Chapter:	**General Administration**
Title:	**ITS E-Billing Procedures**
Current Effective Date:	06/17/2011
Revision History:	
Original Effective Date:	06/17/2011

PURPOSE

The purpose of this policy is to provide the standards regarding the monthly process for ITS E-billing, user access, and coding changes for DPH. The goal is to process ITS E-billing invoices timely and accurately.

POLICY

Division of Public Health requires all ITS E-Billing to be processed through Accounts Payable. It is DPH's responsibility to maintain the list of users authorized to access ITS E-billing system. All E-Billing within the Division of Public Health is subject to policies, rules, and processes established by ITS E-Billing, DPH and the monthly processing of ITS bills.

ROLES AND RESPONSIBILITIES

DPH ITS E-Billing Administrator – Coordinates the receipt of the monthly ITS E-Billing from each DPH program/unit and assures that all bills are received and properly formatted for processing to Accounts Payable. Currently this function is performed by the Administrative Assistant in the DPH Business Operations section. The DPH ITS E-Billing Administrator routes to ITS requests for new user access, and notifies new users when they have been established in the E-Billing system.

Section Operations Manager – Responsible for ensuring their branches submit E-Billing invoices timely, accurately, and in conformance with prescribed standards.

Branch Operations Manager – Reviews the entire bill, ensures it is submitted on time, and charges are valid and in compliance with state standards. The Branch Operations Manager also ensures there is an internal process for reviewing the phone bill. The bills are to be completed in the standard format and sent to the DPH ITS E-Billing Administrator. The Branch Operations Manager also insures funds are in place prior to forwarding the bill for payment.

Accounts Payable Supervisor – Ensures the entire DPH ITS bill is complete and in compliance with the example in Attachment I. Confirms that funding is in place, and submits the full DPH ITS bill to the DHHS Controller's Office for payment. The AP Supervisor is the primary contact for DPH staff requiring assistance in coding the invoice, or in resolving billing issues

DPH Budget Officer – Assists in funds availability and realigns funds through a budget revision to assure prompt processing of ITS E-Bill.

State ITS E-Billing Manager – State ITS E-Billing Manager changes Department codes as needed and gives assistance to DPH ITS E-Billing Administrator and DPH Accounts Payable Manager.

DPH ITS E-Billing User – Responsible for printing assigned bills, reviewing detailed information such as coding and labeling the bill, analyzing all bills to ensure all calls are valid and all calls are charged to the appropriate accounts. The DPH ITS E-billing user is also responsible for ensuring telephone numbers are active and preparing the bill for review and authorization by DPH Branch Operation Manager. If telephone numbers are no longer active, the DPH ITS E-billing user is responsible for initiating a T05 to have the number disconnected.

It is the user's responsibility to print the User's Training Manual. This manual is located on the log-in screen. The manual will walk you through the instructions to access electronic billing from ITS. There is an updated E-Billing User Manual (2008) available on the website https://ebilling.its.state.nc.us to E-Billing users who visit the site.

Invoices are printed from an OPTION bar on the E-Bill screen to the left. Do not print from File/Print. See your Users Manual for further explanation.

PROCEDURE

Monthly E-Billing Process:

Users established in the ITS E-Billing system receive notification via email from E-Billing when the monthly phone bill is ready for printing and reviewing. It is typically on the 16th or 17th of the month. The ITS established users are responsible for printing and coding the bills.

In the event an established ITS user is on extended leave/or if there is a staff vacancy, it will be the responsibility of the Branch Operations Manager to work with the DPH ITS Administrator to get a copy of the E-Billing invoice and to establish an alternative user. The Division will not approve temporary employees to be users in E-Billing.

ITS E-Billing Invoice Processing and Coding

Each program/unit validates the bill and codes for payment. The monthly ITS bill must be paid as billed. Any billing errors or adjustments will be handled as credits in future billing cycles. The program/unit will take appropriate action to terminate unused lines and identify any inappropriate usage. The program/unit monitors to ensure adjustments

are posted correctly. The AP Supervisor will provide guidance on addressing any billing issues.

Each branch is responsible for auditing each phone number record for appropriate use of services and marks each page with staff name and notes any questionable charges. Any personal phone calls noted during invoice audit are charged to staff and receipted upon payment and deposited back to correct account code.

Each invoice has a pre-established default coding which is listed under the Department code. The Department code is a 16-digit code. Every center has an extra two zeros.

Invoices should be coded in the standard format. The standard format is landscape, white paper, a signature signed in blue ink, and completed in the prescribed format as attached **(Attachment I)**.

The DPH ITS user is to check for funding availability. If there are not sufficient funds available to support the payment of the invoice, the program/unit should submit a budget revision request to the budget officer that will include sufficient resources identified to support the projected annualized cost for ITS E-Billing.

Users print the E-Bills. On the summary page, the User will add multiple lines label, code for payment, and give to the Branch Operations Manager to review. The coded original invoice summary and one copy are submitted to the DPH ITS E-Billing Administrator. The program/unit retains the detailed bill.

E-Bills are due to the DPH ITS E-Billing Administrator within three days of receiving notification from ITS user that the bills are available.

The DPH ITS E-billing Administrator prints the Information Technology Services Expense Summary Report from the E-Billing website and tracks the invoices from programs as they are submitted. If all E-Bill invoices are not received within three business days, the ITS Administrator gives a list of missing E-Bills to the Business Director. The Business Director will then contact each missing E-Bill Section Operations Manager to expedite the bills to the DPH ITS E-Billing Administrator. The DPH ITS E-Billing Administrator will give DPH Accounts Payable all invoices no later than five business working days from receipt of the E-Bills with copies. Quarterly, the Chief Budget Officer is to receive a report showing all late bills by Branch.

Accounts Payable will review the invoices for coding, funding availability, and approval signature. If the information on the invoice is not complete or is not in the proper format, Accounts Payable will return the invoice to the DPH ITS billing administrator to resolve. If necessary, the Administrator will work with the program/unit for correction. If funding is not available, Accounts Payable will give copy of bill to the budget officer. The budget officer will work with the program to ensure there is sufficient funding available

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to support the annualized costs for these bills. The bills will not be held for processing and submittal to the Controller's Office. Accounts Payable will submit the bills to the Controller's Office no later than the 25th of the month.

The invoices are forwarded to DHHS Controllers Office at MSC 2019, Oberlin Road. DPH Accounts Payable will keep a full set of the bills for at least a year. Within the 10th day of the following month, Accounts Payable will verify that payments were made for monthly invoices. Annotated payment information on the Information Technology Services Expense Summary Report is provided by the ITS Administrator.

Process for Changing Default Codes

If the default center needs to be changed permanently on the system, complete the form, ITS E-Billing Change in Department Code .   If program needs to change default entry due to changing RCC's or FRC's, a request needs to be made to the accounts payable supervisor.

Return to Accounts Payable in hard copy form, signed in blue ink.

It may take one or two billing cycles for the change to be made. If after two billing cycles it has not been updated, notify accounts payable. Section Operation Managers are required to approve the ITS E-Billing change.

Process for Requesting New User or Adding, Deleting, or Changing Users

There is to be no more than one ITS E-Billing User established per Branch.

To add or delete users, the ITS Administrator needs to complete the form, ITS E-Billing for Adding/Deleting Users. Complete and sign in blue ink.

To add a new user the ITS Administrator completes the EB-1 form with the NCID information and their department codes.

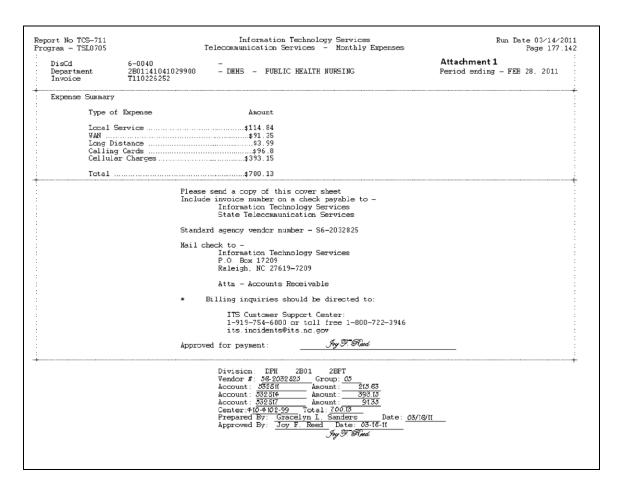The DPH ITS E-Billing Administrator receives requests via email.

The DPH ITS Administrator forwards the form to the administrator at ITS who is responsible for processing the change. The ITS Administrator emails the DPH ITS E-Billing Administrator when the change is complete.

The DPH ITS E-Billing Administrator will notify the new user by email when their access to the ITS E-Billing system has been established.

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If new users have difficulty accessing the bill, they should contact DPH ITS for assistance at 919-707-5160.

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Report No TCS-711                    Information Technology Services              Run Date 03/14/2011
Program - TSL0705               Telecommunication Services  -  Monthly Expenses            Page 177.142

   DisCd          6-0040          -                                  Attachment 1
   Department     2B01141041029900  - DHHS  - PUBLIC HEALTH NURSING   Period ending - FEB 28, 2011
   Invoice        T110226252

  Expense Summary

         Type of Expense                        Amount

         Local Service .....................................$114.84
         WAN ...............................................$91.35
         Long Distance .....................................$3.99
         Calling Cards .....................................$96.8
         Cellular Charges ..................................$393.15

         Total .............................................$700.13

                         Please send a copy of this cover sheet
                         Include invoice number on a check payable to -
                                 Information Technology Services
                                 State Telecommunication Services

                         Standard agency vendor number - S6-2032825

                         Mail check to -
                                 Information Technology Services
                                 P.O. Box 17209
                                 Raleigh, NC 27619-7209

                                 Attn - Accounts Receivable

                    *    Billing inquiries should be directed to:

                             ITS Customer Support Center:
                             1-919-754-6000 or toll free 1-800-722-3946
                             its.incidents@its.nc.gov

                         Approved for payment:        Joy F. Reed


                         Division: DPH     2B01    2BFT
                         Vendor #: 56-2032825   Group: 05
                         Account: 532811      Amount:   215.63
                         Account: 532814      Amount:   393.15
                         Account: 532817      Amount:    91.35
                         Center: 410-4102-99   Total: 700.13
                         Prepared By: Gracelyn L. Sanders     Date: 03/16/11
                         Approved By: Joy F. Reed    Date: 03-16-11
                                        Joy F. Reed
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DOCUMENT HISTORY
Date: 06/17/2011 Initial Approval of Procedure