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APPLICATION URL

<http://cloud.telesoft.com/stateaz>

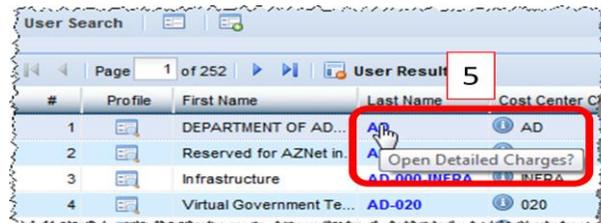
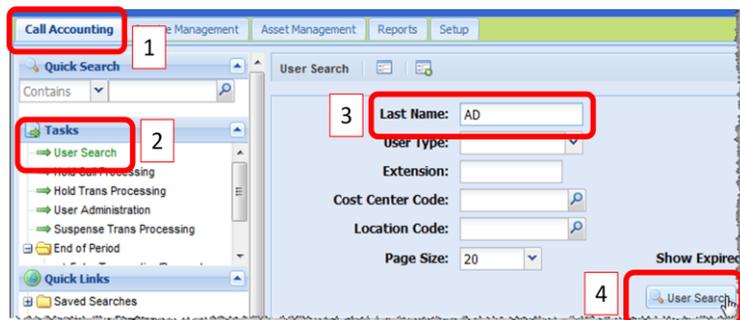
LOGIN and PASSWORD

1. Your login is your two digit agency code and your last name.
2. Your password is “password” until you change it through Setup> My Profile> Change Password.

TelMaster Login

VIEW AND PRINT YOUR MONTHLY INVOICE

1. Go to the Call Accounting Module.
2. The User Search screen displays. This can also be accessed under Tasks.
3. Type your two digit agency code in the Last Name field.
4. Click User Search.
5. The Agency, PONs, and SubPONs which *start with* the code typed in Step 3 display. Click the Last Name blue hyperlink for the Agency-level record.
6. The Detailed Charges window opens. The monthly invoice link displays on the Bill Payer Report line at the bottom. Click Download to view and print the invoice for the appropriate Bill Period.

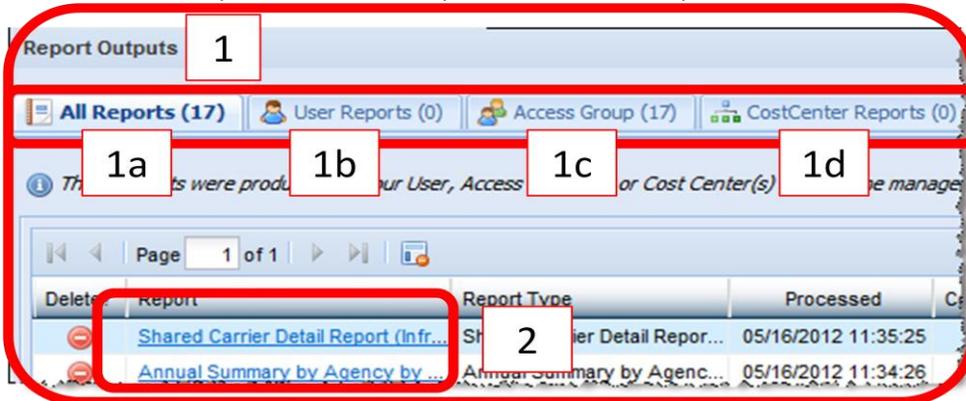


ADM: Reports					
Report Type	3/31/12	1/31/12	1/24/12	12/31/11	11/30/11
Bill Payer Report (PDF)		6	Download	Download	Download

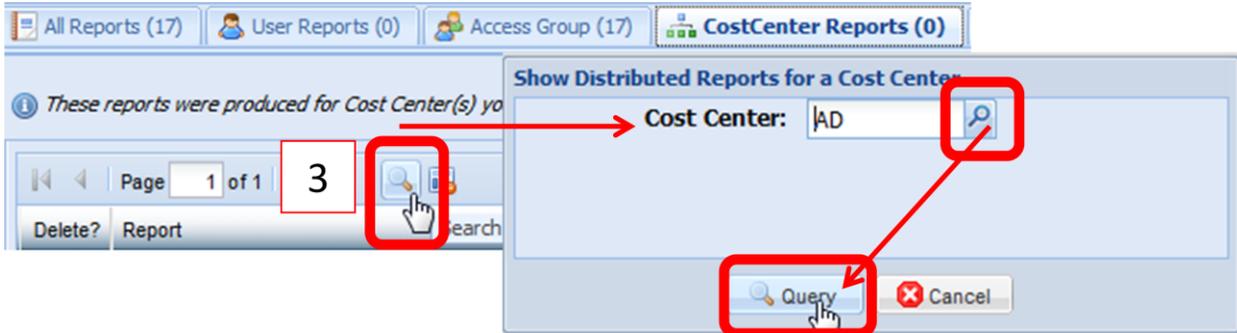
VIEW AND PRINT YOUR MONTHLY REPORTS

1. Upon logging in, you are taken directly to the Report Outputs screen which contains all the reports published for your access.

- 1a. The All reports tab contains all report produced for your User, Access Group, or Cost Center.
- 1b. The User Reports tab contains all reports produced for you.
- 1c. The Access Group tab contains reports distributed to your Access Group.
- 1d. Cost Center Reports contain all reports distributed to your Cost Center.



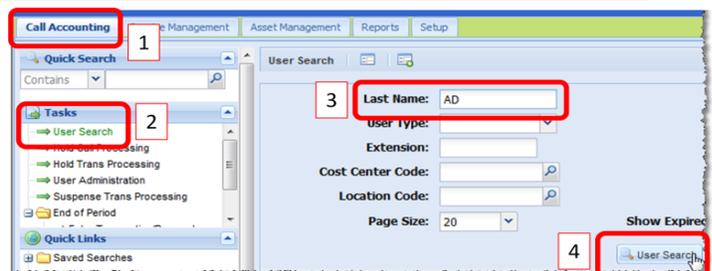
- 2. View your User and Access Group reports by clicking the report title.
- 3. View your Cost Center Reports by utilizing the Magnifying Glass lookup to search for your Cost Center. Click Query to view the list of reports for that Cost Center. Click the report title to view.



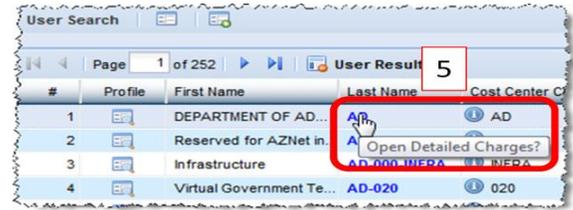
Consolidated Bill replaces the DSF Monthly Billing report.
 Cost Center Summary replaces the Costs by PON and SubPON.
 Shared Carrier Detail Report (Infrastructure)
 Carrier Detail Report
 Recurring Charge Detail Report replaces Seat & Per Occurrence Detail Report
 MAC Detail Report

VIEW POSTED PAYMENTS

- 1. Go to the Call Accounting Module.
- 2. The User Search screen displays. This can also be accessed under Tasks.
- 3. Type your two digit agency code in the Last Name field.
- 4. Click User Search.



- The Agency, PONs, and SubPONs which *start with* the code typed in Step 3 display. Click the Last Name blue hyperlink for the Agency-level record.
- The Detailed Charges window opens. The monthly invoice link displays on the Bill Payer Report line at the bottom. Click Download to view the invoice for the appropriate Bill Period.



ADM: Reports						
Report Type	4/30/12	6/30/12	2/29/12	1/31/12	1/24/12	12/31/11
Bill Payer Report (PDF)			Download	Download	Download	Download

- Payments display near the top of the invoice beneath the Balance From Previous Month line.

		Invoice Number: 1809-7 Invoice Date: 3/29/12 Account: AD Bill Payer: DEPARTMENT OF ADMINISTRATION AD Bill Date: 2/29/12
Billing Detail Summary Activity		
Balance From Previous Month	7	\$73,297.32
Payment(s)		\$24,097.38
911 CALLS		\$0.00

VIEW POSTED PAYMENTS NOT INCLUDED ON THE INVOICE

The Invoice is produced around the middle of the month and displays the previous month's charges and payments. Payments posted in the current month are not included, but can be viewed on the Agency's Detailed Charges screen.

- Follow steps #1-6 in the next section labeled "VIEW DETAILED CHARGES FOR AN AGENCY, PON, or SubPON".
- Click on the Totals amount for the current month.
- Payments are listed in the **Transactions** section near the bottom of the screen.

ADM: Invoice Items						
Type	6/30/12	5/31/12	4/30/12	3/31/12	2/29/12	1/31/12
EIC Charges 6.1000%						
Charges				\$0.00		\$0.00
Totals:				2	\$0.00	\$0.00

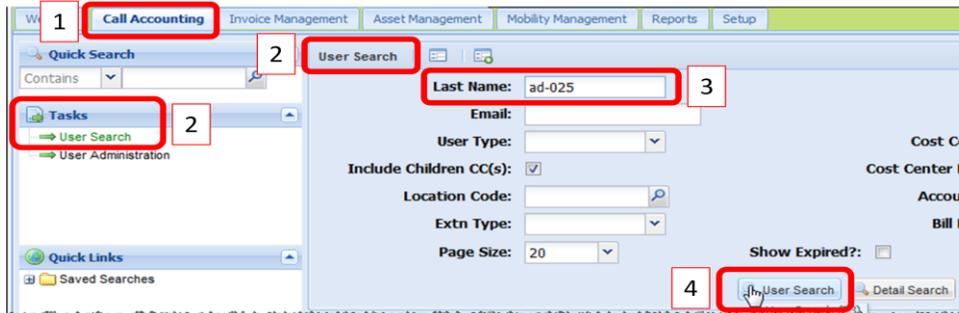
ADM: Reports						
Report Type	6/30/12	5/31/12	4/30/12	3/31/12	2/29/12	1/31/12
Bill Payer Report (PDF)			Download	Download	Download	Download

#	Date	Type	Quantity	Amount	Charge	Description	Invoice #
1	5/14/12	PAY	0.0	\$1,102.95		PAYMENT	
2	5/25/12	PAY	0.0	\$6,034.66		PAYMENT	
3	5/31/12	PAY	0.0	\$42,041.37		PAYMENT	

VIEW DETAILED CHARGES FOR AN AGENCY, PON, or SubPON

View calls and transactions for an Agency, PON or SubPON by accessing the Detailed Charges screen.

1. Go to the Call Accounting Module.
2. The User Search screen displays. This can also be accessed under Tasks.
3. Type the agency, PON or SubPON code in the Last Name field following this format:
 AGENCY = 2 digit agency code (Example: AD)
 PON = 2 digit agency code-3 digit code (Example: AD-025)
 SubPON = 2 digit agency code-3 digit code-5 digit SubPON code (Example: AD-025-37110)
4. Click Search.



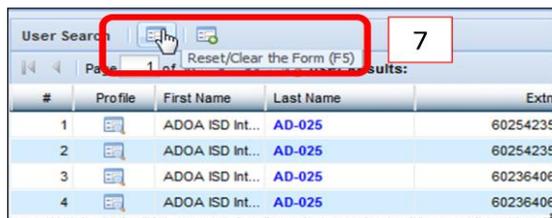
5. All results which start with the code typed in Step 3 display. Select the Last Name field for the Agency, PON or SubPON. If there are multiple lines for a single Agency, PON, and SubPON, click any of those lines as they all lead to the same screen.

#	Profile	First Name	Last Name	Extn	Cost Center Code	Bill
1	ADOA ISD Int...		AD-025	60254...	025	LO
2	ADOA ISD Int...		AD-025	60254...	025	
3	ADOA ISD Int...		AD-025	60236...	025	
4	ADOA ISD Int...		AD-025	60236...	02	
5	ADOA ISD Int...		AD-025	60236...	025	

6. The Detailed Charges screen displays with charges divided by Bill Period and Charge Type. Click any blue number to view a breakdown by transactions and calls.

Type	3/31/12	2/29/12	1/31/12	1/24/12	12/31/11
Seats and Per Occurrence			\$221.22		
EIC Charges 6.1000%			\$11.06		
CARRIER CHARGES			\$28.16		
LOCAL CALLS	\$0.00	\$0.00	\$0.00		
TOLL FREE CALLS		\$0.00	\$0.00		
DOMESTIC		\$0.00	\$0.00		
INCOMING	\$0.00	\$0.00	\$0.00		
Totals:	\$0.00	\$0.00	\$264.56	\$0.00	\$0.00

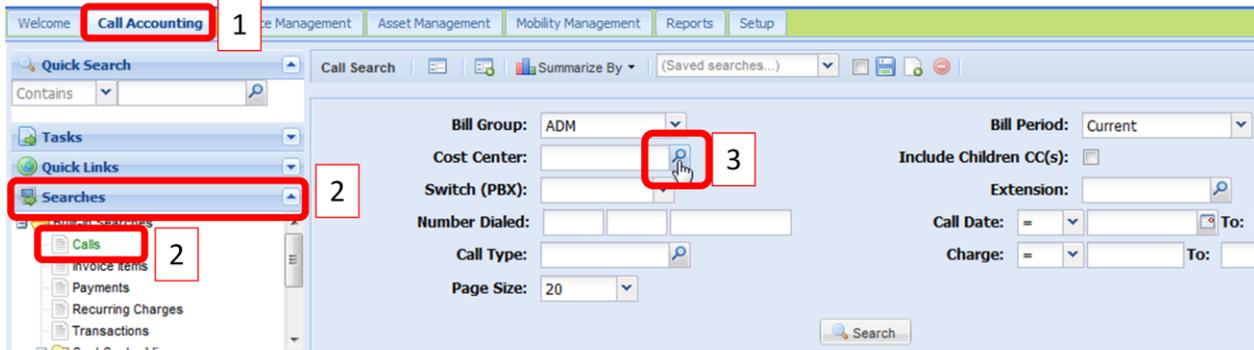
7. To perform a new Search, close the Detailed Charges screen, and click the Reset icon.



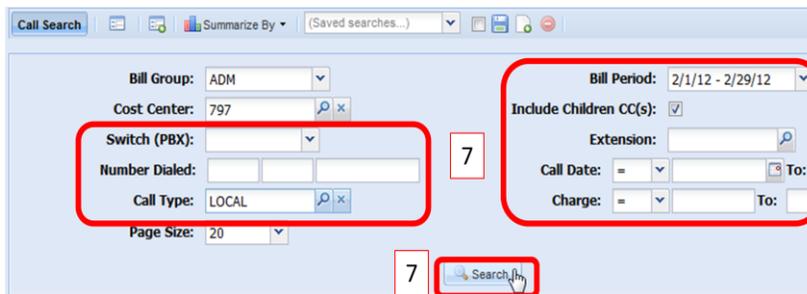
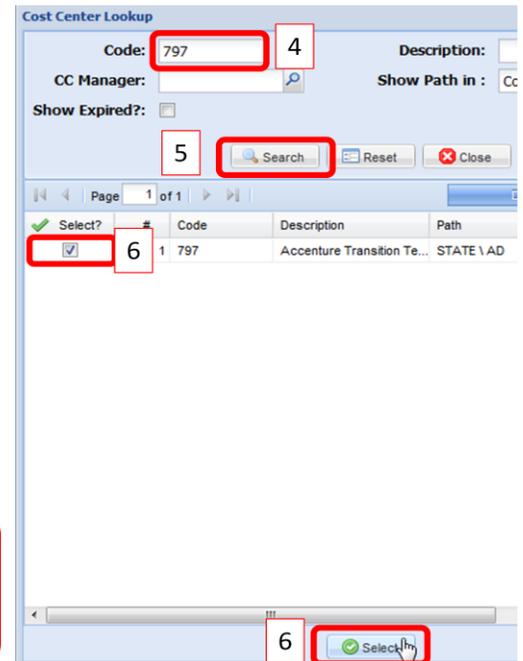
PERFORM A SEARCH FOR CALL RECORDS

You can look up calls made and received through the Calls Search

1. Go to the Call Accounting Module.
2. Expand Searches and select Calls.
3. Perform a look up for the Cost Center (Agency, PON, or SubPON) by clicking the magnifying glass.



4. Type the Agency code, the PON code, or the SubPON code in the Code field (*note: Do not use the hyphenated format. For instance, the PON code should not begin with the Agency code*).
5. Click Search.
6. Check the Select box for the needed Agency, PON, or SubPON, and click Select at the bottom.
7. The Cost Center populates the Search form. After selecting your Cost Center, use any other fields to narrow your results. For instance, select a Bill Period from the dropdown to find all calls billed during that timeframe. Use the Call Type lookup to filter by a specific type of call, such as Local or 800. Enter a date in the Call Date field to find calls made on that day. Once filters are entered, click Search.



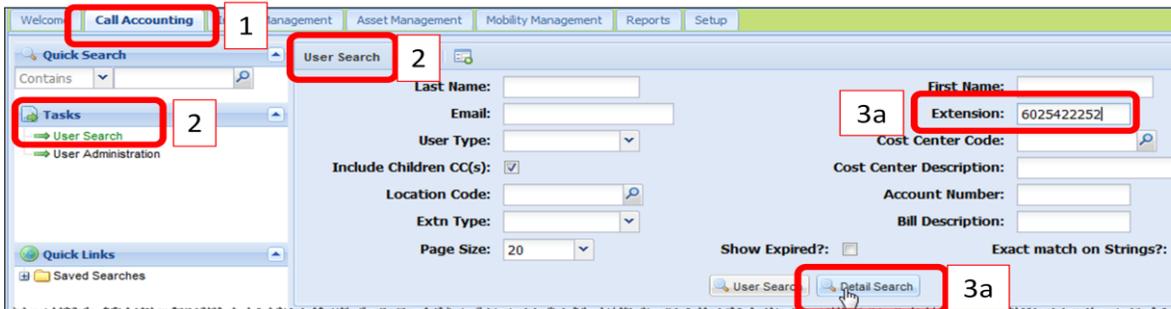
8. The results display. Use the column headers to sort your results. Click the Extension to view the User Administration information associated to that number.

#	Switch	Extn	Date	Time	Minutes	Cost	Type	Num. Dialed	Location
1	AZ07	9991364701	1/31/12	12:34:...	0.2	\$0.00	LOCAL	364-8000	PHOENIX ...
2	AZ07	9991364701	1/31/12	02:01:...	0.2	\$0.00	LOCAL	364-8000	PHOENIX ...
3	AZ07	9991364701	1/31/12	02:04:...	0.3	\$0.00	LOCAL	364-8000	PHOENIX ...
4	AZ07	9991364701	1/31/12	02:06:...	0.2	\$0.00	LOCAL	364-8000	PHOENIX ...
5	AZ07	6023640093	1/31/12	02:46:...	1.0	\$0.00	LOCAL	639-0404	PHOENIX ...

PERFORM A SEARCH BY EXTENSION OR LOCATION

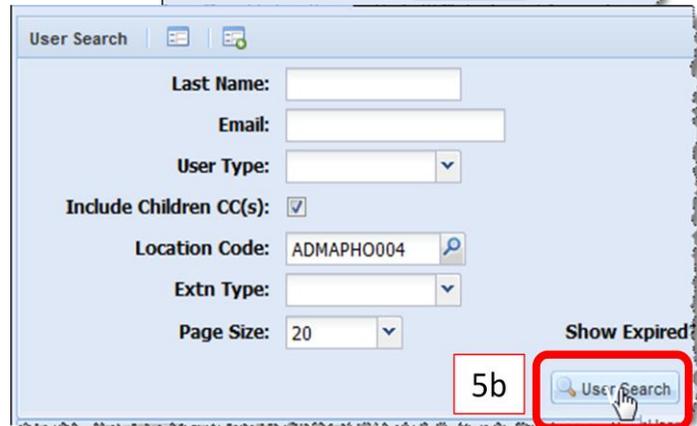
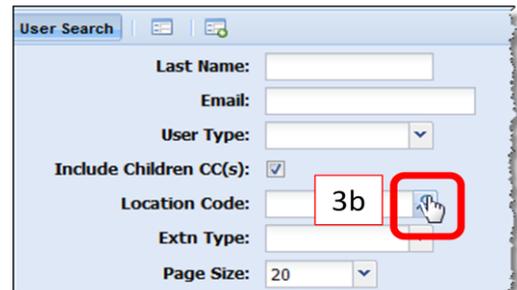
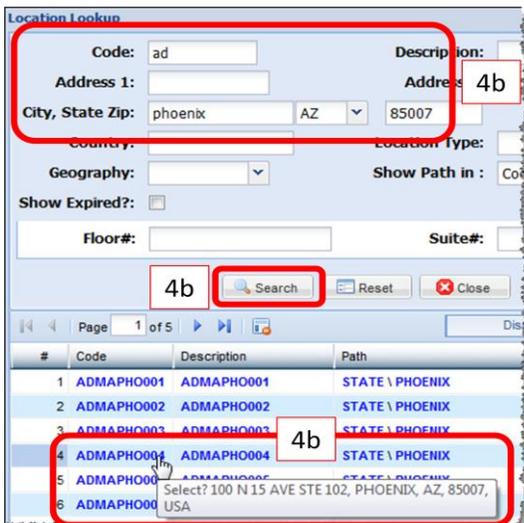
You can perform a search for a specific extension or for all accounts with the same location.

1. Go to the Call Accounting Module.
2. The User Search screen displays. This can also be accessed under Tasks.
- 3a. Type the Extension (phone number or circuit ID) in that field (numbers only). Click Detail Search.



The results display for that extension. Click the Last name link to view Detail Charges.

- 3b. Click the Location Code magnifying glass to look up a Location.
- 4b. Complete the filter fields, and click Search. Hover over the code to view the complete address. Select a Location code.



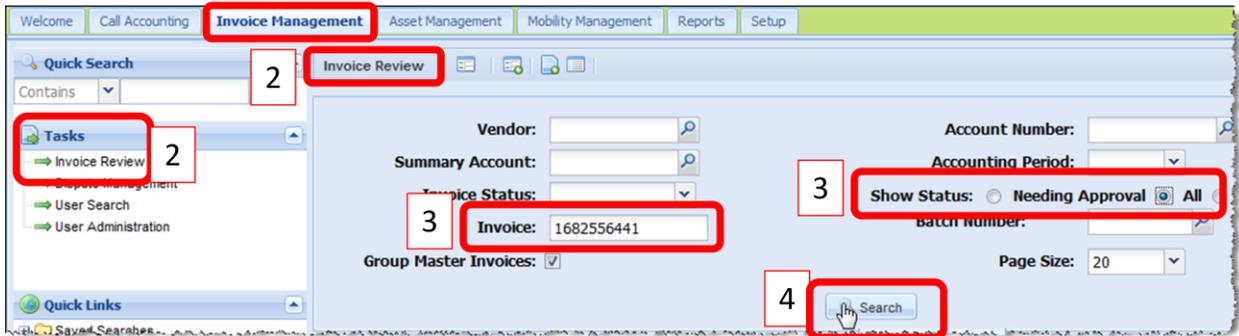
- 5b. The Location code populates the field. Click User Search to run. The results display for that extension. Click the Last name link to view Detail Charges.

VIEW CARRIER INVOICES

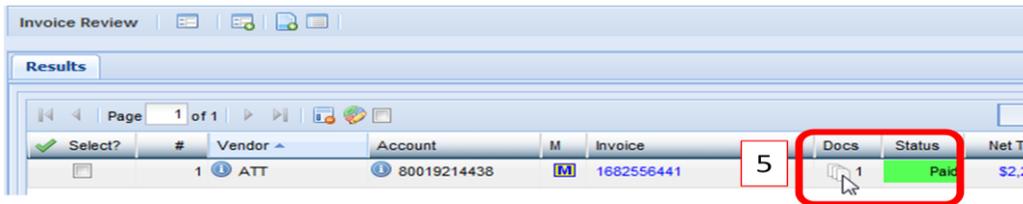
1. Carrier Charges display on the Detailed Charges screen. To view the Carrier Invoice for that charge, make a note of the Invoice Number. Close the Detailed Charges screen.

#	Extension	Date	Type	Quantity	Amount	Charge	Description	Invoice #
1	80025247034	2/1/12	CARRIER	1.0	(\$9.86)	SL	Local Tax	7246902581
2	887241	2/1/12	CARRIER	1.0	\$44.15	NATIONAL ...	NATIONAL	1682556441
3	887241	2/1/12	CARRIER	1.0	(\$0.04)	LOCAL PVC	LOCAL PVC	1682556441
4	887241	2/1/12	CARRIER	1.0	(\$0.02)	LOCAL PVC	LOCAL PVC	1682556441

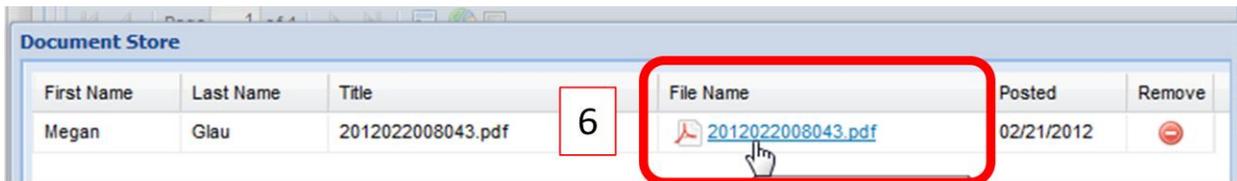
- Go to the Invoice Management tab. The Invoice Review screen displays. This can be accessed under Tasks as well.
- Type the invoice number in the Invoice field and change the Show Status option to All.
- Click Search.



- Select the Docs icon for that invoice.



- Click the file name to download the Carrier Invoice.



VIEW AN INVOICE MANAGEMENT REPORT

The Shared Carrier Detail report is stored in the Invoice Management module.

- Go to the Invoice Management tab.
- Select Report Outputs under Reports.
- Select Access Group.
- The screen refreshes to display the reports shared with your Access Group. Click the report title to view the report.

