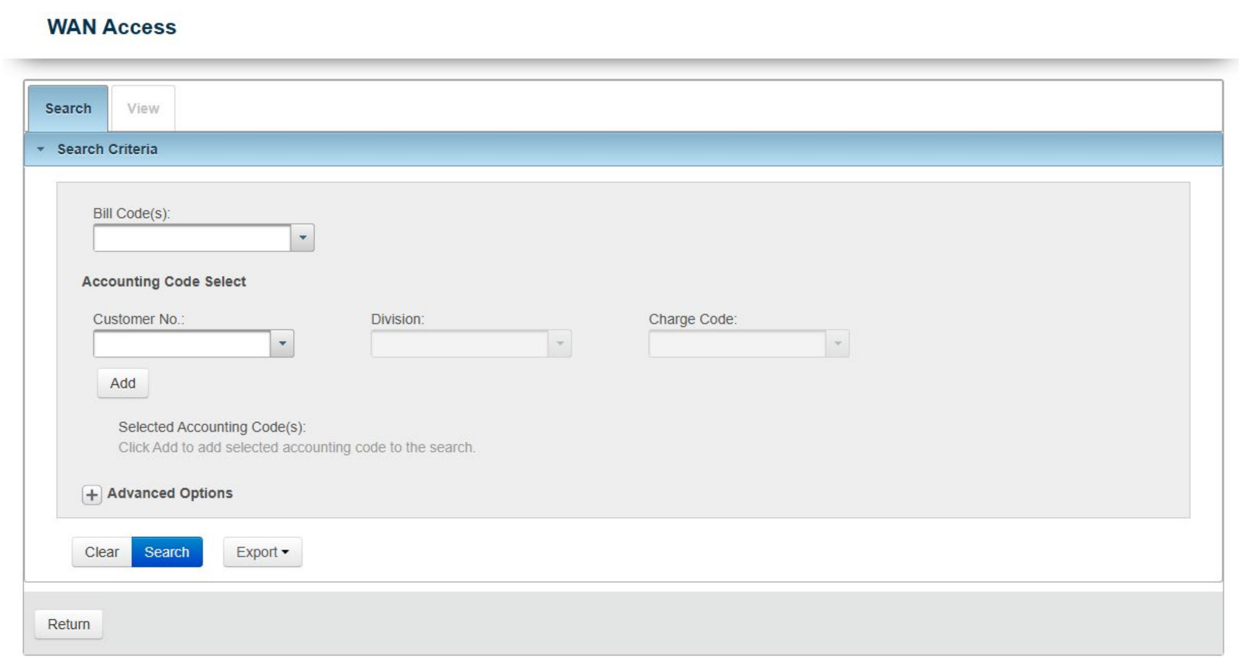
The information is exportable in .csv or Excel formats.



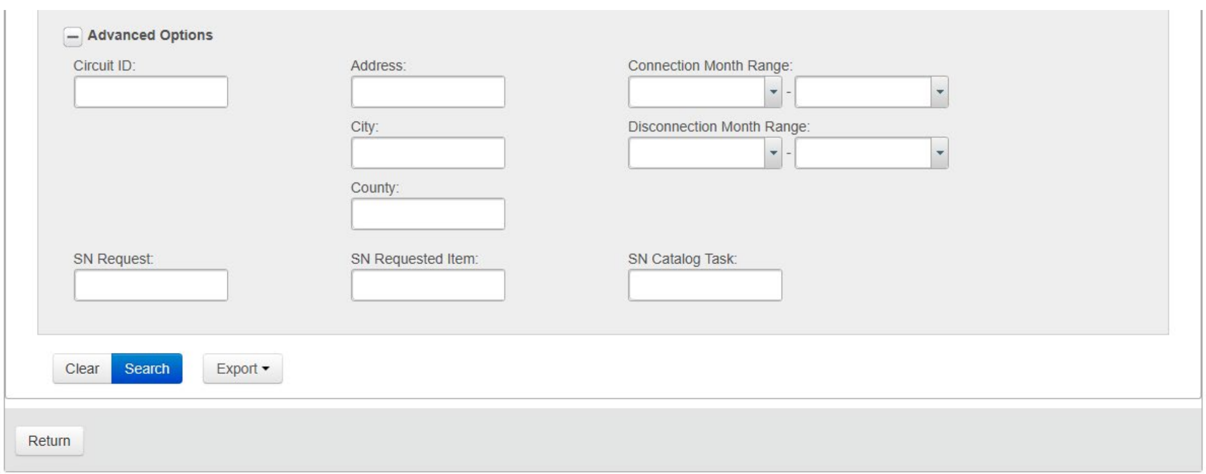
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	**Telecom No.**	**Type**	**Phone Type**	**Name**	**Customer Number**	**Division**	**Charge Code**	**Extensions**	**Add-on Display**	**Voice Mail**	**AAC7**	**Mobile Suite Cell Phone**	**Mobile Suite Smart Phone**	**Call Recording**	**Billable**	**Active**
2	701-857-8588	Phone	Teams	Kvamme, Dennis J.	112.0	51	5153		No	No	No	No	No	No	Yes	Yes
3	701-328-5863	Phone	Teams	Howard, Amy L.	112.0	51	5154		No	No	No	No	No	No	Yes	Yes
4	701-328-5877	Phone	Teams	Anderson, Jason D.	112.0	11	1180		No	No	No	No	No	No	Yes	Yes
5	701-328-5879	Phone	Teams	Collins, Michael E.	112.0	51	5152		No	No	No	No	No	No	Yes	Yes
6	701-328-6103	Phone	Teams	Eberle, Douglas L.	112.0	51	5154		No	No	No	No	No	No	Yes	Yes

WAN Access

WAN Access allows for searching details related to endpoint connectivity. WAN Access can be searched by the Bill Code(s). A search can be narrowed by adding a Customer Number, Division and Charge Code to search by. Make sure to click the **Add** button below to apply the selected search criteria.



By clicking the **Plus Sign** button additional **Advanced Options** allow for searching by Circuit ID, Address, City, County, Connection Range, Disconnection Range and ServiceNow tickets.



WAN Access will display the Circuit ID, Address, City, County, Location, Total Charge, Bill Code, Units and Rate.

The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.

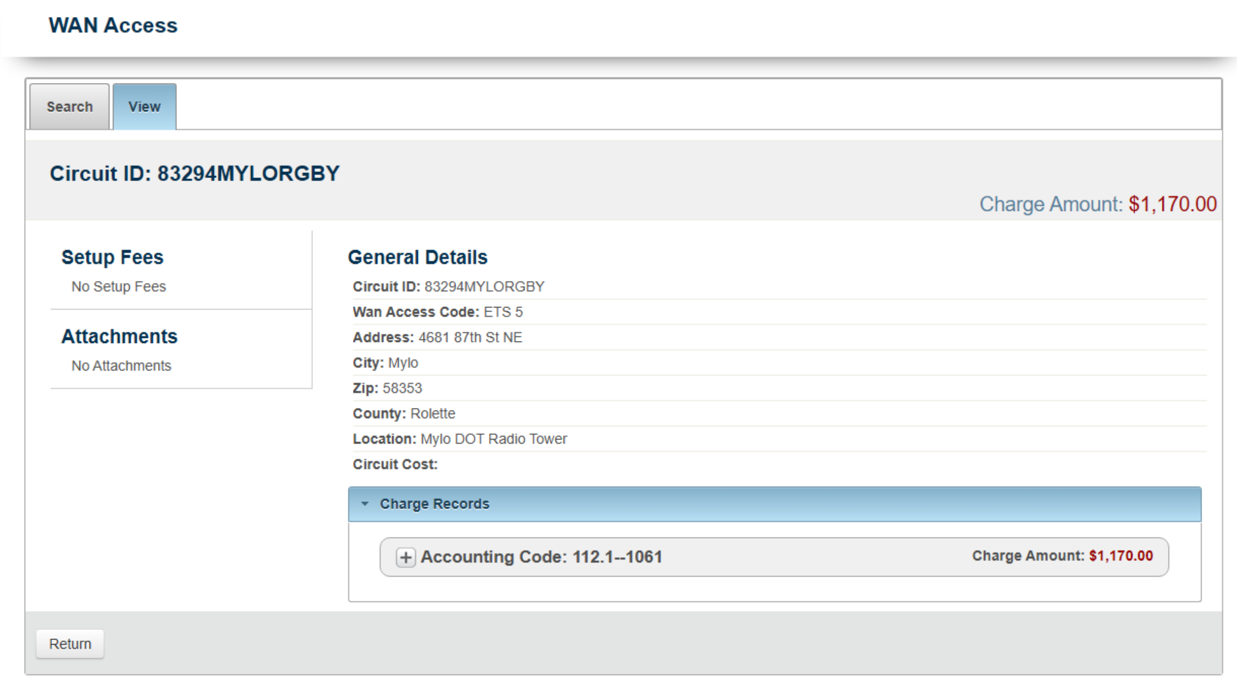
Number of Results: 53 (53 Charge Records)

Drag a column here to group by that column.

WAN Access							Charge Records				
Circuit ID	Address	City	County	Location	Circuit Cost	Total Charge	Bill Code	Units	Rate	Charge	Accounting Code
83294MYLORGBY	4681 87th St NE	Mylo	Rolette	Mylo DOT Radio Tower		$1,170.00	DP 512	1.0	$1170.00	$1,170.00	112.1--1061
83298BSMRDSCL	1855 29th St SE	Driscoll	Burleigh	Driscoll DOT Radio Tower		$1,170.00	DP 512	1.0	$1170.00	$1,170.00	112.1--1061
83299BSMRGDRC	1381 Hwy 14 NE	Denhoff	Sheridan	Denhoff DOT Radio Tower		$1,170.00	DP 512	1.0	$1170.00	$1,170.00	112.1--1061
83300BSMRHAZN	1575 Hwy 31	Hannover	Oliver	Hannover DOT Radio Towe		$1,170.00	DP 512	1.0	$1170.00	$1,170.00	112.1--1061

When searching for WAN Access, clicking on a line from the returned search results will show the details of that number.

- **General Details** will list the Circuit ID, WAN Access Code, Address, City, Zip, County Location and possibly Circuit Cost.
- **Charge Records** drop down box will list the Bill Code, Units, Rate, Accounting Code, WAN Access Type, WMS ticket, Connection Month, Disconnection Month if applicable and Description. View Charges will navigate to the Charges tab with charges overtime.
- **Setup Fee** will list possible install fees that were charged along with the month they were charged.
- **Attachments** may have additional supporting documentation about the recurring charge.



Clicking the **Search tab** will return you to the search results along with the **Return** button.

The information is exportable in .csv or Excel formats.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	**Circuit ID**	**Address**	**City**	**Zip**	**County**	**Location**	**WAN Code**	**Circuit Cost**	**Total Charge**	**Bill Code**	**Units**	**Rate**	**Charge**	**Accounting Code**	**Account ID**
2	83294MYLORGBY	4681 87th St NE	Mylo	58353	Rolette	Mylo DOT Radio Tower	ETS 5	$0.00	$1,170.00	DP 512	1.0	$1,170.00	$1,170.00	112.1--1061	
3	83298BSMRDSCL	1855 29th St SE	Driscoll	58532	Burleigh	Driscoll DOT Radio Tower	ETS 5	$0.00	$1,170.00	DP 512	1.0	$1,170.00	$1,170.00	112.1--1061	
4	83299BSMRGDRC	1381 Hwy 14 NE	Denhoff	58430	Sheridan	Denhoff DOT Radio Tower	ETS 5	$0.00	$1,170.00	DP 512	1.0	$1,170.00	$1,170.00	112.1--1061	
5	83300BSMRHAZN	1575 Hwy 31	Hannover	58563	Oliver	Hannover DOT Radio Towe	ETS 5	$0.00	$1,170.00	DP 512	1.0	$1,170.00	$1,170.00	112.1--1061	
6	83302BSMRNWSL	4325 45th Ave	New Salem	58563	Morton	New Salem DOT Radio Tower	ETS 5	$0.00	$1,170.00	DP 512	1.0	$1,170.00	$1,170.00	112.1--1061	

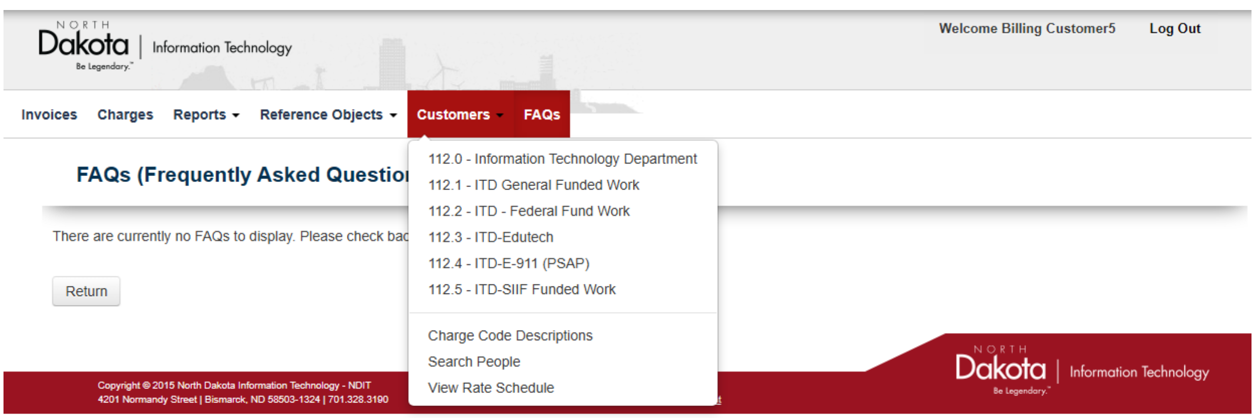
Customers

Customer Overview

The Customers tab enables system setup for the account. It is used to add unique descriptions to the charge codes on the ITD bill, manage user access to BILLIT (including adding, editing, or removing access), and view or print the latest ITD rate sheet.

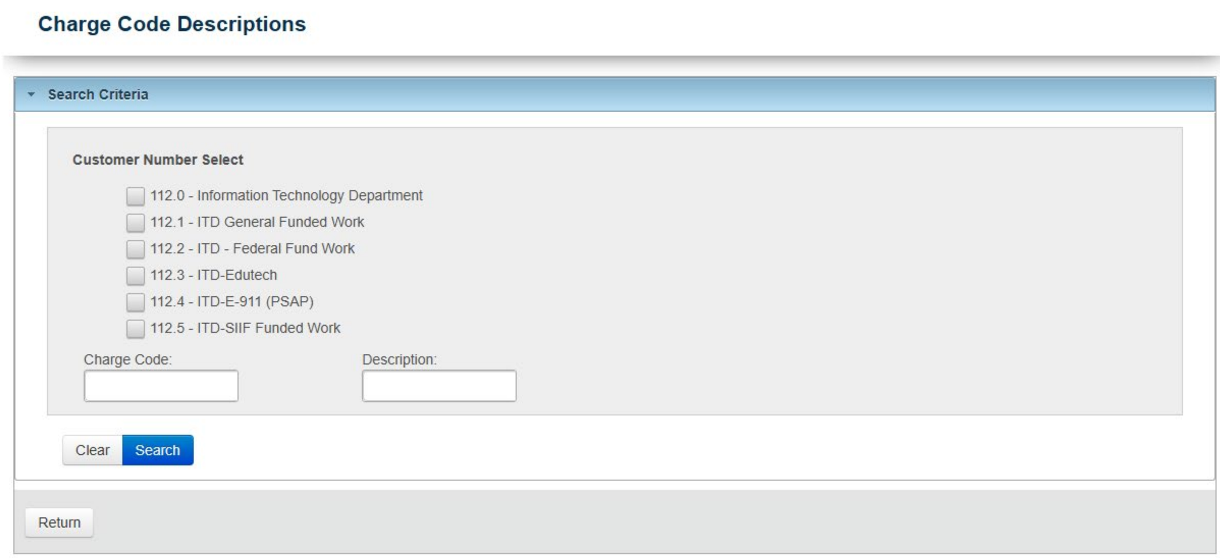
Customer Listing

The customers a user has access to are displayed at the top of the Customer dropdown list.

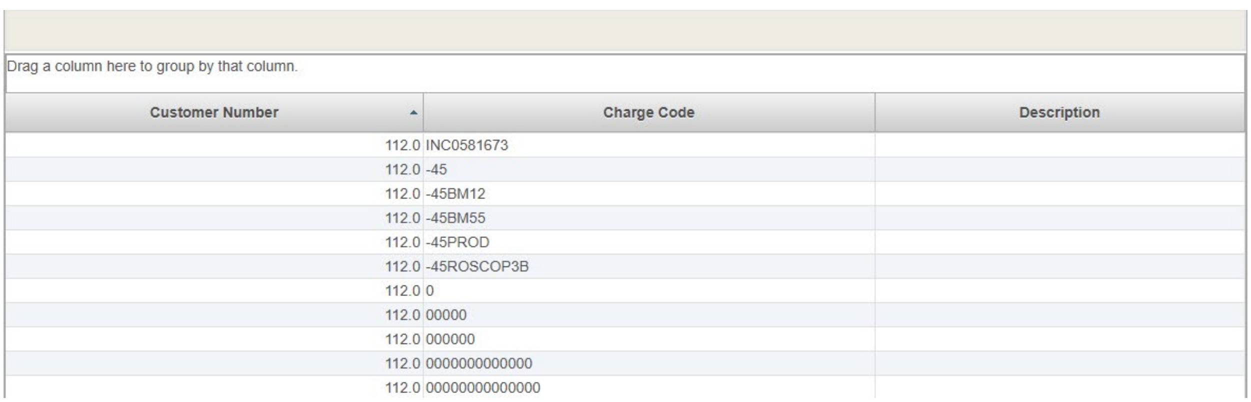


Charge Code Descriptions

The Charge Code Description feature allows creating or updating descriptions for a Charge Code. Charge Codes and Descriptions can be searched to locate the desired Charge Code for adding or modifying a description. To obtain search results, select a customer by clicking the box to the left, ensuring a checkmark appears.

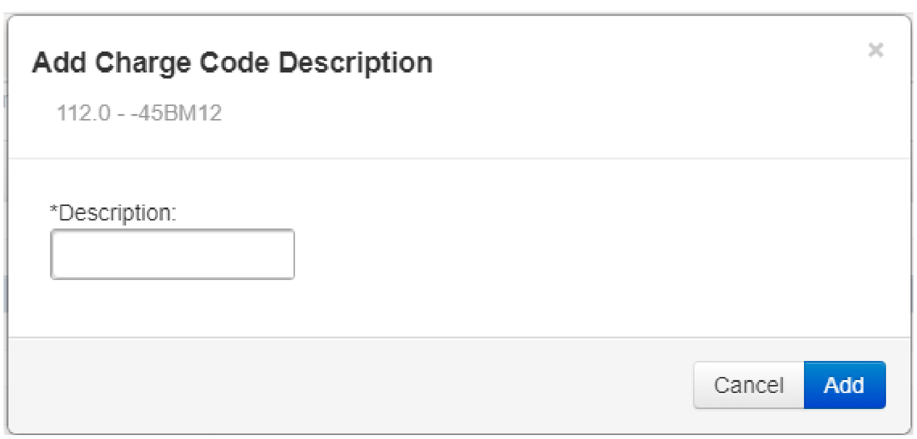


The displayed columns can be sorted by clicking on the column headings and rearranged by dragging a column header to a new location. Additionally, the search results can be grouped by dragging a column header to the grouping area above the display.


Drag a column here to group by that column.

Customer Number	Charge Code	Description
112.0	INC0581673	
112.0	-45	
112.0	-45BM12	
112.0	-45BM55	
112.0	-45PROD	
112.0	-45ROSCOP3B	
112.0	0	
112.0	00000	
112.0	000000	
112.0	0000000000000	
112.0	00000000000000	

Clicking on a line from the returned search results will bring up a **Add Charge Code Description** window allowing a description to be added.



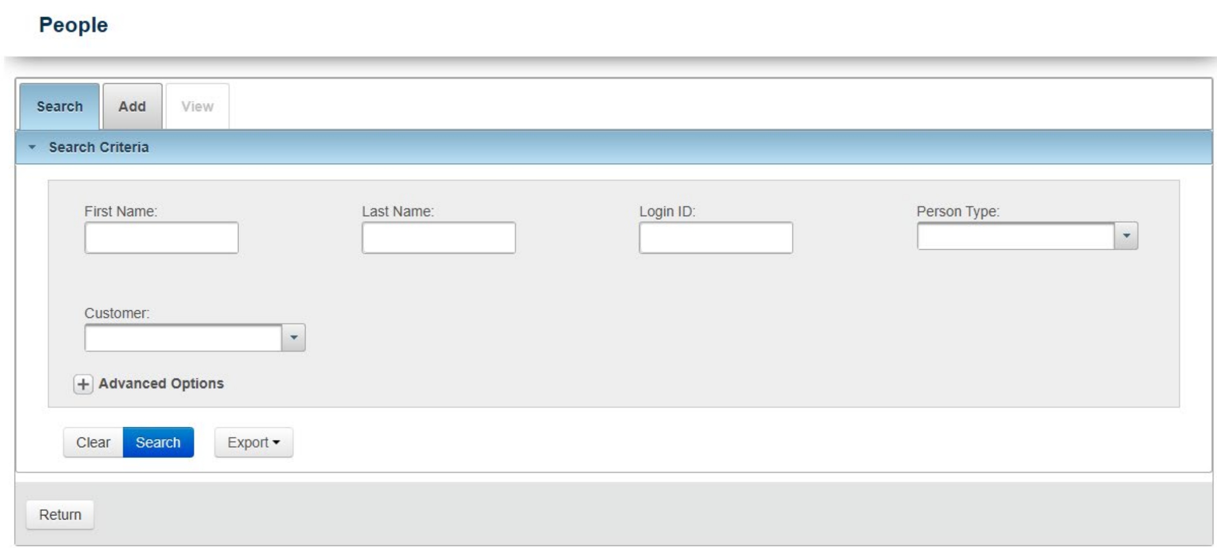
Click **Add** to finalize Description changes.

The **Clear** button resets all search criteria, enabling a fresh start with the default settings.

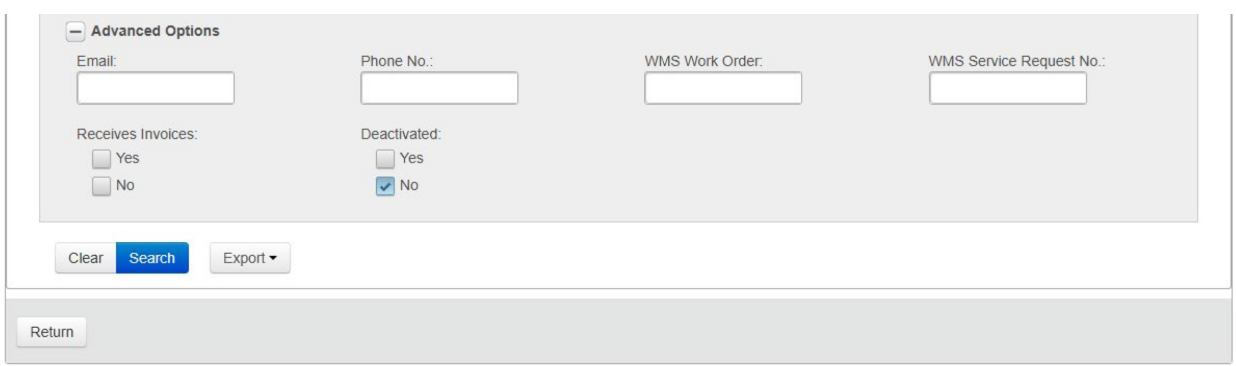
Search People

The **People** section is used to manage account access within BILLIT. Only ITD Admins can assign Lead Coordinators, who can then add other Lead Coordinators, System Users, or Contacts to accounts they have access to. System Users can use the application but cannot modify user information, while Contacts are limited to receiving invoices via email.

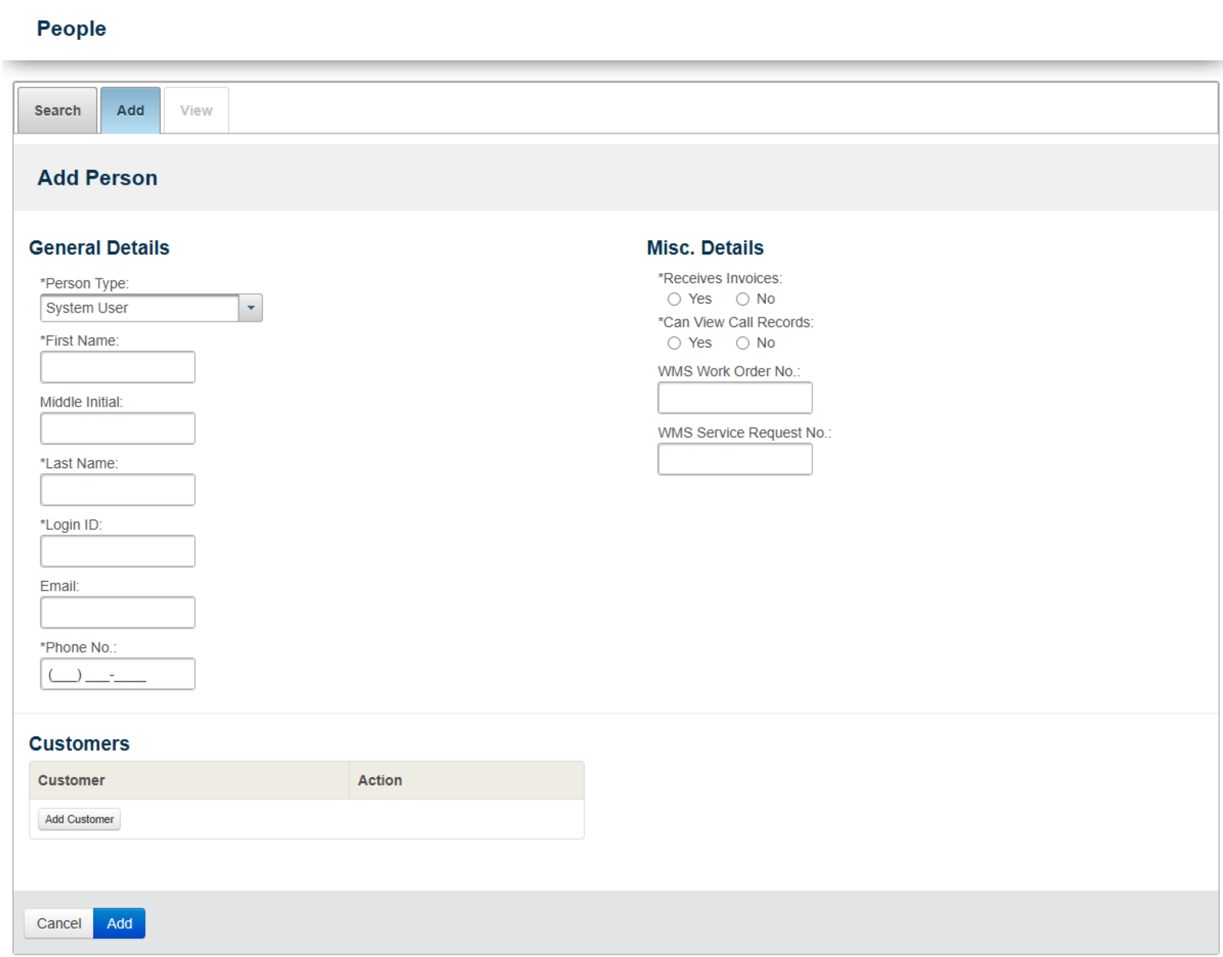
The **Search tab** allows searching for existing users associated with a customer account using criteria such as First Name, Last Name, Login ID, Person Type, and Customer.



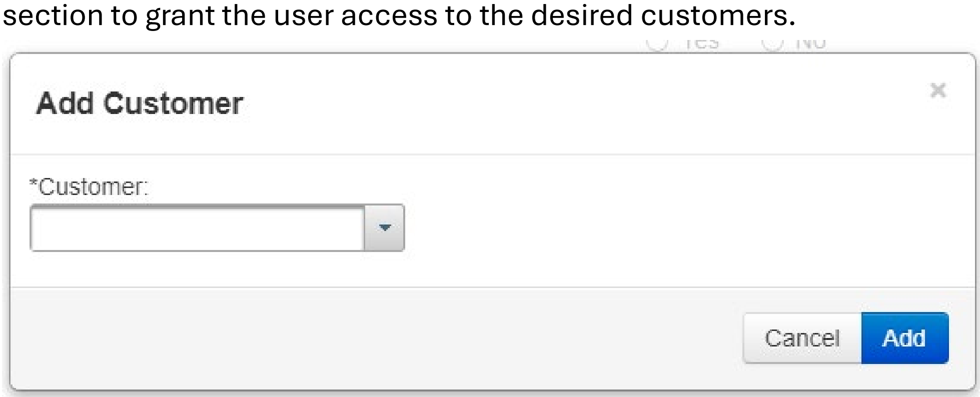
Advanced Options allow to extend the search by Email, Phone Number, WMS ticket, Receives Invoice and Deactivated People.



The **Add tab** allows the Lead Coordinator to add additional people to the account. The fields with an asterisk must be filled out to complete the addition. The **General Details Fields** may change depending on the Person Type that is setup and is specific to the user being setup. The example below is for adding another System User.



After completing the general details, click the **Add Customer** button under the Customers section to grant the user access to the desired customers.



Under **Misc. Details**, options for the user to receive details and view call records are available for user setup.

Once the user details are complete, select the **Add** button to finalize the user's access. The system will then navigate to the **View** tab to allow the setup to be reviewed.

The **Clear** button from the **Search tab** resets all search criteria, enabling a fresh start with the default settings.

The information is exportable in .csv or Excel formats.

View Rate Schedule

The **View Rate Schedule** generates a document with the current rates for ITD services. It is displayed in a webpage format and can be printed or saved as required.