

Frequently Asked Questions

Telecommunications Coordinators

1. What should be requested on a TEBS order?

See Infrastructure Services with Order Methods at <http://shop.vita.virginia.gov/Default.aspx?id=6442470342>

2. Where can a log number be entered?

Enter the log number in the Project Number field.

3. Will the telco coordinator contact information be auto populated?

Yes.

4. How is a service location added? Are the physical locations that currently have services being prepopulated?

All existing locations in the old system have been loaded into the new system. You will need to look up and select the correct location. Use the search option to search by any part of the address. If a location cannot be found, search for and choose ANEWLOC. Indicate in the order that this is a new location and give the address. The Telecommunications Customer Service (TCS) order writer will verify the location.

5. How is the For User data loaded into the new system? Are cost centers being loaded, and if so, how or from what source are they being retrieved?

All existing extensions and agency/activity codes in the old system have been loaded into the new system.

The For User field is associated with the extension (facility ID or phone number) and agency/activity code.

When making a change or disconnecting an existing extension, click on the search icon and enter the phone number in the Extension field. Click on Detail Search.

Select the correct extension. When making a change or disconnecting multiple extensions, select one of the correct extensions.

When installing a new extension or extensions, click on the search icon and enter the agency/activity code in the Agency Code field. Click on Detail Search. Select the correct agency/activity code.

It is recommended that orders be limited to one agency/activity code per order.

6. Will there be email notification for changes in order status?

The telco coordinator will receive an email when the order is issued to the vendor. The telco coordinator will access TEBS to check the status at other times.

7. What are roles and permissions for telecommunications coordinators?

Telco coordinators can enter orders, view order status, add/update cost centers, update extensions with user information and view detail billing.

8. Is future ordering process on TEBS site correct?

The flow chart is not correct as far as notifications, and will be updated. The telco coordinator will receive an email when the order is issued to the vendor. The telco coordinator will access TEBS to check the status at other times.

9. What will be the impact of TEBS on the telecommunications service request (TSR) process?

The Telmaster application will be used to place telecommunications work orders when TEBS is implemented. Agency telecommunications coordinators will continue to perform this function.

Billing

1. For the financial reports, will existing staff get emails notifying them when bills are ready? Will we need for staff to login and download the detail report?

The billing contact will receive an email with a PDF copy of the summary invoice page. The telco coordinator and billing contact can login and view/download the detail report.

2. Will agencies continue to receive paper invoices after TEBS is implemented? If not, how will agencies obtain an invoice?

After TEBS is implemented, agencies will no longer receive a paper invoice through the mail. Agencies will be provided an online link, a user ID and password to access TEBS. After logging in, designated agency representatives will be able to log into TEBS and view telecommunications usage and billing for services. Training on how to use TEBS will be provided to agency representatives.

3. How will TEBS impact the availability and structure of the billing files agencies currently download?

Files with agency telecommunications use will continue to be available after TEBS is implemented. Agencies that receive telecommunications billing files today will continue to receive similar data extracts when TEBS is implemented.

4. What are roles and permissions for billing contacts?

Billing contacts can view orders, view order status, view cost centers, view extensions and user information and view detail billing. Billing contacts are emailed a PDF copy of the VITA telco invoice summary page each month.

5. Are file layouts for the feeds or services available?

VITA and Telesoft are finalizing the telecommunications feeds.

Training

1. Why will the Customer Invoice video not display?

The training videos are located at the TEBS website:

<http://www.vita.virginia.gov/default.aspx?id=6442473814>

Some users are having issues accessing the Customer Invoice video. Try to save the video and then click on the Customer Invoice video again. If this does not resolve the issue, please log a VCCC ticket and ask that it be assigned to the TEBS group.

2. Is there a quick reference guide or user manual?

No. There are slides, training videos and a help function within the application and individual modules.

General

1. Where can I find information about the new telecommunications expense (management) and billing system (TEBS)?

The TEBS link on the VITA website is the best source of information for this new project. This site will be updated continuously with information on the latest tools and documentation.

There also are TelMaster reports videos supplied by Telesoft, the TEBS project supplier. The videos can be accessed via the TEBS link and can be viewed by clicking the last two entries on the left rail – Standard Reports: Telesoft v.10 (video) and Customized Reports: Telesoft v.10 (video).

2. How can agencies access the test environment?

VITA will notify the telecommunications customer volunteers when the TelMaster application can be accessed. Only those agency representatives can access the test environment.

3. Will the existing information in the Telecommunications Inventory Billing System (TIBS) be ported to the new system, and is there a need to clean up the existing information in TIBS?

All active information in the current system (TIBS) that can be mapped to Telmaster (the new application) will be transferred. This will include the telecommunication inventory and supporting information such as the agency/sub-agency to be billed, installed location, monthly charges and supplier-related information. Non-active information such as previously billed traffic will not be transferred but will remain accessible via TIBS.

The data relationships that Telmaster stores and processes are different from the data relationships used in TIBS. Extensive investigation is being performed so the data can be accurately transferred from TIBS to Telmaster. Corrections are being made to any data that is found to be incorrect or incomplete.

4. Is there a financial impact to agencies with this new system?

VITA does not anticipate any financial impact on telecommunications customers with the implementation of the TEBS project.