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Rebilling User Guide

Calero.com for VITA

Table of Contents

Document Control	2
Document Authorization	2
Document Control	3
History and Distribution	3
History	3
Introduction	3
Intended Audience	3
Context.....	4
VITA Billing Team Reviews AR File	4
Help and List Views Features.....	4
Help.....	4
List Views	8
Review the AR Feed	12
Use the “VITA Rebills Current Month” List View	12
Use the “Rebilled Vendor Invoice Management Analytic”	16
Use the “Rebill Invoice Management – Billing Team” Analytic	25
Hold Calls	38
Approve or Reject the AR Feed	40
VITA Processes AR Feed Internally	43
Agency Dispute Management	43
VITA Agency Dispute Tickets – List View	43
Dispute Tracking and Management.....	44

Document Control

Document Authorization

The contents of this document have been authorized internally by the undersigned.

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13 June 2025

Rebecca Bezek

Document Control

Document Title: VITA Billing – Rebilling User Guide

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History and Distribution

Distribution

Name	Organization	Copies
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History

Date	Release	Author	Description
13 Aug. 2024	V1.0	Jackie Blake	Initial Draft
3 Feb. 2025		Jackie Blake	Edits according to new process and comments.
6 June 2025		Jackie Blake	Edits according to process changes and updated screenshots
13 June 2025		Rebecca Bezek	Draft revised, content added, screenshots replaced.

Introduction

This user guide is designed to assist the VITA Billing Team in navigating the Rebill Invoice Process. It provides clear instructions on how to review and approve monthly rebilling to agencies. Each step of the process is outlined in detail, with dedicated sections covering every stage of the Rebill Invoice workflow.

Intended Audience

Intended audience is the VITA Billing Team.

Security Group: VITA Basics and VITA Billing.

Context

The VITA customer rebilling process will run on the 1st of the month and the rebill invoices are sent to the VITA customer on the 10th of the month.

A *VITA Communications Ticket Type: AR Feed* is created, and an email notifies the VITA Billing Team that the AR Feed is available for their review.

VITA Billing Team Reviews AR File

When AR files and the month-on-month variance report files are ready to review, the VITA Billing Team will receive an email notification via communication ticket*.

1. After receiving the email via communication ticket, you must log into TEMS.
2. [You must review the AR feed using:](#)
 - [VITA Rebills Current Month list view](#)
 - [Rebilled Vendor Invoice Management Analytic](#)
 - [Rebill Invoice Management – Billing Team Analytic](#)
3. [You must Approve or Reject the AR feed.](#)

*For additional information regarding Communication Tickets, refer: [VITA - Vita Communications Tickets User Guide.docx](#)

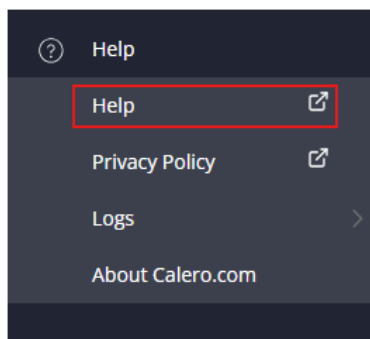
Help and List Views Features

Help

Information on navigating the system, and understanding screen and report content, can be found in Calero.com's **Help** section. There are multiple ways to access the Calero.com Help section.

Access Help —

- Open the context-specific Help:
 - Use the question mark search icon in the top right corner.
 - Access the Main Menu Toolbox (gear icon) > Help on this page.
- Alternate: Use the Help module in the bottom left corner of the Main Menu.



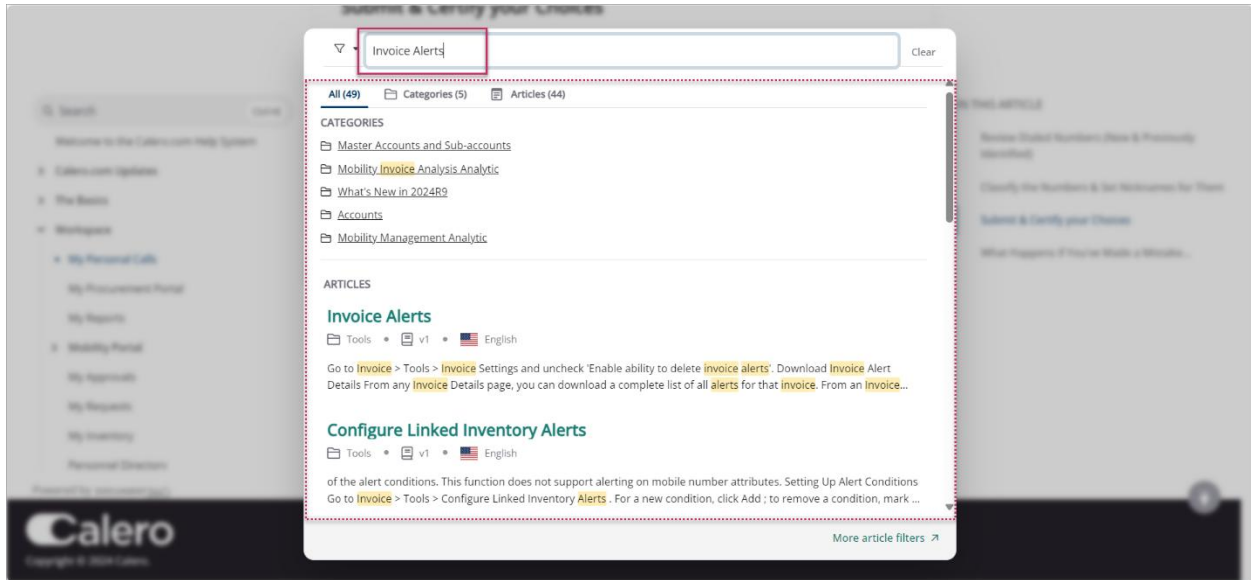
There are help pages for each section of the platform.

The screenshot shows the Calero.com Help System interface. On the left is a navigation menu with a search bar and a list of categories including 'Welcome to Calero.com Help', 'Calero.com Updates', 'The Basics', 'Workspace', 'Reports and Analytics', 'Inventory Management', 'Invoice Management', 'Mobility Management', 'Call Accounting', 'Organization', 'Quote Management', 'Audit and Optimization', 'SaaS Management', 'SaaS Integrations', 'Automations', 'Administration', and 'Reference'. The main content area displays the article 'Welcome to Calero.com Help'. The article text states: 'The articles in this Help System are designed to help you use your Calero.com application.' Below this is a section titled 'Search for Information' with a numbered list: '1. Open the Search by clicking on the Search bar.' An inset image shows a close-up of the search bar in the 'My Personal Calls' article, with a red box highlighting the search input field and the 'CTRL+K' shortcut. Below the inset, it notes: '• Ctrl + K (PC) or Cmd + K (Mac) also open Search.'

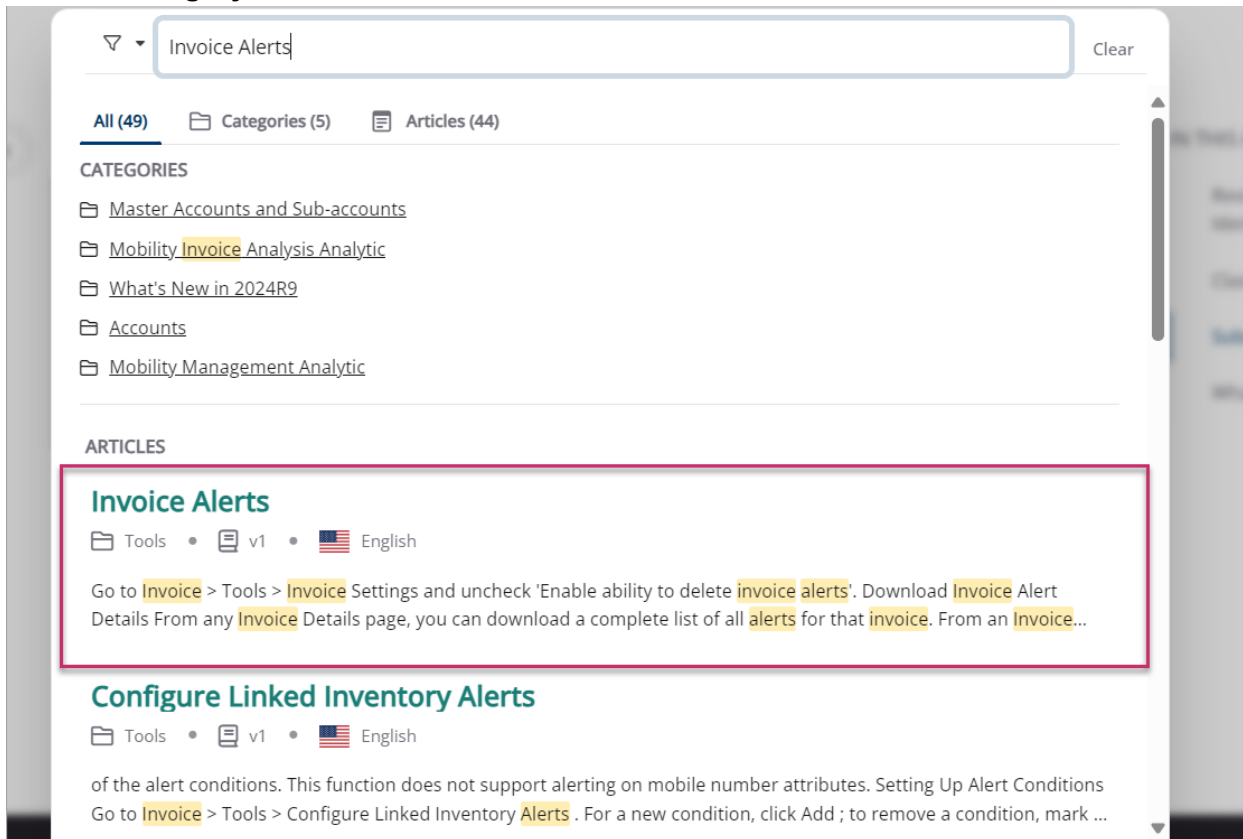
Search for Information: Begin a **Search** by clicking on the Search bar.

This screenshot is a closer view of the search bar in the 'My Personal Calls' article. A red box highlights the search input field, which contains the text 'Search'. To the right of the input field is a 'CTRL+K' shortcut icon. The article title 'My Personal Calls' is visible to the right of the search bar. Below the search bar, the article text begins: 'This feature is used to review your calls and identify whether they are Business-related or Personal.'

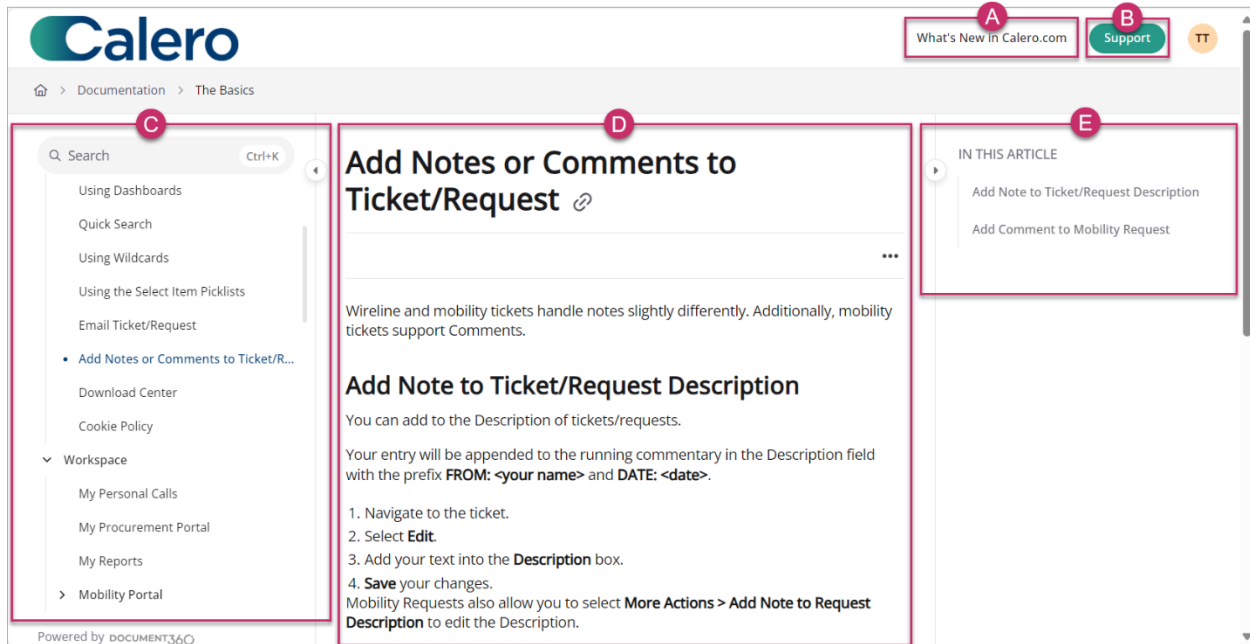
Start typing keywords and the general search results will appear. The words you search for will be highlighted in yellow for your convenience.



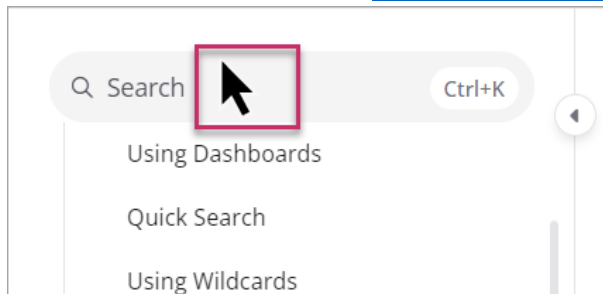
Select a **Category** or **Article** or add more filters to narrow search results.



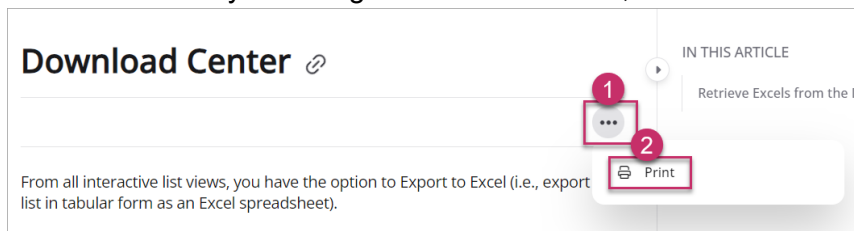
Using the Help System



- A. **What's New in Calero.com** — Access the [Calero Updates](#), and review What's New in Calero.com and Release Notes.
- B. **Support** — This functionality is not VITA applicable due to VITA restrictions. If you need support, please submit a communication ticket.
- C. **Menu** — Expand sections in the menu on the left to browse through the articles.
 - Click into the **Search** bar to [open Search options](#).



- D. **Article** — Read the Help article for this topic.
 - Print the article by selecting the three-dot menu, then select **Print**.



- E. **Table of Contents** — Use the **Table of Contents** to jump between sections of text in an article.

If you ever get lost or have a question about a specific report, page or process, you can find the information in the **Help** section.

List Views

There are some commonly used features and filters of list views that you will want to be familiar with. Guidance on performing basic functions—such as downloading report data or customizing your view—can be found by following this breadcrumb from the main menu: **Help > Help > The Basics > The User Interface**.

Filter Data

Some list views have fixed filters that are applied automatically. These filters help prevent the landing page from loading excessive amounts of data. The most common fixed filter limits list view data (such as invoices, communications, disputes and order tickets) to open items only.

<input type="checkbox"/>	Invoice date ↑	Vend...	Vendor	Mast...	Mast...	Invoic...	Read...	Status	Accou...	Due date	Previo...	Payme...	Adjust...	Current cha...	Aut
<input type="checkbox"/>	02/01/2026	VITA_US ...	VITA	VITA Rebill	0204	T605190	rebill	Pending Calero Review	FEB 2026	03/03/2026	USD 0.00	USD 0.00	USD 0.00	USD 3,084.36	
<input type="checkbox"/>	02/01/2026	VITA_US ...	VITA	VITA Rebill	0206	T605356	rebill	Pending Calero Review	FEB 2026	03/03/2026	USD 0.00	USD 0.00	USD 0.00	USD 3,009.37	
<input type="checkbox"/>	02/01/2026	VITA_US ...	VITA	VITA Rebill	0207999	T605360	rebill	Pending Calero Review	FEB 2026	03/03/2026	USD 0.00	USD 0.00	USD 0.00	USD 7.38	

You can view which filters are applied by selecting **Filters Selected** in the top-right corner of the list view landing page. In the example above, **1 Filter Selected** is shown. The applied filter is **Closed = No**, which means all open items are displayed.

<input type="checkbox"/>	Invoice date ↑	Vend...	Vendor	Mast...	Mast...	Invoic...	Read...	Status	Accou...	Due date	Previo...	Payme...	Adjust...	Current cha...	Aut
<input type="checkbox"/>	02/01/2026	VITA_US ...	VITA	VITA Rebill	0204	T605190	rebill	Pending Calero Review	FEB 2026	03/03/2026	USD 0.00	USD 0.00	USD 0.00	USD 3,084.36	
<input type="checkbox"/>	02/01/2026	VITA_US ...	VITA	VITA Rebill	0206	T605356	rebill	Pending Calero Review	FEB 2026	03/03/2026	USD 0.00	USD 0.00	USD 0.00	USD 3,009.37	

Filters can be applied or removed using the **Filter** icon or the **Filters** tab in the side bar.

Inventory ID ↑	Type	Invoice Item
<input type="text" value="I"/>	<input type="text"/>	<input type="text"/>
000Internet	Ethernet	104308263
00208		
0034914360071		
0034914360591		
0034914360648		

Inventory ...	Type	Invoice Item
<input type="text" value="123"/>	<input type="text"/>	<input type="text"/>
123	Extension	
123456	Data Private L...	
1234567890	POTS	
12353436	Conferencing	12353436

Select **Filters**, then expand the field you want to filter (or a field that already has a filter applied). Use the drop-down menu to choose the data you want to filter by.

Inventory ID ↑	Invoice Item	Type	Contract te
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
000Internet	104308263	Ethernet	10/1/2022
00208	[Multiple]		
0034914360071	071		
0034914360591	391		
0034914360648	648	Toll Free	4/28/2022
0034914360883	0034914360883	Toll Free	4/28/2022
0034914361599	0034914361599	Toll Free	4/28/2022
0034914361879	0034914361879	Toll Free	4/28/2022
0034914362060	[Multiple]	Toll Free	4/28/2022

Search...

▼ Inventory ID

Contains

Filter...

Reset

Filter Icon

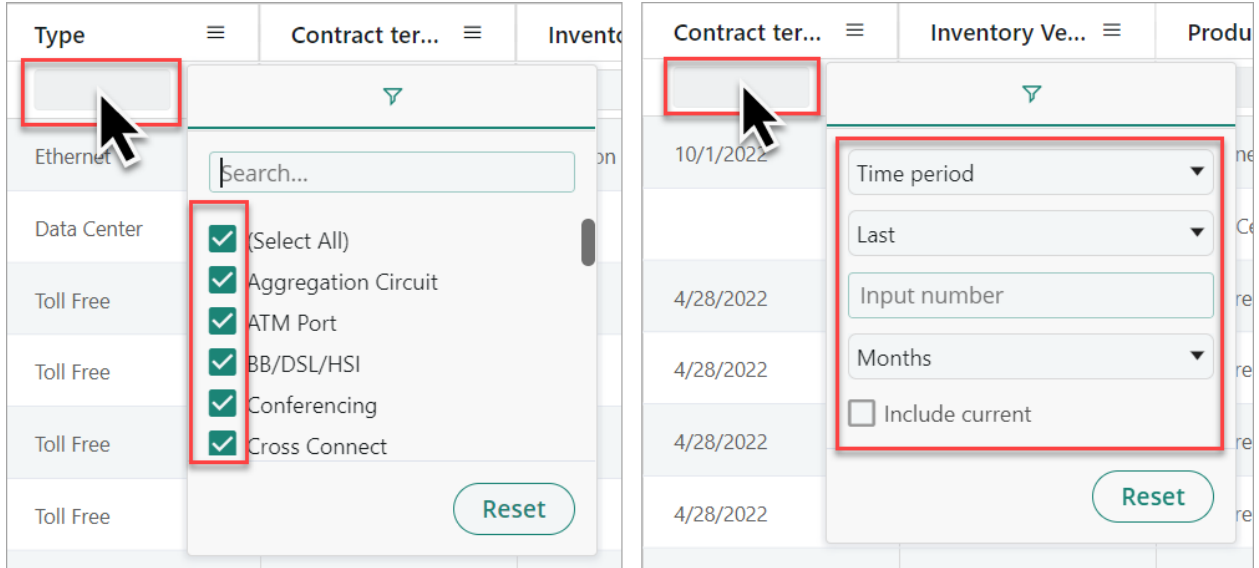
Side Bar

Columns

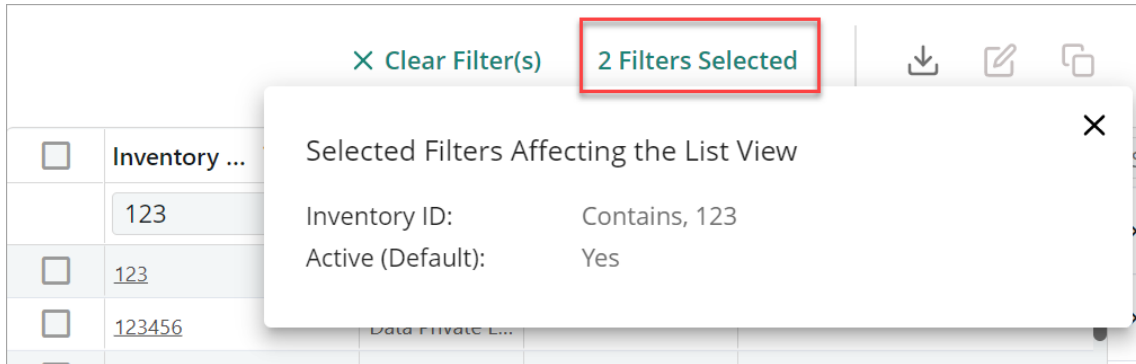
Filters

Settings

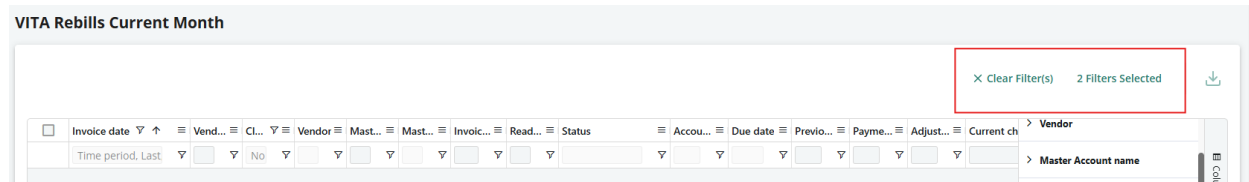
Filter type will vary depending on the column type.



Select **[N] Filters Selected** to see which filters are affecting the list view.



Select **Clear Filter(s)** to remove filters (including any automatically applied) from all columns.



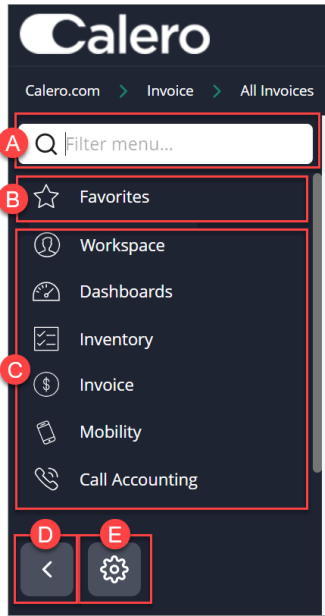
Right-click into a cell and select **Filter to selected value** to filter the list view to the value of a single cell.

Invoice number	Vendor	Status
9542205813	AT&T	Pending GL Coding
8671007515	AT&T	Pending GL Coding
9542742013	AT&T	
10671603513	AT&T	
1763541018	AT&T	
1763584408	AT&T	
7760990296	AT&T	Pending Import Validatio

Features / Functionality:

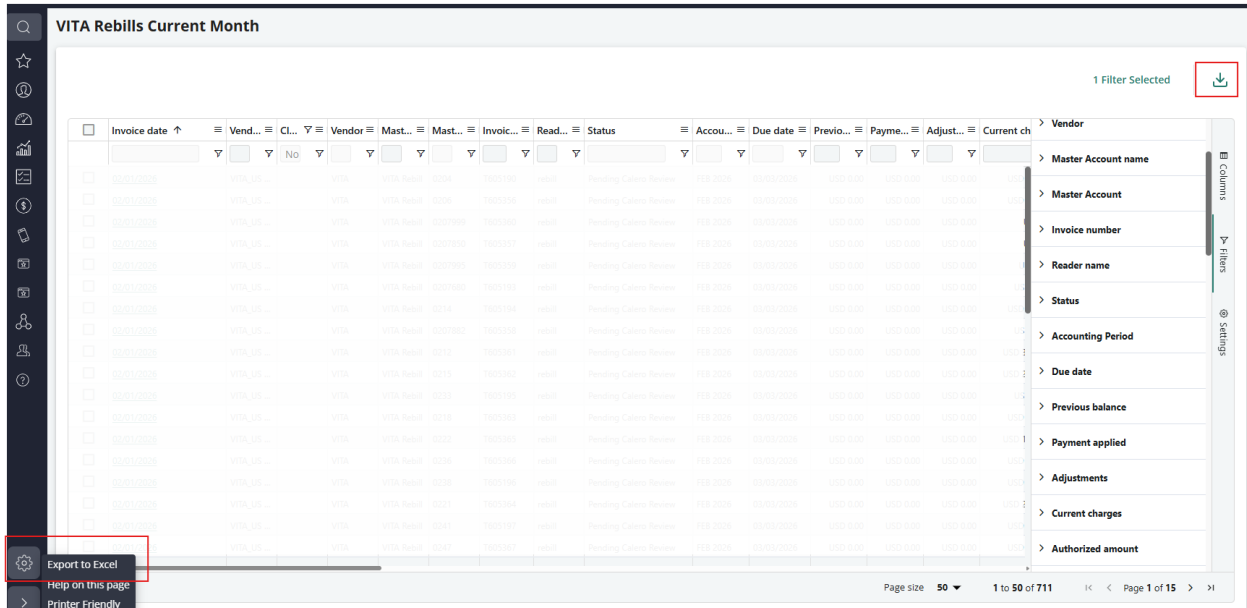
Main Menu section covers a few key features

- A. **Menu filter** – Enter text into the Filter menu box to filter the main menu and find specific pages.
- B. **Favorites section** – Add “Favorite” pages to your Favorites section to quickly access your most-used functions, pages and/or user reports
 - **Add a Favorite** – Select an outlined star next to the menu listing to add a page to your Favorites.
 - **Remove a Favorite** – Select a solid star (i.e., deselect) to remove the page from your Favorites.
- C. **Sections** – List will vary based on your licenses and system configuration.
- D. **Minimize/Expand Main Menu** – Select the icon to minimize/maximize the menu.
- E. **Main Menu Toolbox** – Select the gear icon and choose an action to take. Actions vary by page.
 - Edit views on this page
 - Export to Excel
 - Help on this page
 - Printer Friendly



Export – You may often want to export data from a list view. There are two ways to do this:

- In the top-right corner, select the **Download** button.
- In the bottom-right corner, select the cog (**Settings**) icon and choose **Export to Excel**.



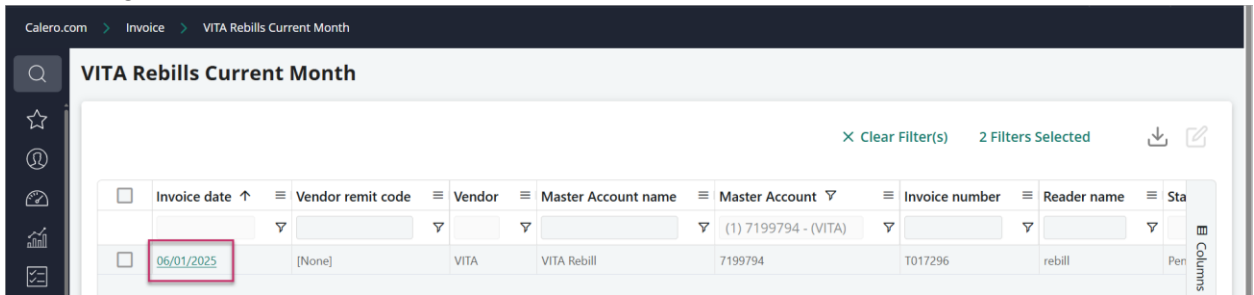
Review the AR Feed

Use the “VITA Rebills Current Month” List View

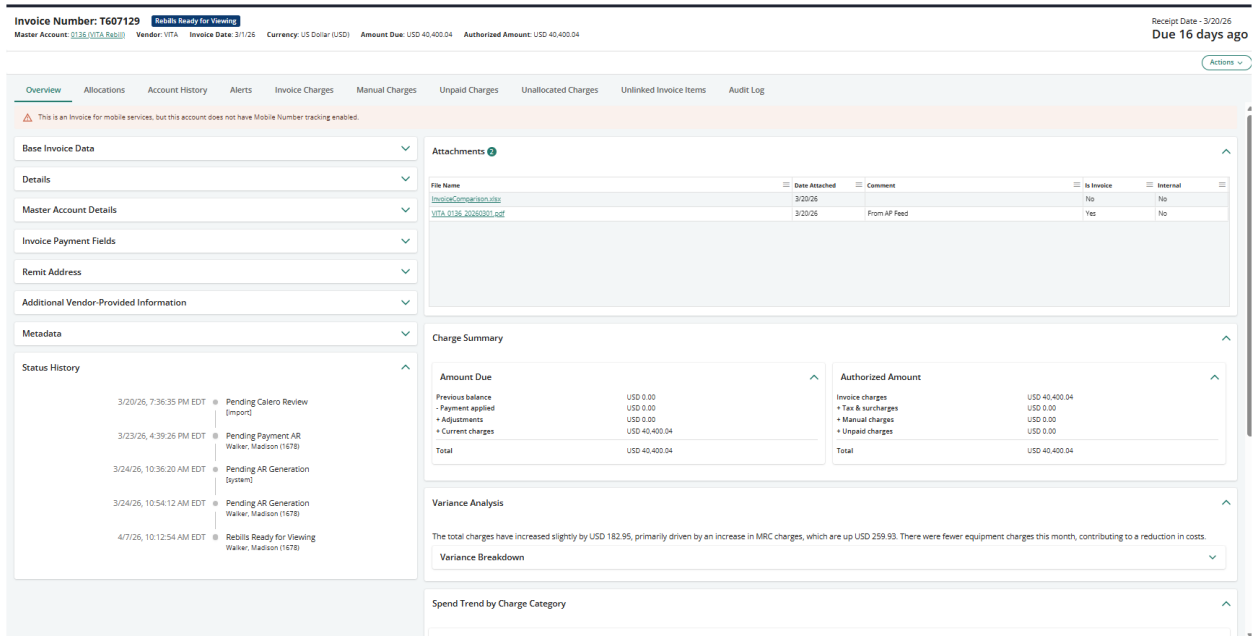
The “VITA Rebills Current Month” list view displays all invoices for the current month’s rebill generation. Drill into a specific invoice by selecting the hyperlink for the desired invoice.

1. Go to **Invoice > Work Queues > VITA Rebills Current Month**.

2. Apply filters to narrow your search to the invoice(s) you would like to view.
3. Identify the invoice to review and select its hyperlink. This will take you to the Invoice Detail page.

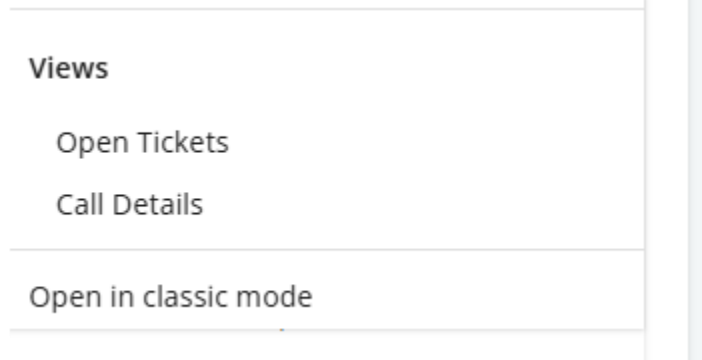


4. From the Invoice Detail page, you can view invoice attributes, charge details, attachments, etc. Navigate through the expandable sections on the overview page and other tabs to view invoice details.



Top right Actions options:

- **Print Invoice Voucher** – provides a PDF report including the Invoice Detail page and the Allocated Charges Summary page.
- **Open Tickets** to view all tickets related to the current invoice.
- **Call Details** to review the call detail records associated with the current invoice charges.
- **Open in Classic Mode** allows user to view the Invoice Detail page in the legacy user interface. Calero does not suggest the user do this. All training materials are crafted using the new interface.



Then, select “Search” to view the Invoice Call Details. By entering search criteria, you are able to narrow your records to a specific Inventory item.


Vendor	Master Account Number	Inventory ID	Invoice Item	Invoice number	Start date	Cost	Duration	Extension Used	Dialed/CLI
(1) VITA				T608559	04/15/2026 09:48:00 AM	\$0.00	00:00:38		540-430-32
VITA				T608559	04/13/2026 12:03:00 PM	\$0.00	00:00:06		540-337-31
VITA				T608559	04/13/2026 12:02:00 PM	\$0.00	00:00:27		540-337-31
VITA				T608559	04/13/2026 12:01:00 PM	\$0.00	00:00:14		540-337-31
VITA				T608559	04/09/2026 11:58:00 AM	\$0.00	00:00:41		540-290-67

These details can be exported by clicking the “View in Excel” icon in the upper right corner.

There may be alert icons ⚠️ to draw your attention to certain scenarios. The VITA Billing team will not need to take action on any of these as they’re designed for informational purposes. Outlined below are the alerts you may see, a description and any steps taken to review.

- **This is an invoice for mobile services; however, this Master Account does not have Mobile Number tracking enabled.** (this will create mobile inventory for each unlinked item in this invoice. It will also update the Master Account to create mobile inventory in future invoices)
- **The current authorized amount is greater than the amount due.** This alert will appear if the Authorized Amount (the invoice total amount due) does not equal the Amount Due (the account total amount due). There are a few possible causes of this. There could be an underpayment or overpayment of a previous invoice, or a manual charge or unpaid charge on the invoice itself. There is more information below about the specific tabs regarding Manual and Unpaid Charges.

Example 1

 The current authorized amount is greater than the amount due.

Invoice

Amount due		Authorized amount	
Previous balance:	USD 0.00	Invoice charges:	USD 199,607.08
- Payment applied:	USD 0.00	+ Manual charges:	USD 6.99
+ Adjustments:	USD 0.00	+ Unpaid charges:	USD 0.00
+ Current charges:	USD 199,607.08		
USD 199,607.08		USD 199,614.07	

Example 2

 The current authorized amount is greater than the amount due.

Invoice

Amount due		Authorized amount	
Previous balance:	USD (540,515.48)	Invoice charges:	USD 29,681.21
- Payment applied:	USD 29,195.44	+ Manual charges:	USD 0.00
+ Adjustments:	USD 0.00	+ Unpaid charges:	USD 0.00
+ Current charges:	USD 29,681.21		
USD (540,029.71)		USD 29,681.21	

Navigate through the tabs to view invoice details. Tabs not outlined below can be ignored.

- a. **Attributes** – lists the invoice number, date, Master Account (Bill Payer), Amounts and invoice status.
- b. **Invoice Charges** – lists invoice items and their associated Inventory IDs, Charge Categories, Descriptions, Charge Amounts, Cost Center, Service Periods, Cost Center Descriptions and Activity Codes.
- c. **Manual Charges** – lists manual adjustments of charge amounts that are a result of resolved invoice disputes and/or prorations for invoice items associated with linked inventory.

Relation between Invoice Charges and Manual Charges – The *Invoice Charges* tab includes all invoice charges, including any that may be incorrect. When discrepancies occur, they are corrected by applying manual charges to reverse the incorrect amounts and apply the correct ones.

For example, in the screenshot below, one line item was billed with an incorrect MRC and an incorrect surcharge percentage. This is corrected by adding two manual charges to reverse the incorrect values, and two more to apply the correct charges.

Reviewing the data in both tabs provides the user with a complete and accurate view of billing.

Invoice Charges

Sub-account	Invoice Item	Item description	Cost Center	Cost Center Desc	Activity Code	Activation date	Last Active / Vendor Discon...	TEBS ID	TEBS ID - Mobility
	8042252033NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042252033	
	7574915135NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			7574915135	
	8047865651NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047865651	
	8047866751		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047866751	
	8042254459		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254459	
	8043714189		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043714189	
	8043716989		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043716989	
	7574313467		0125000	SUPREME CT. OF VA-CT. OF A...	000			7574313467	
	7578862894		0125125	SUPREME CT. OF VA-CT. OF A...	125			7578862894	
	8042254464		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254464	
	7033352202		0125125	SUPREME CT. OF VA-CT. OF A...	125			7033352202	
	8047866751		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047866751	
	8042254459		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254459	
	8043714189		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043714189	
	8043716989		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043716989	

Total amount (USD): \$277.21

Manual Charges

Invoice Number: T603750 Receipt Date - 2/1/26

Master Account: [0136 \(VITA Rebill\)](#) Vendor: VITA Invoice Date: 2/1/26 Currency: US Dollar (USD) Amount Due: USD 38,725.93 Authorized Amount: USD 38,760.93 Due 66 days ago

Mark As Paid Actions Cancel Save

Overview Allocations Account History Alerts 821 Invoice Charges **Manual Charges** Unpaid Charges Unlinked Invoice Items Audit Log

Refresh Download Upload Print Delete Add Manual Charge

Product	Invoice Item	Inventory ID	TEBS ID	Charge category	Vendor charge description	Description	Charge Tag
<input type="checkbox"/> Mobile Number	+15551234567	+15551234567		MRC		NSPS MOBILE BROADBAND - ...	

Manual Charges can also be viewed in the Rebill Invoice Management – Billing Team Analytic [Manual Charges](#) page.

- d. **Allocated Charges** – lists allocations for all invoice charges.
- e. **Attachments**
 - i. **Invoice Comparison Report** – Lists all invoice charges from the current month's invoice to provide a comparison to the prior month's charges, a 3-month average and highlights any MRC variances.
 - ii. **The Billing Detail** - Summary Activity invoice.

IMPORTANT NOTE: You will not be approving or rejecting the invoice from this view. The purpose of the Invoice Details page is to review the invoice at a more granular level. The VITA Billing Team does not approve individual invoices—you will only approve the AR Feed.

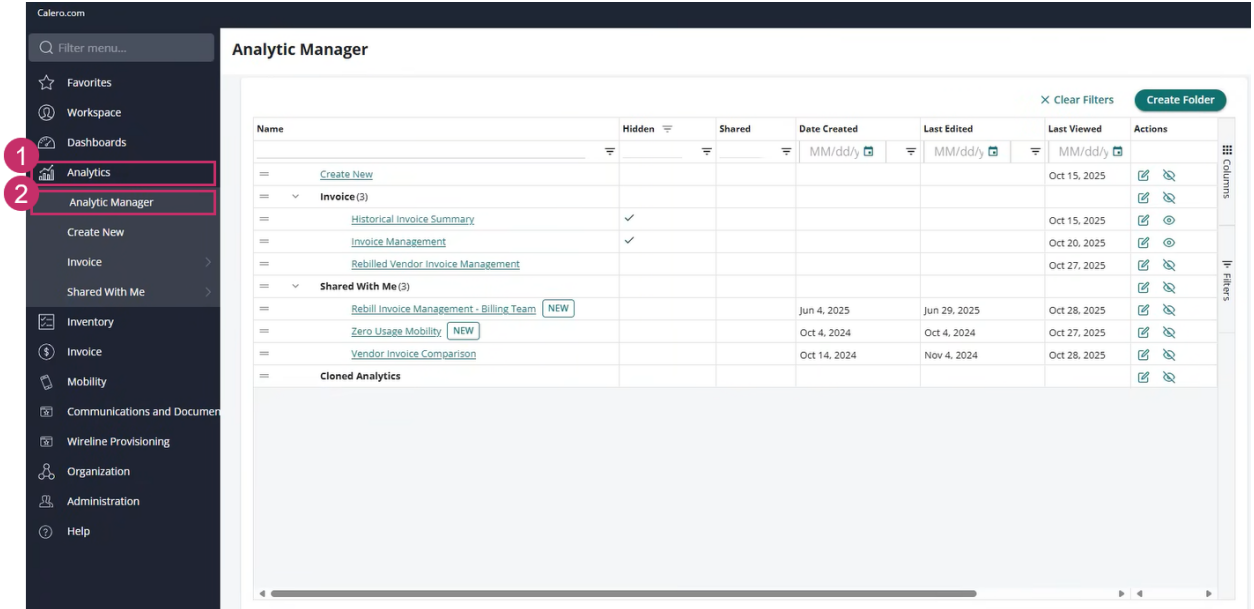
Use the “Rebilled Vendor Invoice Management Analytic”

The Rebilled Vendor Invoice Management analytic helps review and validate rebill invoices, while also providing an overview and detailed comparison of Vendor Charges (charges from Supplier Invoices) versus Rebilled Charges (charges from the rebill vendor after markups and adjustments).

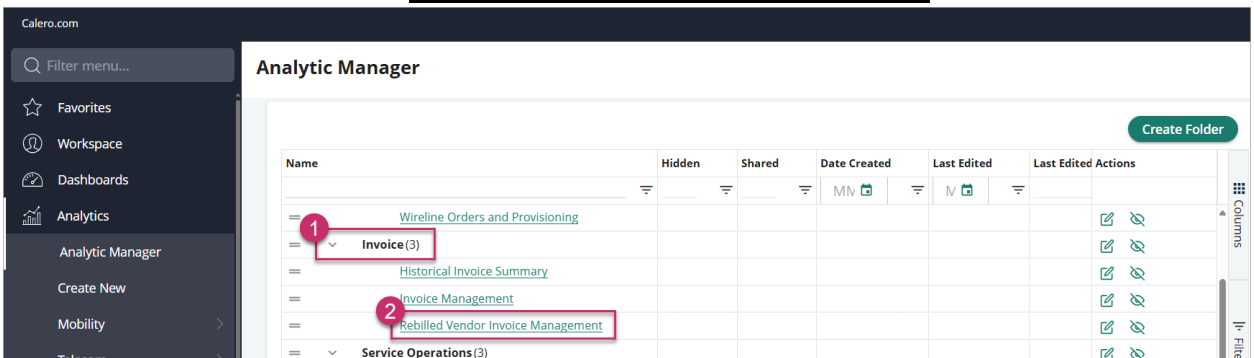
Review this analytic after the rebill run has occurred.

This analytic is focused on a review and comparison at the Inventory Item level by Bill Payer/Cost Center.

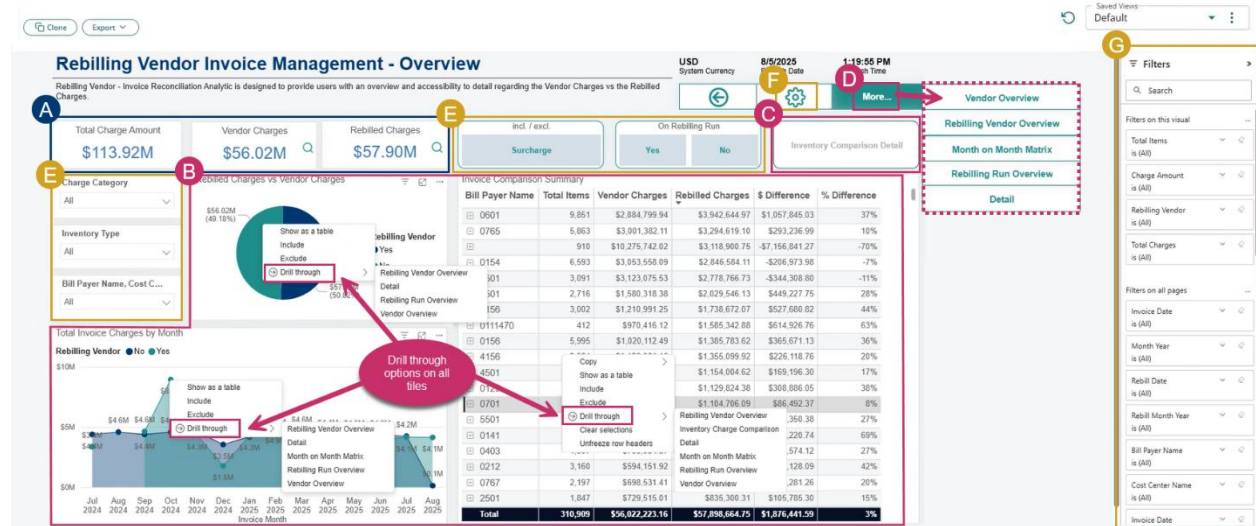
1. Go to **Analytics > Analytic Manager**.



2. In the **Invoice** section, click on **Rebilled Vendor Invoice Management**.



Navigate through the analytic:



By default, this visual is set to show the last 12 months (based on Invoice Date). Note that if there are less than 12 months, the analytic will display only the available months. Use the filters to modify date range.

A. KPIs

KPIs include:

- Total Charge Amount
- Vendor Charges
- Rebilled Charges

B. Visuals

Visual Summary info sections include:

- **Rebilled Charges vs. Vendor Charges** - graphical representation of total charges, broken out by rebilling vendor (vendor configured as rebilled vendor, in this case VITA) vs. non-rebiling vendor (vendors not configured as rebilled vendor, in this case all other vendors)
- **Total Invoice Charges by Month** - graphical representation of total charges per month, broken out by rebilling vendor vs. non-rebiling vendor
- **Invoice Comparison Summary** - grid with summary totals for each Department/Cost center, comparing total vendor charges to the rebilled charges, with a column to display the difference between them. Also shows the count of total inventory items within that Department/Cost Center.

To view expanded details on any portion of these:

1. Select a data point to drill through on either the graph or the grid, and right-click within the table or chart itself (not in the white space of the visual).
2. Select **Drill through**.

3. Select one of the following options:

- **Vendor Overview**
- **Rebilling Vendor Overview**
- **Rebilling Run Overview**
- **Detail**

See sub-page section below for descriptions of each drill through page.

C and D. Drill-through Buttons

Alternatively, you can reach the drill through pages by selecting any line in the grid or pie charts, then selecting the relevant drill through button in the upper right. Note these buttons are only enabled after you've selected a line in one of the tiles.

E. Quick Filters

- Use available quick filters to change the results based on Charge category, Inventory type, Department Name or Cost Center
 - Unique filters for this Analytic:
 - **Include or Exclude Surcharges** (related to Rebill Charges) – Default is to include Surcharges. Field will be dark green when included.
 - or whether to include invoice(s) included **on a Rebill Run** (yes/no).



F. Slicer Configuration

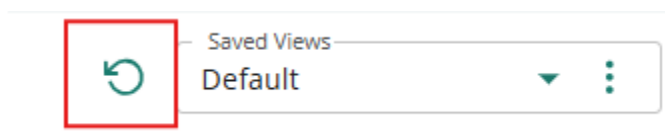
- This page is designed to provide the user with the ability to configure the analytic to report on specific information. This includes filtering by Vendor, Inventory type, Organizational hierarchy levels, Personnel, Invoice Number, Charge category, Invoice status. Surcharges can be included or excluded from here as well as indicating whether to include invoice(s) included on a Rebill Run.

G. Filters

- Use available filters to change the results based on invoice date, rebill date, department name, cost center name, charge description, charge category, inventory type, vendor, invoice number.

Reset

- In the top right corner, you will see the Reset icon. The Reset icon located in the top right corner allows you to reset filters, slicers and other data view changes you've made.



Sub-pages

The following sub-pages provide additional details on data by the user from the main analytic. Sub-pages can be reached multiple ways:

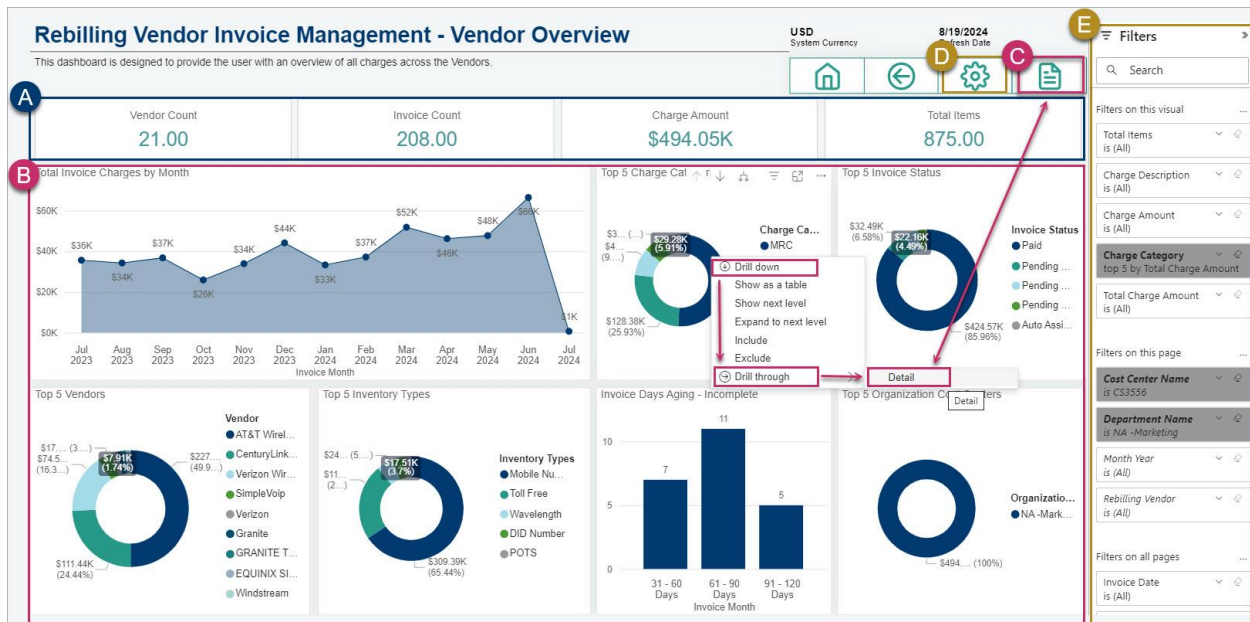
- The top right corner using the **More...** button
- The Pages section on the right side of the visual, by right-clicking in the relevant row or section of graph, selecting **drill through**, then choosing the desired sub-page
- By selecting the relevant row or section of graph and then using the drill-through buttons in the upper right.

The sub-page selected will appear in a new window.

Note: Drill-through buttons will be grayed out and inaccessible until a row or data point is selected to drill through to.

Vendor Overview Sub-page

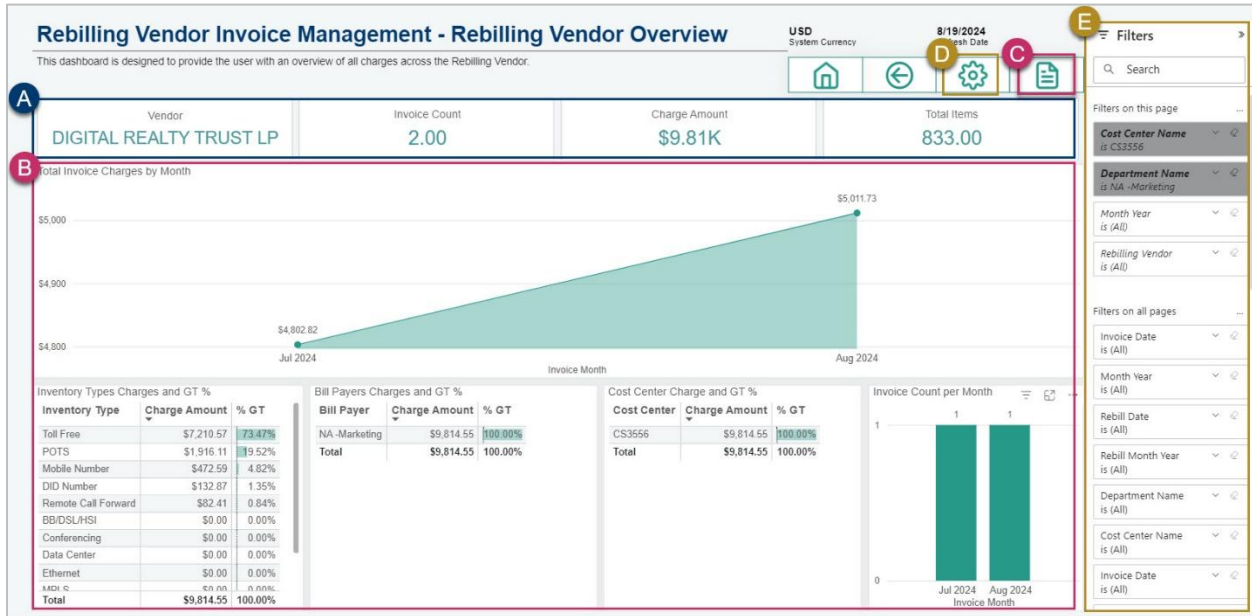
Provides an overview of all charges across the Vendors. KPIs include Vendor and Invoice counts, Charge Amount, and Total Items. Visuals include Total Invoice Charges by Month, Top 5 Charge Categories, Top 5 Invoice Status, Top 5 Vendors, Top 5 Inventory Type, Invoice Days Aging – Incomplete and Top 5 Organization Cost Centers. All visuals on this analytic offer drill-through ability for additional detail except “Invoice Days Aging – Incomplete.”



Rebilling Vendor Overview Sub-page

The Rebilling Vendor Overview offers a more detailed summary of all Charges across the Rebilling Vendor. Use these visuals to identify trends within the Total Invoice Charges by Rebilling Month. Compare the invoice charge amounts by inventory type, the Bill Payer and Cost Center charges and total invoice count per month. All visuals on this analytic offer drill-through pages for additional detail.

Navigation: Access this page by using the drill-down options from either the Overview Analytic or sub-pages.



- Provides an overview of all charges across the Rebilling Vendor. This page is designed to give the user a brief overview of Allocated Charges, highlighting Invoice Count per Month, as well as Charge Amounts and Percentage of Grand Total by Inventory Type, Bill Payer and Cost Center. By default, this visual is set to show the last 12 months (based on Invoice Date). Note that if there are less than 12 months, the analytic will display the available months. For example, the screenshot above only shows 2 months of data, as that is all that is available in the system.

- **Department, Cost Center, Invoice Month Year and Rebilling Vendor** have been configured as drill-through fields.

*By selecting the relevant data point on the line chart or pie chart you can drill through either by right-clicking and drilling through to the detail, or via the drill-through button to navigate to the **Detail** page.*

Inventory Charge Comparison Sub-page

The Inventory Charge Comparison page provides a charge comparison by Inventory Item for a specific Bill Payer Name or Cost Center Name. The visual shows the Invoice Count, Vendor Charges, Rebilled Charges, Amount Difference and Percentage Difference at the Inventory Item level. Drill down through Inventory Items to reach the Inventory Item detail.

Navigation: Access this page by using the drill-down options from the Overview Analytic or sub-pages.

Rebilling Vendor Invoice Management - Inventory Charge Comparison USD System Currency 9/2024 Invoice Date

A **B** **C** **D**

Inventory Item	Rebiling Month Year	Bill Payer Name	Cost Center Name	Invoice Count	Vendor Charges	Rebilled Charges	\$ Difference	% Difference
5403327779		0765	0765286	3	\$0.01	\$26.90	\$26.89	268900%
5407762774		0765	0765295	12	\$0.14	\$61.48	\$61.34	43814%
5405616644	Sep 2024	0765	0765232	2	\$0.04	\$14.03	\$13.99	34975%
5407762795	Sep 2024	0765	0765295	9	\$0.34	\$14.08	\$13.74	4041%
7574550840	Sep 2024	0765	0765302	3	\$0.59	\$14.40	\$13.81	2341%
5405617569	Sep 2024	0765	0765305	4	\$0.79	\$14.29	\$13.50	1709%
7579252317	Sep 2024	0765	0765287	4	\$3.96	\$50.35	\$46.39	1171%
5403322330	Sep 2024	0765	0765369	2	\$3.24	\$33.14	\$29.90	923%
5405617536	Sep 2024	0765	0765305	3	\$1.47	\$14.03	\$12.56	854%
7577875564	Sep 2024	0765	0765292	2	\$3.24	\$27.96	\$24.72	763%
7577875577	Sep 2024	0765	0765292	2	\$3.24	\$27.96	\$24.72	763%
5407223492	Sep 2024	0765	0765284	4	\$1.84	\$14.50	\$12.66	688%
5408994980	Sep 2024	0765	0765285	2	\$3.60	\$27.96	\$24.36	677%
5408994982	Sep 2024	0765	0765285	2	\$3.60	\$27.96	\$24.36	677%
7577875561	Sep 2024	0765	0765292	2	\$4.00	\$28.72	\$24.72	618%
7577875566	Sep 2024	0765	0765292	2	\$4.00	\$28.72	\$24.72	618%
7577875569	Sep 2024	0765	0765292	2	\$4.00	\$28.72	\$24.72	618%
7574550836	Sep 2024	0765	0765232	4	\$7.90	\$52.92	\$45.02	570%
7574550841	Sep 2024	0765	0765227	4	\$2.22	\$14.30	\$12.08	544%
+15402094503	Sep 2024	0765	0765374	2	\$14.71	\$68.99	\$54.28	369%
+15403838628	Sep 2024	0765	0765374	2	\$14.71	\$68.99	\$54.28	369%
+15405812487	Sep 2024	0765	0765305	2	\$14.71	\$68.99	\$54.28	369%
+15406329490	Sep 2024	0765	0765305	2	\$14.71	\$68.99	\$54.28	369%
+15408309281	Sep 2024	0765	0765374	2	\$14.71	\$68.99	\$54.28	369%
+18042416348	Sep 2024	0765	0765421	2	\$14.71	\$68.99	\$54.28	369%

Filters

Search

Filters on this page

- Bill Payer Name is 0765
- Charge Description is not SURCHARGE
- Cost Center Name is (All)
- Rebiling Vendor is not (Blank)
- Rebiling Vendor is not (Blank)

Filters on all pages

- Invoice Date is (All)
- Month Year is (All)
- Rebill Date is (All)
- Rebill Month Year is (All)

- Shows Vendor vs. Rebilled Charges for each inventory item, as well as the difference amount and percentage. This is set to the last 12 months (Invoice Date) by default.
 - **Department and Cost Center** have been configured as drill-through fields.

By selecting the relevant data point on the table, you can drill through via the buttons to navigate to the Detail page.

Month on Month Matrix Sub-page

Similar to the Inventory Charge Comparison visual, the Month on Month Matrix shows a monthly charge comparison by Bill Payer Name with details of amount and percentage differences. The Bill Payment Name can be expanded to show Cost Center details. This report shows a rolling 12-month view.

Navigation: Access this page by using the drill-down options from either the Overview Analytic or sub-pages.

Rebilling Vendor Invoice Management - Month on Month Matrix

USD System Currency | 8/23/2024 | 8/23/2024

Invoice Comparison Summary

Month Year	May 2024				Jun 2024				Jul 2024			
	Vendor Charges	Rebilled Charges	\$ Difference	% Difference	Vendor Charges	Rebilled Charges	\$ Difference	% Difference	Vendor Charges	Rebilled Charges	\$ Difference	% Difference
NA - Customer Service	\$864,634.12	\$6,656,600.79	\$5,791,966.67	670%	\$1,142,634.60	\$4,928,960.36	\$3,786,325.76	331%	\$3,800.31	\$6.11	\$3,796.50	331%
NA - Marketing	\$336,265.04		-\$336,265.04	-100%	\$395,499.64		-\$395,499.64	-100%	\$8,321.36	\$27.89	-\$8,313.04	-100%
NA - Information Technology	\$375,164.51		-\$375,164.51	-100%	\$384,949.69		-\$384,949.69	-100%	\$2,491.78	\$23.00	-\$2,489.29	-100%
NA - Engineering	\$256,057.96		-\$256,057.96	-100%	\$273,432.24		-\$273,432.24	-100%	\$3,759.24	\$23.00	-\$3,755.49	-100%
NA - Logistics	\$273,613.97		-\$273,613.97	-100%	\$301,032.49		-\$301,032.49	-100%	\$3,274.73	\$22.90	-\$3,271.53	-100%
APAC - Information Technology	\$208,703.59		-\$208,703.59	-100%	\$225,498.45		-\$225,498.45	-100%	\$4,647.25	\$18.70	-\$4,642.61	-100%
APAC - Logistics	\$53,783.98		-\$53,783.98	-100%	\$47,717.89		-\$47,717.89	-100%	\$1,438.73	\$1.00	-\$1,437.73	-100%
LATAM - Human Resources	\$9,609.26		-\$9,609.26	-100%	\$8,007.71		-\$8,007.71	-100%	\$731.84	\$0.50	-\$731.34	-100%
EMEA - Information Technology	\$4,258.19		-\$4,258.19	-100%	\$2,070.18		-\$2,070.18	-100%	\$1,229.19	\$0.75	-\$1,228.44	-100%
EMEA - Logistics	\$64,507.19		-\$64,507.19	-100%	\$57,895.02		-\$57,895.02	-100%	\$2,463.82	\$1.60	-\$2,462.22	-100%
EMEA - Engineering	\$63,123.45		-\$63,123.45	-100%	\$65,839.55		-\$65,839.55	-100%	\$4,280.89	\$2.80	-\$4,278.09	-100%
EMEA - Human Resources	\$63,748.02		-\$63,748.02	-100%	\$60,534.19		-\$60,534.19	-100%	\$3,144.96	\$2.00	-\$3,142.96	-100%
APAC - Marketing	\$71,016.56		-\$71,016.56	-100%	\$67,664.32		-\$67,664.32	-100%	\$4,954.43	\$3.20	-\$4,951.23	-100%
APAC - Engineering	\$6,513.60		-\$6,513.60	-100%	\$6,693.93		-\$6,693.93	-100%	\$1,363.15	\$0.80	-\$1,362.35	-100%
APAC - Human Resources	\$12,934.34		-\$12,934.34	-100%	\$13,891.62		-\$13,891.62	-100%	\$1,393.49	\$0.80	-\$1,392.69	-100%
EMEA - Marketing	\$22,799.15		-\$22,799.15	-100%	\$18,843.59		-\$18,843.59	-100%	\$2,142.40	\$1.30	-\$2,141.10	-100%
LATAM - Engineering	\$53,358.71		-\$53,358.71	-100%	\$44,804.10		-\$44,804.10	-100%	\$2,208.45	\$1.30	-\$2,207.15	-100%
LATAM - Information Technology	\$1,482.33		-\$1,482.33	-100%	\$1,378.14		-\$1,378.14	-100%	\$1,878.12	\$1.10	-\$1,876.92	-100%
LATAM - Logistics	\$21,944.48		-\$21,944.48	-100%	\$22,512.66		-\$22,512.66	-100%	\$807.95	\$0.50	-\$807.45	-100%
LATAM - Marketing	\$1,804.05		-\$1,804.05	-100%	\$995.53		-\$995.53	-100%	\$1,158.98	\$0.70	-\$1,158.28	-100%
Total	\$2,766,679.75	\$6,656,600.79	\$3,889,921.04	141%	\$3,143,289.48	\$4,928,960.36	\$1,785,670.88	57%	\$56,315.76	\$122.40	-\$56,259.36	-100%

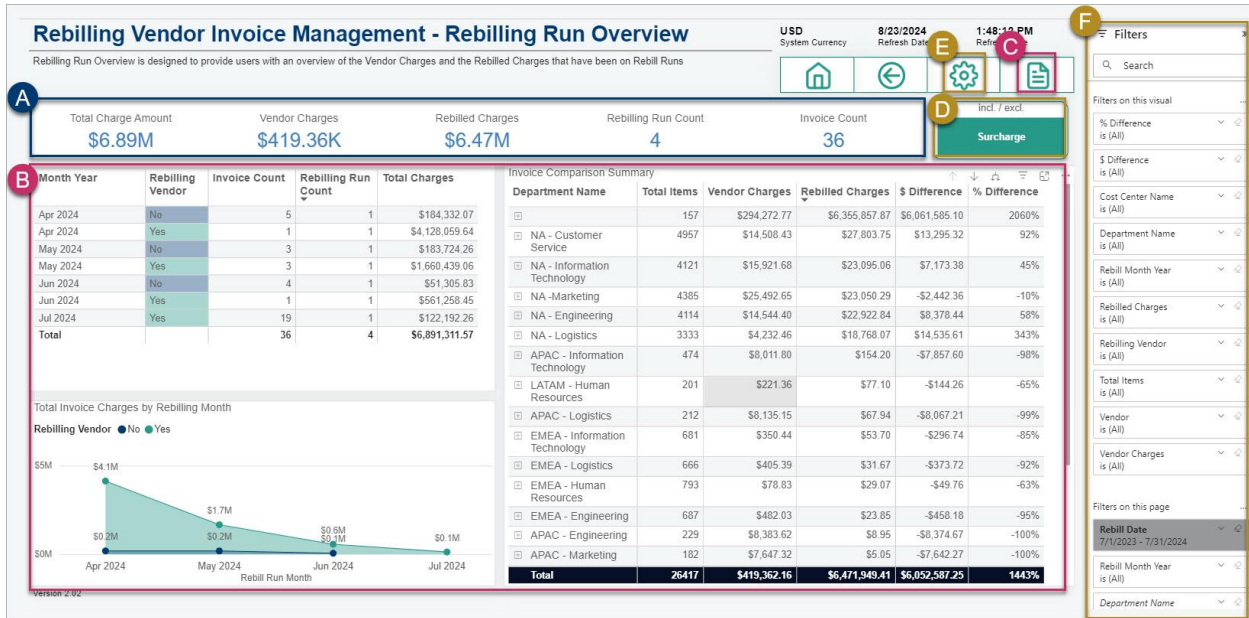
- Shows grid of 13 months of Vendor vs. Rebilled Charges for the selected Organizational level(s), as well as the difference amount and percentage.
 - Department, Cost Center and Invoice Month Year have been configured as drill-through fields.

By selecting the relevant data point on the table, you can drill through via the buttons to navigate to the Detail page.

Rebilling Run Overview Sub-page

The Rebilling Run Overview sub-page takes you to a more detailed overview of the selected Vendor Charges and the Rebilled Charges that have been on Rebill Runs. KPIs include Total Charge Amount, Vendor Charges, Rebilled Charges, the Rebilling Run Count and the Total Invoice Count. Use the Surcharge quick filter to include or exclude surcharges. Three visuals show trends of Total Invoice Charges by Rebilling Month, Invoice Comparison Summary by Bill Payer Name, and a grid identifies the Rebilling Vendor, Invoice Count, Rebilling Run Count, and Total Charges by month.

Navigation: Access this page by using the drill-down options from either the Overview Analytic or sub-pages or by the “Rebilling Run Overview” button in the top right corner of the Overview Analytic.



- Provides users with an overview of the Vendor Charges and Rebilled charges that have been on Rebill Runs. By default, this is set to the last 12 months (Rebill and Invoice Date).

- **Department, Cost Center, Rebill Month Year and Rebiling Vendor** have been configured as drill-through fields.

*By selecting the relevant data point on the line chart or pie chart you can drill through via the buttons to navigate to the **Detail** page.*

Detail Sub-page

Provides a breakdown of selected Inventory Items, Inventory Type, Bill Payer and Organizational Level, Vendor, Master Account, Invoice Number, Invoice Date and Rebill Date. The values are related to Total Charge Amount broken out by Charge Category and Charge Description. This allows the user to dig into more detail regarding the charges on the Inventory Item or Invoice.

Navigation: Access this page by using the drill-down options from either the Overview Analytic or sub-pages.

Rebilling Vendor Invoice Management - Detail

USD System Currency 8/23/2024 Refresh Date

Month Year	Vendor	Inventory Item	Inventory Type	Master Account	Bill Payer	Cost Center	Rebill Vendor	Invoice Number	Invoice Date	Rebill Date
Jul 2024	DIGITAL REALTY TRUST LP	+16124174436	Mobile Number	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	8172511452	Remote Call Forward	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	9028449987	Remote Call Forward	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	9797434659	Remote Call Forward	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	2122420953	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	2149534610	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	2174462927	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	2815546926	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3052616426	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155920776	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155922957	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155925115	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155927196	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155929532	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3155982817	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	3193621287	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	4024761404	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	5107320375	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	5124770718	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	5712238049	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	6302853841	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	6502418986	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	6503729905	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	6504323786	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Jul 2024	DIGITAL REALTY TRUST LP	7084583911	POTS	NA - Information Technology	NA - Information Technology	CS3371	Yes	T000036	7/5/2024	7/5/2024 2:1
Total										

- Provides details on each individual Inventory Item charge.
 - **Inventory Item** and **Invoice Number** have been configured as drill-through fields. These will drill into the individual inventory item detail page, or the Invoice detail page, respectively.

Use the “Rebill Invoice Management – Billing Team” Analytic

1. Go to **Analytics > Analytic Manager**.

Calero.com

Filter menu...

- Favorites
- Workspace
- Dashboards
- Analytics**
- Analytic Manager**
- Create New
- Invoice
- Shared With Me
- Inventory
- Invoice
- Mobility
- Communications and Documents
- Wireline Provisioning
- Organization
- Administration
- Help

Analytic Manager

X Clear Filters Create Folder

Name	Hidden	Shared	Date Created	Last Edited	Last Viewed	Actions
Create New			MM/dd/yy	MM/dd/yy	Oct 15, 2025	🔗 🗑️
▼ Invoice (3)						
Historical Invoice Summary	✓				Oct 15, 2025	🔗 🗑️
Invoice Management	✓				Oct 20, 2025	🔗 🗑️
Rebilled Vendor Invoice Management					Oct 27, 2025	🔗 🗑️
▼ Shared With Me (3)						
Rebill Invoice Management - Billing Team NEW			Jun 4, 2025	Jun 29, 2025	Oct 28, 2025	🔗 🗑️
Zero Usage Mobility NEW			Oct 4, 2024	Oct 4, 2024	Oct 27, 2025	🔗 🗑️
Vendor Invoice Comparison			Oct 14, 2024	Nov 4, 2024	Oct 28, 2025	🔗 🗑️
Cloned Analytics						🔗 🗑️

- Find the **Shared With Me** section and select the **Rebill Invoice Management – Billing Team** link.

Analytic Manager

Name	Hidden	Shared	Date Created	Last Edited	Last Viewed	Actions
Create New					Oct 15, 2025	
Invoice (3)						
Historical Invoice Summary	✓				Oct 15, 2025	
Invoice Management	✓				Oct 20, 2025	
Rebilled Vendor Invoice Management					Oct 27, 2025	
Shared With Me (3)						
Rebill Invoice Management - Billing Team NEW			Jun 4, 2025	Jun 29, 2025	Oct 28, 2025	
Zero Usage Mobility NEW			Oct 4, 2024	Oct 4, 2024	Oct 27, 2025	
Vendor Invoice Comparison			Oct 14, 2024	Nov 4, 2024	Oct 28, 2025	
Cloned Analytics						

- Navigate through the tabs on the side of the page.

Rebill Management - Overview

Report Purpose: To breakdown actual rebilled invoice charges compared to expected MRCs, including surcharges.

USD System Currency | 4/8/2026 Refresh Date | 12:13:14 PM Refresh Time

Bill Payer Name: All | Active Rebill Invoices: 463 | Wireline Products & Options MRC: \$2,362,410 | Mobility Plans & Features MRC: \$1,782,185 | Rebill Invoices Under \$5.00: \$48 | OCC Charges: \$1,323 | Usage Charges: \$1

Master Account	MRC	OCC	Usage	Rebilled Total Charge Amount
0100	\$8.34			\$8.34
0103470	\$541.50			\$541.50
0111201	\$171.92			\$171.92
0111203	\$2,463.71			\$2,463.71
0111470	\$145,222.83			\$145,222.83
0112	\$205.51			\$205.51
0115710	\$208.13			\$208.13
0117002	\$5.30			\$5.30
0119	\$138.32			\$138.32
0121	\$2,245.74			\$2,245.74
0122	\$3,732.03			\$3,732.03
0123	\$68,372.35			\$68,372.35
0125	\$277.21			\$277.21
0127	\$31,432.83			\$31,432.83
0128	\$1,584.51			\$1,584.51
0129	\$4,962.59			\$4,962.59
0132	\$2,835.96			\$2,835.96
0133	\$6,073.74			\$6,073.74
Total	\$4,144,294.92	\$1,322.76	\$9.76	\$4,145,627.44

- A. [Overview](#)
 - B. [Wireline Inventory](#)
 - C. [Mobility Inventory](#)
 - D. [Current Month Invoice Charges](#)
 - E. [Rebill Month on Month Matrix](#)
 - F. [OCC and Usage Invoice Detail](#)
 - G. [Vendor Invoices - Unpaid Charges](#)
 - H. [Manual Charges](#)
 - I. [Savings Summary](#)
 - J. [Savings Details](#)

K. [Work Order Proration](#)

Overview

Review the KPIs in the top.

Rebill Management - Overview

Report Purpose: To breakdown actual rebilled invoice charges compared to expected MRCs, including surcharges.

USD System Currency | 10/28/2025 Refresh Date | 2:12:46 PM Refresh Time

Active Rebill Invoices: 476
 Wireline Products & Options MRC: \$2,391,605
 Mobility Plans & Features MRC: \$1,796,667
 OCC Charges: \$165,284
 Usage Charges: \$123,891

Master Account	MRC	OCC	Usage	FUSF	Rebilled Total Charge Amount
0100	\$8.34				\$8.34
0103470	\$541.50				\$541.50
0111201	\$171.95	\$0.00	\$0.00		\$171.95
0111203	\$2,374.00	\$0.00	\$0.00		\$2,374.00
0111470	\$143,297.01	\$0.00			\$143,297.01
0112	\$205.51	\$0.00			\$205.51
0115710	\$208.13	\$0.00			\$208.13
0117002	\$125.53		\$0.00		\$125.53
0119	\$138.32	\$0.00			\$138.32
0121	\$2,238.18	\$0.00			\$2,238.18
0122	\$3,732.03	\$10.56			\$3,742.59
0123	\$67,206.45	\$0.00	\$0.00		\$67,206.45
0125	\$277.21	\$0.00			\$277.21
0127	\$31,256.84	\$480.00	\$28.34		\$31,765.18
0128	\$1,584.55	\$0.00	\$0.00		\$1,584.55
0129	\$5,019.88	-\$156.23	\$82.19		\$4,945.84
0132	\$2,894.08	\$0.00	\$0.00		\$2,894.08
0133	\$6,074.19	\$0.00			\$6,074.19
Total	\$4,188,272.46	\$165,283.77	\$123,890.54		\$4,477,446.77

- A. **Active Rebill Invoices** – Shows the count of Active Rebill Invoices.
- B. **Wireline Products & Options MRC** – Total Product MRC charge amount associated to Inventory IDs assigned to the specific Bill Payer/Cost Center based on the Billing Contact’s access and/or the Bill Payer/Cost Center filtered to.
- C. **Mobility Plans & Features MRC** – Total Product MRC charge amount associated to Mobile Numbers assigned to the specific Bill Payer/Cost Center based on the Billing Contact’s access and/or the Bill Payer/Cost Center filtered to.
- D. **OCC Charges** – OCC charges are associated to an inventory item with an assigned cost center that were passed to rebill from a vendor invoice.
- E. **Usage Charges**: Usage charges are associated to an inventory item with an assigned cost center that were passed to rebill from a vendor invoice.

Rebill Charges Breakdown – Drill down into the bill payers, cost centers, rebill invoice number and inventory items for a granular view.

Master Account	MRC	OCC	Usage	FUSF	Rebilled Total Charge Amount
0100	\$8.34				\$8.34
0103470	\$541.50				\$541.50
0111201	\$171.95	\$0.00	\$0.00		\$171.95
0111203	\$2,374.00	\$0.00	\$0.00		\$2,374.00
0111470	\$143,297.01	\$0.00			\$143,297.01
0112	\$205.51	\$0.00			\$205.51
0115710	\$208.13	\$0.00			\$208.13
0117002	\$125.53		\$0.00		\$125.53
0119	\$138.32	\$0.00			\$138.32
0121	\$2,238.18	\$0.00			\$2,238.18
0122	\$3,732.03	\$10.56			\$3,742.59
0123	\$67,206.45	\$0.00	\$0.00		\$67,206.45
0125	\$277.21	\$0.00			\$277.21
0127	\$31,256.84	\$480.00	\$28.34		\$31,765.18
0128	\$1,584.55	\$0.00	\$0.00		\$1,584.55
0129	\$5,019.88	-\$156.23	\$82.19		\$4,945.84
0132	\$2,894.08	\$0.00	\$0.00		\$2,894.08
0133	\$6,074.19	\$0.00	\$0.00		\$6,074.19
Total	\$4,188,272.46	\$165,283.77	\$123,890.54		\$4,477,446.77

Wireline Inventory

MRC only **Totals on this page may not match the totals on the Overview page due to inventory changes since last rebill generation. That's because, depending on when the Billing Team views this data, it could vary from what was rebilled.

Use the filter options at the top.

Bill Payer Name	Activity Code	Inventory Item	TEBS ID	Family Name	Product	Catalog Item Detail	Qty	Unit Cost	Product Option MRC	Rebilled Total Charge (MRC + Surcharge)	Last Invoice Date
0154	114	SV615801	SV615801	VOIP	VoIP - Verizon Business	VCC AGENT/VCC AGENT -USAGE BASED \$105 qty 2 @ \$0.00; VCC AGENT/VCC AGENT -USAGE BASED \$105 VZBVCC-AGENT qty 2 @ \$0.00	2	0.00	\$0.00	\$31,314.67	10/1/2025
0154	114	SV615801	SV615801	VOIP	VoIP - Verizon Business	VCC TECHNICAL SERVICE MANAGER -MRC qty 1 @ \$2964.38; VCC TECHNICAL SERVICE MANAGER -MRC VZBVCC-TSMNGR qty 1 @ \$2964.38	1	2,964.38	\$2,964.38	\$31,314.67	10/1/2025
0154	114	SV615801	SV615801	VOIP	VoIP - Verizon Business	VCC VOICE RECORDING (PER AGENT&SUPERVISOR)/VCC VOICE RECORDING (PER AGENT&SUPERVISOR) USAGE \$12.48 qty 1 @ \$0.00; VCC VOICE RECORDING (PER	1	0.00	\$0.00	\$31,314.67	10/1/2025
Total							163,656	1,811,792.10	\$2,067,807.90	\$2,391,605.02	

- A. Include/exclude surcharges
- B. Bill Payer Name
- C. Cost Center Name
- D. Bill Payer Description

Below the filter options, there are two tables.

MRC only **Totals on this page may not match the totals on the Overview page due to inventory changes since last rebill generation.

USD System Currency 10/28/2025 Rebill Date

Wireline Inventory

Detail - Product Option Level

Bill Payer Name	Activity Code	Inventory Item	TEBS ID	Family Name	Product	Catalog Item Detail	Qty	Unit Cost	Product Option MRC	Rebill Total Charge (MRC + Surcharge)	Last Invoice Date
0154	114	SV815801	SV815801	VOIP	VoIP - Verizon Business	VCC AGENT VCC AGENT -USAGE BASED \$195 qty 2 @ \$0.00 VCC AGENT VCC AGENT -USAGE BASED \$195 VZDVCC AGENT qty 2 @ \$0.00	2	0.00	\$0.00	\$31,314.67	10/1/2025
0154	114	SV815801	SV815801	VOIP	VoIP - Verizon Business	VCC TECHNICAL SERVICE MANAGER -MRC qty 1 @ \$2964.38 VCC TECHNICAL SERVICE MANAGER -MRC VZDVCC TSMNGR qty 1 @ \$2964.38	1	2,964.38	\$2,964.38	\$31,314.67	10/1/2025
0154	114	SV815801	SV815801	VOIP	VoIP - Verizon Business	VCC VOICE RECORDING (PER AGENT/SUPERVISOR) VCC VOICE RECORDING (PER AGENT/SUPERVISOR) USAGE \$12.48 qty 1 @ \$0.00; VCC VOICE RECORDING (PER	1	0.00	\$0.00	\$31,314.67	10/1/2025
Total							163,656	1,811,792.10	\$2,067,807.90	\$2,391,605.02	

Detail - Surcharge Level

Bill Payer Name	Activity Code	Inventory Item	TEBS ID	Family Name	Product	Charge Description	Product Option MRC	Surcharge	Last Invoice Date
2591	074	000101902	101902	INTERNET	Cable - Cox Communications	Surcharge	\$138.00	\$18.20	10/1/2025
0403	000	001080133	001080133	WAN	Fiber - Riverstreet Networks	Surcharge	\$200.00	\$28.00	10/7/2025
0501	291	001333979	001333979	INTERNET	Internet - Riverstreet Networks	Surcharge	\$210.00	\$29.40	10/1/2025
0127	000	000234402	2134402	INTERNET	Cable - Cox Communications	Surcharge	\$124.00	\$17.36	10/1/2025
Total							\$2,067,807.90	\$346,913.00	

- **Detail – Product Option Level** – The top table shows Inventory charge details at the Product Option level. You will also see the quantity of items, the unit cost for each, and the maximum MRC cost associated with those charges, giving you a comprehensive understanding of spending in each Inventory and Product Option.
- **Detail – Surcharge Level** – The bottom table is filtered to show Inventory charge details for surcharges only.

Mobility Inventory

*MRC only **Totals on this page may not match the totals on the Overview page due to inventory changes since last rebill generation. That's because, depending on when the Billing Team views this data, it could vary from what was rebilled.*

This page provides a breakdown of mobility costs at the mobile inventory level associated to a specific Bill Payer Name and/or Cost Center Name.

Use the filter options at the top.

The screenshot shows the 'Mobility Inventory' page with a left sidebar and a right filter panel. The main content area has a header with 'USD System Currency' and '10/28/2025 Release Date'. Below the header are filter options: 'MRC only** A', 'incl / excl', 'Bill Payer Name B', 'Cost Center Name C', and 'Bill Payer Desc D'. A 'Surcharge' button is also present. Below the filters are two tables:

Bill Payer Name	Cost Center Name	Inventory Item	TEBS ID -Mobility	Plan and Feature Name	Plan MRC Amount	Rebilled Total [#] Charge Amou
2156	2156000	+19729725132	9729725132	NSPS MOBILE BROADBAND UNLIMITED -DATA ONLY(VZANSPSDATA.UNLTD)	36.99	\$4
2156	2156000	+19729725132	9729725132	STATIC IP ON WIRELESS DEVICE-STATIC IP ON WIRELESS DEVICE(VZASTATIC.IP)	0.00	\$4
5501	5501402	+19489428265	9489428265	FUSF ON NSPS BUNDLE UNLTD(VZAFUSF.NSPSBNDL.UNL)	0.00	\$4
5501	5501402	+19489428265	9489428265	SMARTPHONE VOICE AND DATA UNLIMITED (NO INTL)(VZANSPSBNDL.UNLTD)	36.99	\$4
5501	5501069	+19489428198	9489428198	NSPS MOBILE BROADBAND UNLIMITED -DATA ONLY(VZANSPSDATA.UNLTD)	36.99	\$4
5501	5501711	+19489428197	9489428197	FUSF ON NSPS BUNDLE UNLTD(VZAFUSF.NSPSBNDL.UNL)	0.00	\$4
5501	5501711	+19489428197	9489428197	SMARTPHONE VOICE AND DATA UNLIMITED (NO INTL)(VZANSPSBNDL.UNLTD)	36.99	\$4
5501	5501714	+19489428196	9489428196	FUSF ON NSPS BUNDLE UNLTD(VZAFUSF.NSPSBNDL.UNL)	0.00	\$4
Total					1,562,755.73	\$1,939.22

Bill Payer Name	Cost Center Name	Inventory Item	TEBS ID -Mobility	Charge Description	Plan MRC Amount	Rebilled Total [#] Charge Amou
2156	2156000	+12023816802	2023816802	Surcharge	36.99	\$1
0141	0141305	+12026033113	2026033113	Surcharge	36.99	\$1
2156	2156000	+12026045540	2026045540	Surcharge	36.99	\$1
2156	2156000	+12028096447	2028096447	Surcharge	36.99	\$1
0912	0912831	+12172803348	2172803348	Surcharge	36.99	\$1
0262	0262024	+17405853419	2405853419	Surcharge	45.00	\$1
Total					1,562,755.73	\$219.34

- A. Include/Exclude Surcharges
- B. Bill Payer Name
- C. Cost Center Name
- D. Bill Payer Description

Below the filter options, there are two tables.

This screenshot is identical to the one above, showing the 'Mobility Inventory' page with the same filter options and two data tables. The tables provide a detailed breakdown of mobility inventory charges at the Plan and Feature level, and a Charge Description Level for surcharges.

- **Detail – Plan and Feature Level** – The top table outlines mobility inventory charge details at the Plan and Feature level.
- **Detail – Charge Description Level** – The bottom table shows the same information for surcharges only.

Current Month Invoice Charges

This page outlines ALL current month invoice charges, including Bill Payer Name, Cost Center Name, Invoice Number, Invoice Item, Inventory Type, Charge Category, Charge Description and Total Rebilled Charge Amount.

Although there are not specific filter options at the top like other pages, you still can apply filters using the Filters column on the far right.

Master Account	Activity Code	Invoice Number	Invoice Item	Inventory Item	Inventory Type	Charge Category	Charge Description	Rebilled Total Charge Amount
0100	250	T602577	8046987400VZNLSTING	8046987400 - VZNLSTING	Listing	MRC	RICHMOND CITY LISTING ADDITIONAL RICHMOND CITY LISTING ADDITIONAL VZNLST RICH qty 1 @ \$4.00	\$4.00
0100	250	T602577	8046987400VZNLSTING	8046987400 - VZNLSTING	Listing	MRC	SURCHARGE	\$0.56
0100	252	T602577	8662671474VZNLSTING	8662671474 - VZNLSTING	Listing	MRC	NORTHERN VA LISTING FOREIGN NORTHERN VA LISTING FOREIGN VZNLST FGN NOVA qty 1 @ \$3.32	\$3.32
0100	252	T602577	8662671474VZNLSTING	8662671474 - VZNLSTING	Listing	MRC	SURCHARGE	\$0.46
0103470	470	T602681	8282150010274640	8282150010274640	Fiber	MRC	BREEZELINE FIBER TO PREM TIERS 40M BZLFIB20.5 qty 1 @ \$475.00	\$475.00
0103470	470	T602681	8282150010274640	8282150010274640	Fiber	MRC	SURCHARGE	\$66.50
0111201	201	T602143	2766762396	2766762396	Centrex	MRC	276676 CALLER ID NAME AND NUMBER 276676 CALLER ID NAME AND NUMBER CTLCALL IDMMMB-X045 qty 1 @ \$11.00	\$11.00
0111201	201	T602143	2766762396	2766762396	Centrex	MRC	CENTURY LINK 9ZR - CONTRACTUAL CENTURY LINK 9ZR - CONTRACTUAL CTL9ZR CNX qty 1 @ \$4.29	\$4.29
0111201	201	T602143	2766762396	2766762396	Centrex	MRC	SURCHARGE	\$20.00
0111201	201	T602143	2766762396	2766762396	Centrex	MRC	LINE CENTREX ACCESS LINE CTLLINE.CNX qty 1 @ \$20.00	\$4.94
0111201	201	T602143	2766763524	2766763524	Centrex	MRC	CENTURY LINK 9ZR - CONTRACTUAL CENTURY LINK 9ZR - CONTRACTUAL CTL9ZR CNX qty 1 @ \$4.29	\$4.29
0111201	201	T602143	2766763524	2766763524	Centrex	MRC	SURCHARGE	\$20.00
0111201	201	T602143	2766763524	2766763524	Centrex	MRC	LINE CENTREX ACCESS LINE CTLLINE.CNX qty 1 @ \$20.00	\$3.40
0111201	201	T602143	2766763748	2766763748	Centrex	MRC	276676 CALLER ID NAME AND NUMBER 276676 CALLER ID NAME AND NUMBER CTLCALL IDMMMB-X045 qty 1 @ \$11.00	\$11.00
0111201	201	T602143	2766763748	2766763748	Centrex	MRC	CENTURY LINK 9ZR - CONTRACTUAL CENTURY LINK 9ZR - CONTRACTUAL CTL9ZR CNX qty 1 @ \$4.29	\$4.29
0111201	201	T602143	2766763748	2766763748	Centrex	MRC	SURCHARGE	\$20.00
0111201	201	T602143	2766763748	2766763748	Centrex	MRC	LINE CENTREX ACCESS LINE CTLLINE.CNX qty 1 @ \$20.00	\$4.94
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	ARC - CENTREX.ARC - CENTREX VZNRAC qty 1 @ \$1.19	\$1.19
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	SURCHARGE	\$0.45
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	CALLER ID STANDARD FOR CENTREX LINES: CALLER ID STANDARD FOR CENTREX LINES: VZNRAC CALLER ID qty 1 @ \$0.45	\$0.45
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	EXCHANGE ACCESS EXCHANGE ACCESS VZLINE.CTX qty 1 @ \$4.81	\$4.81
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	LINE VZLINE.EXC qty 1 @ \$8.04	\$8.04
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	SURCHARGE	\$2.91
0111201	201	T602143	4343610328	4343610328	Centrex	MRC	VOICE MAIL BOX 30 MIN STORAGE: VOICE MAIL BOX 30 MIN STORAGE VZVMX_30MIN qty 1 @ \$6.30	\$6.30
Total								\$4,477,446.77

Rebill Month on Month Matrix

Similar to what you would see on the Rebill Invoice Management Analytic, this page shows a matrix outlining month-over-month what a specific Bill Payer and/or Cost Center has billed in Vendor and Rebill charges as well as the Amount Difference.

Master Account	Total Charge Amount	\$ Previous Month Total Charge Amount	\$ Difference From Previous Month Total Charge Amount
0100	\$8.34	\$8.20	0.14
0103470	\$541.50	\$532.28	9.22
0111201	\$171.92	\$168.99	2.93
0111202	\$0.00	\$0.00	0.00
0111203	\$2,369.09	\$2,327.90	41.19
0111470	\$142,862.35	\$144,971.31	-2,108.96
0112	\$205.51	\$206.43	-0.92
0115710	\$208.13	\$204.49	3.64
0117001	\$0.00	\$0.00	0.00
0117002	\$5.30	\$5.21	0.09
0119	\$138.32	\$135.90	2.34
0120	\$0.00	\$0.00	0.00
0121	\$2,238.18	\$2,270.21	-32.03
0122	\$3,732.03	\$3,696.42	35.61
0123	\$66,193.51	\$67,575.52	-1,382.01
0125	\$277.21	\$272.72	4.49
0127	\$31,048.21	\$54,105.21	-23,057.00
0128	\$1,584.51	\$1,562.44	22.07
0129	\$4,913.61	\$6,429.75	-1,516.14
0132	\$2,813.16	\$2,910.86	-97.70
0133	\$6,073.74	\$5,926.37	147.37
0136	\$38,730.10	\$39,278.76	-548.66
0140	\$15,703.20	\$14,902.90	800.30
0141	\$53,927.53	\$57,053.31	-3,125.78
0142	\$0.00	\$0.00	0.00

The **Bill Payer Name** column of the matrix is expandable to show Cost Center Name, Inventory Item and Charge Description details.

Master Account	Total Charge Amount	\$ Previous Month Total Charge Amount	\$ Difference From Previous Month Total Charge Amount
0100	\$8.34	\$8.20	0.14
0103470	\$541.50	\$532.28	9.22
0111201	\$171.92	\$168.99	2.93
0111202	\$0.00	\$0.00	0.00
0111203	\$2,369.09	\$2,327.90	41.19
0111470	\$142,862.35	\$144,971.31	-2,108.96
0112	\$205.51	\$206.43	-0.92
0115710	\$208.13	\$204.49	3.64
0117001	\$0.00	\$0.00	0.00
0117002	\$5.30	\$5.21	0.09
0119	\$138.32	\$135.98	2.34
0120	\$0.00	\$0.00	0.00
0121	\$2,238.18	\$2,270.21	-32.03
0122	\$3,732.03	\$3,696.42	35.61
0123	\$66,193.51	\$67,575.52	-1,382.01
0125	\$277.21	\$272.72	4.49
0127	\$31,048.21	\$54,105.21	-23,057.00
0128	\$1,584.51	\$1,562.44	22.07
0129	\$4,913.61	\$6,429.75	-1,516.14
0132	\$2,813.16	\$2,910.86	-97.70
0133	\$6,073.74	\$5,926.37	147.37
0136	\$38,730.10	\$39,278.76	-548.66
0140	\$15,703.20	\$14,902.90	800.30
0141	\$53,927.53	\$57,053.31	-3,125.78
0142	\$0.00	\$0.00	0.00

OCC and Usage Invoice Detail

This page will show any OCC and Usage charges that have billed and passed through from any CCM invoice marked Adjusted for Rebill or Pending Payment, and are ready to be pulled into Rebill.

OCC and Usage charges are a result of vendor invoices that passed through the two statuses in the previous calendar month.

Vendor	Master Account	Activity Code	Invoice Number	Invoice Date	Invoice Item	Inventory Item	Inventory Type	Charge Category	Charge Description	Total OCC	Total Usage Amount
VITA	0411	142	T602154	10/1/2025	447944204	447944204	Ethernet	OCC	Dedicated Internet Access (DIA) - Installation - Access - Off Net	\$6,648.00	
VITA	0765	236	T602612	10/1/2025	8047860000	8047860000	Centrex	OCC	TRKING INQ202506062496 May 2025 service order charge	\$4,200.00	
VITA	0765	236	T602612	10/1/2025	8047860000	8047860000	Centrex	OCC	TRKING INQ2025070879500 June 2025 Senr order charge	\$4,000.00	
VITA	2156	000	T602533	10/1/2025	+18049445245	+18049445245	Mobile Number	OCC	Equipment Purchase 06/17 WOODHAVEN-DIRECT 004810520	\$3,661.92	
VITA	0765	236	T602612	10/1/2025	8047860000	8047860000	Centrex	OCC	TRKING INQ202506062496 May 2025 travel time charge	\$3,622.50	
VITA	0765	236	T602612	10/1/2025	8047860000	8047860000	Centrex	OCC	TRKING INQ2025070879500 June 2025 Travel time charge	\$3,450.00	
VITA	0213	317	T602319	10/1/2025	+18048404222	+18048404222	Mobile Number	OCC	Equipment Purchase 08/08 WOODHAVEN-DIRECT 004140486	\$2,129.20	
VITA	0213	317	T602319	10/1/2025	+18048404222	+18048404222	Mobile Number	OCC	Equipment Purchase 08/20 WOODHAVEN-DIRECT 004140486	\$2,129.20	
VITA	0213	317	T602319	10/1/2025	+17577090585	+17577090585	Mobile Number	OCC	Equipment Purchase 08/12 WOODHAVEN-DIRECT 004107648	\$2,122.70	
VITA	0213	317	T602319	10/1/2025	+18048404305	+18048404305	Mobile Number	OCC	Equipment Purchase 08/08 WOODHAVEN-DIRECT 004140486	\$2,118.21	
VITA	0213	317	T602319	10/1/2025	+18048404305	+18048404305	Mobile Number	OCC	Equipment Purchase 08/20 WOODHAVEN-DIRECT 004140486	\$2,118.21	
VITA	2156	324	T602533	10/1/2025	+12762455872	+12762455872	Mobile Number	OCC	Equipment Purchase 05/28 WOODHAVEN-DIRECT 003980920	\$2,116.67	
VITA	0213	317	T602319	10/1/2025	+17577090593	+17577090593	Mobile Number	OCC	Equipment Purchase 08/12 WOODHAVEN-DIRECT 004107648	\$2,111.71	
VITA	0213	317	T602319	10/1/2025	+17577092944	+17577092944	Mobile Number	OCC	Equipment Purchase 08/12 WOODHAVEN-DIRECT 004107648	\$2,111.71	
VITA	0213	317	T602319	10/1/2025	+17577093023	+17577093023	Mobile Number	OCC	Equipment Purchase 08/12 WOODHAVEN-DIRECT 004107648	\$2,111.71	
VITA	0213	317	T602319	10/1/2025	+17577093179	+17577093179	Mobile Number	OCC	Equipment Purchase 08/12 WOODHAVEN-DIRECT 004107648	\$2,111.71	
VITA	2156	000	T602533	10/1/2025	+17576700172	+17576700172	Mobile Number	OCC	Equipment Purchase 05/28 WOODHAVEN-DIRECT 003980920	\$2,025.68	
VITA	2156	000	T602533	10/1/2025	+18047405366	+18047405366	Mobile Number	OCC	Equipment Purchase 06/16 WOODHAVEN-DIRECT	\$1,939.96	
Total										\$165,283.77	\$123,890.54

In addition to the OCC and Usage Invoice Detail page, the VITA Billing Team has some other options to review usage-related information.

Invoice Charges: Analyze charges per invoice with a focus on usage.

1. Go to Invoice > Charges > Invoice Charges. This view shows all invoice charge details. It's a consolidation of the Invoice Charges tab of all invoices.
2. Apply filters based on the specific Charge Category of Usage, Vendor, Master Account, Invoice Item, Inventory ID, Invoice Number, etc. that you would like to review.
3. Review search results.
 - You can apply row groups or export the data if that will assist with the review process.
 - The search results are usually summarized rather than a call-by-call record.
 - If you would like to review call-by-call records, please follow the steps outlined in the [Invoice Call Records option](#).

Invoice Call Records: Review detailed call records from invoices (both mobility and wireline).

1. Go to **Invoice > Usage > View Invoice Call Records**.
2. Apply filters based on the specific Vendor, Master Account, Invoice Item, Inventory ID, Invoice Number, etc. you would like to review.
 - Keep in mind that the start date filter defaults to the last 1 month, so if you would like to review older data, you will need to adjust the filter.
3. Review search results.
 - You can apply row groups or export the data if that will assist with the review process.

Mobility Usage: Assess usage data for mobility services.

1. Go to **Mobility > Usage > Mobile Usage**.
 - This page will show how mobile features (data, voice, messaging) are being used against the account or item's allowance.
 - As always, you can apply filters, row groups or export the data.
2. Go to **Mobility > Usage > Mobile Usage Detail**.
 - This page shows usage details, per call, message, or data consumption.
 - This page provides a granular view of all mobile usage details such as call start date, mobile number originating, call destination, cost, call direction (incoming/outgoing), duration, call type, and other relevant metrics by usage type (Call, Message, or Data). The attributes displayed may vary depending on the type of usage activity selected.
3. Apply filters based on the specific Usage type, Mobile Number, Personnel or Start date.
4. You can export your search results, but you will not have the ability to apply row groups as you can in Mobile Usage.

Rebilling Vendor Invoice Management Analytic: Utilize tools and sub-pages for comprehensive insights.

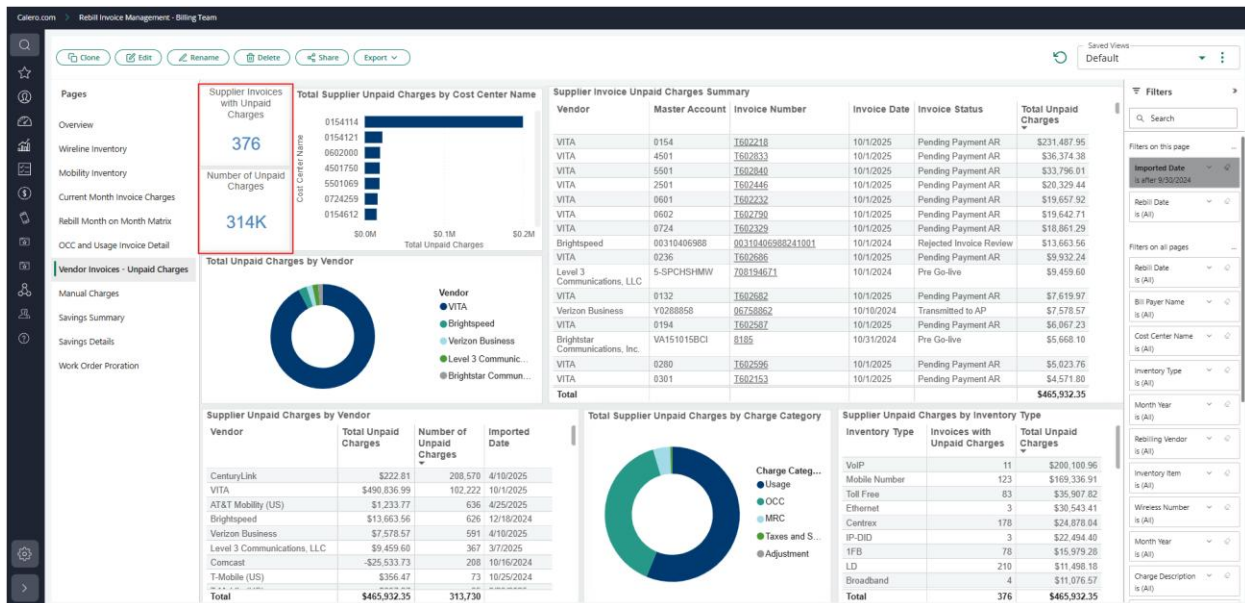
1. Go to **Analytics > Invoice > [Rebilled Vendor Invoice Management analytic](#).**

To view some of the sub-pages with more details—such as Invoice Comparison Report, Rebilling Run Overview or Month-to-Month matrix— follow the same steps outlined above under **Reports Used to validate rebilled invoices**.

Vendor Invoices - Unpaid Charges

This page provides KPIs, trends and details of unpaid charges, which comprise all invoice charges from vendor invoices that did not pass to a rebill.

The two KPIs show the **Number of Invoices with Unpaid Charges** and the **Number of Unpaid Charges**.



Throughout other visuals, Unpaid Charges are broken out by **Cost Center Name, Vendor** and **Inventory Type**.

The table in the top right corner, **Invoice Unpaid Charge Summary**, is a more detailed list of invoices with unpaid charges.

Vendor	Master Account	Invoice Number	Invoice Date	Invoice Status	Total Unpaid Charges
VITA	0154	T602118	10/1/2025	Pending Payment AR	\$231,487.95
VITA	4501	T602033	10/1/2025	Pending Payment AR	\$36,374.38
VITA	5501	T602040	10/1/2025	Pending Payment AR	\$33,796.01
VITA	2501	T602446	10/1/2025	Pending Payment AR	\$20,329.44
VITA	0601	T602232	10/1/2025	Pending Payment AR	\$19,857.92
VITA	0602	T602290	10/1/2025	Pending Payment AR	\$19,642.71
VITA	0724	T602329	10/1/2025	Pending Payment AR	\$18,861.29
Brightspeed	00310405988	00310405988241001	10/1/2024	Rejected Invoice Review	\$13,663.56
VITA	0236	T602686	10/1/2025	Pending Payment AR	\$9,932.24
Level 3 Communications, LLC	5-SPCHSHMV	700194671	10/1/2024	Pre Go-live	\$9,459.60
VITA	0132	T602682	10/1/2025	Pending Payment AR	\$7,619.97
Verizon Business	Y0288050	06750862	10/10/2024	Transmitted to AP	\$7,578.57
VITA	0194	T602507	10/1/2025	Pending Payment AR	\$6,067.23
Brightstar Communications, Inc.	VA151015BCI	0185	10/31/2024	Pre Go-live	\$5,668.10
VITA	0280	T602596	10/1/2025	Pending Payment AR	\$5,023.76
VITA	0301	T602153	10/1/2025	Pending Payment AR	\$4,571.80
Total					\$465,932.35

Manual Charges

From time to time there will be reason to adjust a rebill invoice. For example, prorated charges related to recent change work orders or verified dispute credits. Depending on the cause for the adjustment or adjustment type, there is a specific process the VITA Billing Team can follow to review and validate the charges.

Filters default to show manual adjustments to vendor invoices that were considered for rebill in the current month's rebill cycle.

Invoice Date	Invoice Number	Invoice Status	Vendor	Master Account	Inventory Item	Charge Category	Manual Charges System	Charge Amount	Bill Payer Name	Cost Center Name	Charge Description
10/1/2025	T602145	Pending Payment AR	VITA	0140	+18042297231	MRC	50.00	50.00	0140	0140000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS INTERNATIONAL(VZANSPS, BNDLPLUSTLX)
10/1/2025	T602151	Pending Payment AR	VITA	0262	+12765256202	MRC	350.00	50.00	0262	0262000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS INTERNATIONAL(VZANSPS, BNDLPLUSTLX)
10/1/2025	T602151	Pending Payment AR	VITA	0262	+17037126475	MRC	350.00	50.00	0262	0262000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS INTERNATIONAL(VZANSPS, BNDLPLUSTLX)
10/1/2025	T602151	Pending Payment AR	VITA	0262	+17579518050	MRC	350.00	50.00	0262	0262000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS INTERNATIONAL(VZANSPS, BNDLPLUSTLX)
10/1/2025	T602151	Pending Payment AR	VITA	0262	+18049870779	MRC	350.00	50.00	0262	0262000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS INTERNATIONAL(VZANSPS, BNDLPLUSTLX)
10/1/2025	T602151	Pending Payment AR	VITA	0262	+19482291665	MRC	350.00	50.00	0262	0262000	Price Adjustment - VZA CONVERSION TO NSPS VOICE AND DATA PLUS
Total							16,650.00	16,650.00			

Manual adjustments can also be viewed directly within the invoice. In the Manual Adjustment Invoice Detail visual, the Invoice Number column includes hyperlinks that navigate to the detailed invoice page for each specific invoice.

Relation between Invoice Charges and Manual Charges – The Invoice Charges tab includes all invoice charges, including any that may be incorrect. When discrepancies occur, they are corrected by applying manual charges to reverse the incorrect amounts and apply the correct ones.

For example, in the screenshot below, one line item was billed with an incorrect MRC and an incorrect surcharge percentage. This is corrected by adding two manual charges to reverse the incorrect values, and two more to apply the correct charges.

Reviewing the data in both tabs provides the user with a complete and accurate view of billing.

Invoice Charges

Sub-account	Invoice Item	Item description	Cost Center	Cost Center Desc	Activity Code	Activation date	Last Active / Vendor Discon...	TEBS ID	TEBS ID - Mobility
	8042252033NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042252033	
	7574915135NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			7574915135	
	8047865651NUMS		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047865651	
	8047866751		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047866751	
	8042254459		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254459	
	8043714189		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043714189	
	8043716989		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043716989	
	7574313467		0125000	SUPREME CT. OF VA-CT. OF A...	000			7574313467	
	7578862894		0125125	SUPREME CT. OF VA-CT. OF A...	125			7578862894	
	8042254464		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254464	
	7033352202		0125125	SUPREME CT. OF VA-CT. OF A...	125			7033352202	
	8047866751		0125000	SUPREME CT. OF VA-CT. OF A...	000			8047866751	
	8042254459		0125000	SUPREME CT. OF VA-CT. OF A...	000			8042254459	
	8043714189		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043714189	
	8043716989		0125000	SUPREME CT. OF VA-CT. OF A...	000			8043716989	

Total amount (USD): \$277.21

Manual Charges

Invoice Number: T603750 Rebills Ready for Viewing

Master Account: 0136 (VITA Rebill) Vendor: VITA Invoice Date: 2/1/26 Currency: US Dollar (USD) Amount Due: USD 38,725.93 Authorized Amount: USD 38,760.93 Receipt Date - 2/1/26 Due 66 days ago

Mark As Paid Actions Cancel Save

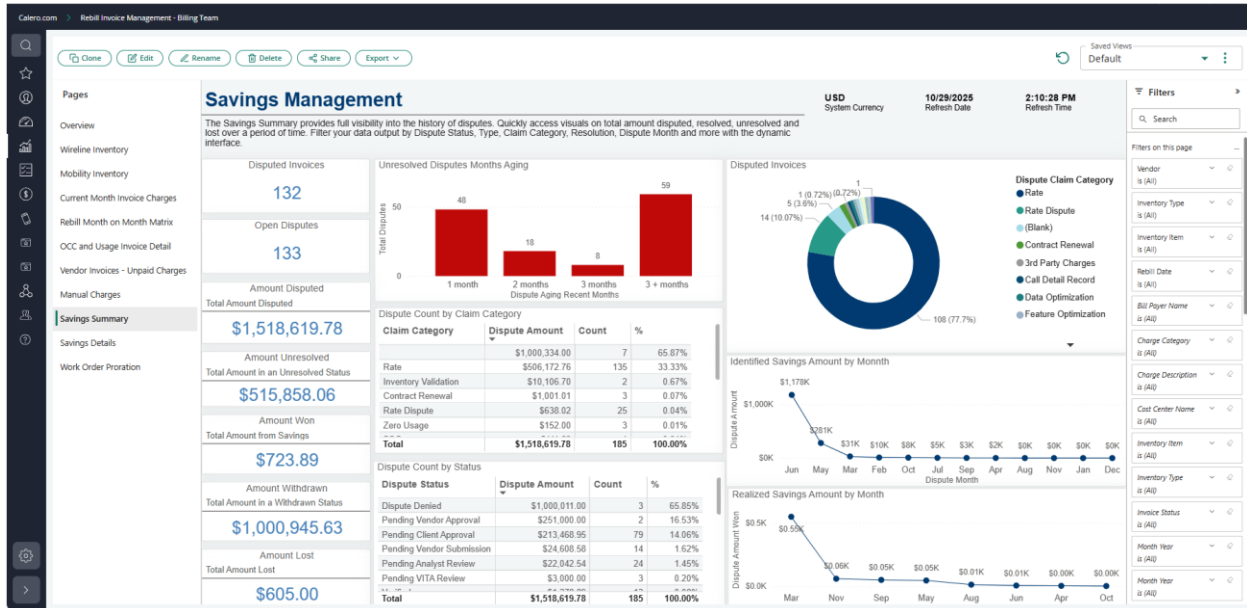
Overview Allocations Account History Alerts 821 Invoice Charges **Manual Charges 1** Unpaid Charges Unlinked Invoice Items Audit Log

Refresh Download Print Share Trash Add Manual Charge

Product	Invoice Item	Inventory ID	TEBS ID	Charge category	Vendor charge description	Description	Charge Tag
<input type="checkbox"/> Mobile Number	+15551234567	+15551234567		MRC		NSPS MOBILE BROADBAND - ...	

Savings Summary

The Savings Summary provides full visibility into the history of disputes. Quickly access visuals on total amount disputed, resolved, unresolved and lost over a period of time. Filter your data output by Dispute Status, Type, Claim Category, Resolution, Dispute Month and more with the dynamic interface.



- A. **Disputed Invoices** – Total count of invoices for which a dispute ticket has been recorded.
- B. **Open Disputes** – Total count of dispute tickets currently in an unresolved status.
- C. **Amount Disputed** – Total Amount Disputed. Regardless of dispute ticket status.
- D. **Amount Unresolved** – Total Amount Disputed where the dispute ticket is in an Unresolved status.
- E. **Amount Won** – Total Savings Amount where the dispute ticket is in a favorably resolved status.
- F. **Amount Withdrawn** – Total Disputes Amount where the dispute ticket is cancelled or closed.
- G. **Amount Lost** – Total Amount Unfavorably Resolved where the dispute ticket is closed

Right of the KPIs there are six visuals.

1. **Unresolved Disputes Months Aging:** Shows count of unresolved disputes by count of month aging.
2. **Dispute Count by Claim Category:** Outlines Dispute Amount, Dispute Ticket Count, and Percentage of Overall Dispute Amount by Claim Category.
3. **Dispute Count by Status:** Outlines Dispute Amount, Dispute Ticket Count, and Percentage of Overall Dispute Amount by Dispute Ticket Status.
4. **Disputed Invoice Percentage by Claim Category:** Outlines Percentage of Disputed Invoices by Claim Category. User can select a Claim Category in legend to filter visual to a specific category.
5. **Identified Savings Amount by Month:** Total Amount Disputed by Month Identified.
6. **Realized Savings Amount by Month:** Total Amount Won by Month Identified.

Savings Details

This page provides two views to help analyze dispute activity. The first table shows key dispute details. The second table highlights basic dispute information along with related inventory attributes.

Calero.com > Rebill Invoice Management - Billing Team

Savings Management - Savings Details

USD System Currency 10/29/2025 Refresh Date 2:10:28 PM Refresh Time

The Savings Details analysis provides two views to help analyze dispute activity. The first table shows key dispute details such as ticket number, vendor, account number, amount disputed, outcome (won, lost, withdrawn), and status. The second table highlights basic dispute information along with related inventory attributes to give additional context. Filter your data output by Dispute ID, Dispute Status, Type, Claim Category, Resolution, Dispute Month and more with the dynamic interface.

Savings - Ticket Details

Dispute Id	Dispute Date	Vendor	Master Account	Invoice Number	Invoice Date	Dispute Claim Type	Dispute Claim Category	Dispute Status	Dispute Resolution	Dispute Amount	Dispute Amount Won	Dispute Amount Lost	Dispute Amount Withdrawn
6702	8/16/2023	Cox Communications	0010101044285002	[None]	10/29/2025	Dispute	Zero Usage	Closed	Closed - Not Realized	\$150.00		\$0.00	
10425	10/31/2023	Windstream	5516785840001	[None]	10/29/2025	Dispute	Rate Dispute	Closed	Closed - Not Realized	\$3.00		\$0.00	
14782	1/23/2024	AAMVA	Y2654731	[None]	10/29/2025	Dispute	Contract Renewal	Closed	Closed - Not Realized	\$0.01		\$0.00	
14854	1/24/2024	Verizon Wireless (US)	312887475-00259	[None]	10/29/2025	Dispute	Zero Usage	Closed	Closed - Not Realized	\$1.00		\$0.00	
Total										\$1,518,619.78	\$723.89	\$605.00	\$1,000.50

Savings - Inventory Details

Dispute Id	Dispute Date	Vendor	Master Account	Dispute Claim Type	Dispute Claim Category	Dispute Status	Dispute Resolution	Inventory Type	Inventory Item	Total Disputes w associated Inventory
10425	10/31/2023	Windstream	5516785840001	Dispute	Rate Dispute	Closed	Closed - Not Realized	1FB	4349496012	1
11249	11/27/2023	CenturyLink	87764738	Dispute	Rate Dispute	Closed	Split	RCF	4347674401	1
11757	11/29/2023	CenturyLink	87764738	Dispute	Rate Dispute	Verified	Won	RCF	4347674401	1
15137	2/16/2024	Spok, Inc.	0031040580	Dispute	Leavers	Closed	Split	1FB	4342980494	1
21839	3/29/2024	VITA	1848917	Dispute	Rate Dispute	Closed	Split	Centrex	5485351800	1
22832	4/5/2024	Verizon	6504720530001	Dispute	Rate Dispute	Verified	Won	1FB	8047588828	1
27957	5/13/2024	Verizon	3523767820001	Dispute	Rate Dispute	Verified	Won	1FB	7032574984	1
28632	6/11/2024	CenturyLink	87764738	Dispute	Rate Dispute	Closed	Closed - Not Realized	RCF	4347674401	1
Total										82

Work Order Proration

Prorated charges related to Mobility and Wireline work orders can be reviewed via the **Work Order Proration** page. This report will show change requests that may generate prorated charges (suspensions, plan/feature changes and additions, etc.) NOT related to MRC and ONLY for rebilled invoices.

Calero.com > Rebill Invoice Management - Billing Team

Wireline Provisioning Tickets - Closed Prior Calendar Month

Ticket Number	Summary	Inventory Item	Created Date	Closed Date	Date of change	Total value of change	Location ID	Vendor	Creator	Cost Center Desc	Cost Center Name
37635	+1 804 432-1480	Verizon Wireless (US)			9/16/2024	21.00		Calero		4156414	1
10936	+1 111 111-1111	AT&T Mobility (US)			11/7/2023	20.00		Calero			1
Total						41.00					2

Mobility Requests - Closed Prior Calendar Month

Request Number	Wireless Number	Carrier	Action	Last Comment	Created Date	Closed Date	Date of change	Total Value of Change	Cost Center Name	Inventory Count
37635	+1 804 432-1480	Verizon Wireless (US)	Plan and Feature Change	Ticket created for Calero.com request. 37635 - vita_production	9/16/2024	5/29/2025	9/15/2024	21.00	4156414	1
10936	+1 111 111-1111	AT&T Mobility (US)	Plan and Feature Change		11/7/2023	5/29/2025	8/19/2024	20.00	Calero	1
Total								41.00		2

After the rebill generation has taken place, your Data Analyst (DA) will view the analytic titled Work Order Proration, view the provisioning ticket, pull up the rebill itself and make an adjustment against the Inventory Item. They will break down the adjustment by bill payer.

Hold Calls

Hold Calls occur when an invoice is available for the monthly rebill run, but an item on it cannot be assigned to a bill payer (it is not linked, or linked, but the assignment does not roll up to a valid bill payer).

Identifying Hold Calls

The VITA agencies will be able to view the call records via list views but will not appear in rebilling.

Any call records in which the invoice item is not linked to inventory will be classified as a “Hold Call” and will appear in the Hold Call Management list view. Within the invoice, Calero operations will raise a dispute ticket to identify the inventory, mark the invoice item “do not pay”, and they will appear on the [Vendor Invoices - Unpaid Charges](#) analytic page as well.

1. Go to **Invoice > Usage > Hold Call Management**.

Invoice	Inven.	Cost Center	Cons.	Rebill ru.	Includ.	Vendor	Master	Invoice	Cost	Start	Start date	Duration	End
2762285524	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/02/2026 10:40:16 AM	00:00:18	
2762285524	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/01/2026 10:55:00 AM	00:00:18	
2762285524	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/01/2026 01:10:20 AM	00:00:18	
2765977124	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.04		03/01/2026 06:04:05 AM	00:00:54	
2765977126	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.19		03/01/2026 04:47:20 AM	00:04:24	
2765977126	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.09		03/01/2026 00:13:50 AM	00:02:00	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.09		03/01/2026 00:08:38 AM	00:02:00	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.04		03/02/2026 13:25:51 PM	00:00:54	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.03		03/01/2026 22:04:04 PM	00:00:48	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.03		03/01/2026 10:57:27 AM	00:00:42	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/02/2026 11:07:12 AM	00:00:18	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.02		03/02/2026 11:05:51 AM	00:00:30	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.07		03/01/2026 10:56:57 AM	00:01:42	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/01/2026 01:51:46 AM	00:00:18	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.01		03/01/2026 11:00:11 AM	00:00:18	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.03		03/01/2026 09:10:46 AM	00:00:42	
2766235634	[None]	[Unassigned]	✓	04/01/2026		Verizon Business	Y028858	64633105	\$0.04		03/01/2026 05:24:05 AM	00:00:54	

- As always, you can apply filters, row groups, or export the data.

Informational Purposes Only - Recording of Hold Call Process walkthrough: [VITA Hold Calls Process with commentary.mp4](#)

Processing Hold Calls

The rebilling engine will consider all "Hold Call" charges (previously considered but not included) up to the last 4 months (VITA's business process is that they do not rebill their clients after this).

If the Invoice items can now be assigned to a valid bill payer, they will automatically be included in the rebill invoice for that bill payer. The "included in rebill date" and flag will be updated to show which rebill run processed these charges. The associated CDR to the Hold Calls will also be included.

A worked example is shown below:

Invoice charges										CDR							
Invoice	Charge Item	Item state	Charge Date	Charge Category	Amount	Actual Date	[Initial] Rebill run date	Considered for rebilling	Included in rebill date	Included in rebill invoice	CDR	Amount	Rebill run date	Considered for rebilling	Included in rebill date	Included in rebill invoice	
April	Inv 1	Item 000	Linked and allocated	25/03/2025	MRC	20	01/04/2025	<input type="checkbox"/>		<input type="checkbox"/>							
		Item 000	Linked and allocated	25/03/2025	Tax	2	01/04/2025	<input type="checkbox"/>		<input type="checkbox"/>							
		Item 000	Linked and allocated	25/03/2025	Usage	3	01/04/2025	<input type="checkbox"/>		<input type="checkbox"/>							
April	Inv 2	Item 001	Linked and allocated	15/03/2025	MRC	20	01/04/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>	International Call 1	1.5	01/04/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>	
		Item 001	Linked and allocated	15/03/2025	Tax	2	01/04/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>	International Call 2	1.5	01/04/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>	
		Item 001	Linked and allocated	15/03/2025	Usage	3	01/04/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>							
	"Hold Caller"	Item 002	Does not roll up to a bill payer	15/03/2025	MRC	20	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	International Call 1	1	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>
		Item 002	Does not roll up to a bill payer	15/03/2025	Tax	2	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	International Call 2	2	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>
		Item 002	Does not roll up to a bill payer	15/03/2025	Usage	3	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>						
		Item 003	Does not roll up to a bill payer	15/03/2025	MRC	20	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	International Call 1	1	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>
Item 003	Does not roll up to a bill payer	15/03/2025	Tax	2	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	International Call 2	2	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>		
Item 003	Does not roll up to a bill payer	15/03/2025	Usage	3	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>								
May	Inv 1	Item 000	Linked and allocated	25/03/2025	MRC	20	01/04/2025	<input checked="" type="checkbox"/>	01/05/2025	<input checked="" type="checkbox"/>							
	Item 000	Linked and allocated	25/03/2025	Tax	2	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>							
	Item 000	Linked and allocated	25/03/2025	Usage	3	01/04/2025	01/04/2025	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>							
May	Inv 2	Item 002	Linked and allocated	15/03/2025	MRC	20	01/05/2025	<input checked="" type="checkbox"/>	01/05/2025	<input checked="" type="checkbox"/>	International Call 1	1	01/04/2025	<input checked="" type="checkbox"/>	01/05/2025	<input checked="" type="checkbox"/>	
		Item 002	Linked and allocated	15/03/2025	Tax	2	01/05/2025	<input checked="" type="checkbox"/>	01/04/2025	<input checked="" type="checkbox"/>	International Call 2	2	01/04/2025	<input checked="" type="checkbox"/>	01/05/2025	<input checked="" type="checkbox"/>	
		Item 002	Linked and allocated	15/03/2025	Usage	3	01/05/2025	01/04/2025	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>						
September	Inv 2	Item 003	Does not roll up to a bill payer	15/03/2025	MRC	20	01/09/2025	<input checked="" type="checkbox"/>	01/04/2025	<input type="checkbox"/>	International Call 1	1	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
	Item 003	Does not roll up to a bill payer	15/03/2025	Tax	2	01/09/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	International Call 2	2	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
	Item 003	Does not roll up to a bill payer	15/03/2025	Usage	3	01/09/2025	01/04/2025	<input checked="" type="checkbox"/>		<input type="checkbox"/>						<input type="checkbox"/>	

April 1st Rebill run

- Inv 1 is loaded into the system but has not passed into the required state in time to be considered for rebilling.
- Inv 2 is considered for the rebill run.
 - Item 001 is correctly assigned, so it is included in the April rebill
 - Items 002 and 003 are not correctly assigned, so are "considered" but not "included"

May 1st Rebill run

- Inv 1 is now processed. Its charges are included in the rebill. There are no CDR records with this invoice.
- Inv 2: Item 002 is now correctly assigned, so its charges and CDR are calculated and added to the May rebill
- Inv 2: Item 003 is still not correctly assigned.

September 1st Rebill run

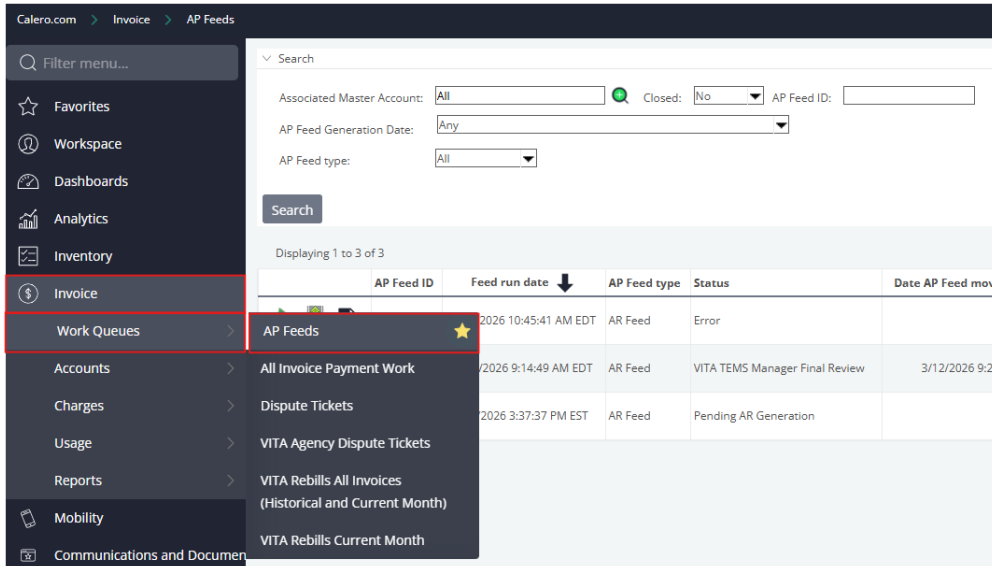
- Inv 2: Item 003 has still not been correctly assigned. At this point (4 months after the original charge) it will never be rebilled.

Approve or Reject the AR Feed

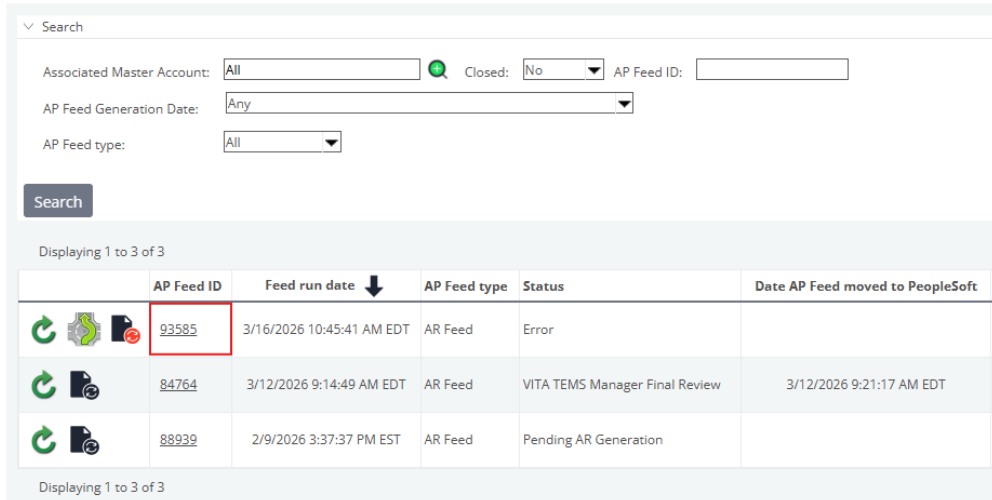
AP is the Calero workflow that enables your AR process. Based on your review, approve or reject the AP Feed.

To Reject the AR Feed...

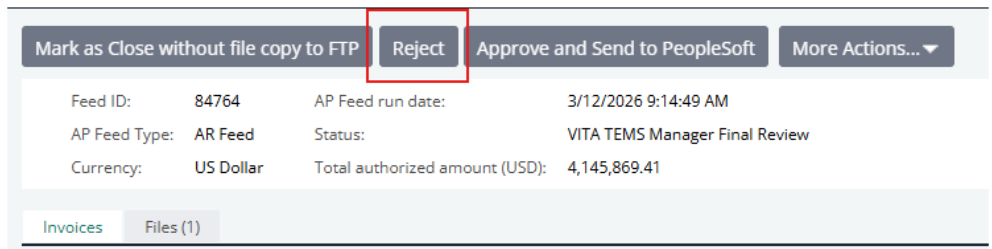
1. Go to **Invoice > Work Queues > AP Feeds.**



2. Find the AR Feed to reject and select its **Feed ID**.



3. Select the **Reject** button.

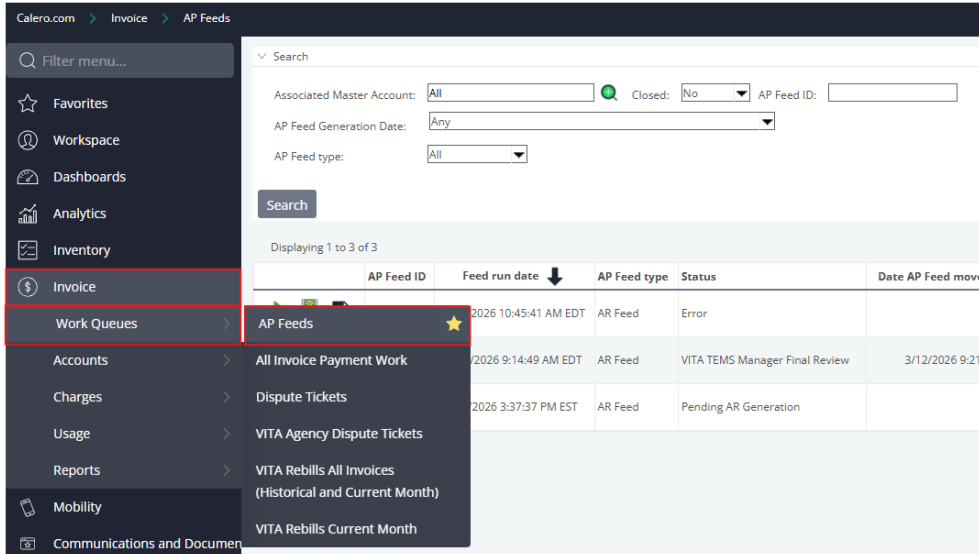


4. Go back to the original Communication ticket and select **Edit**.
5. Add notes in **Description**. Make sure to mention that you've rejected it and why.
6. Save your changes.

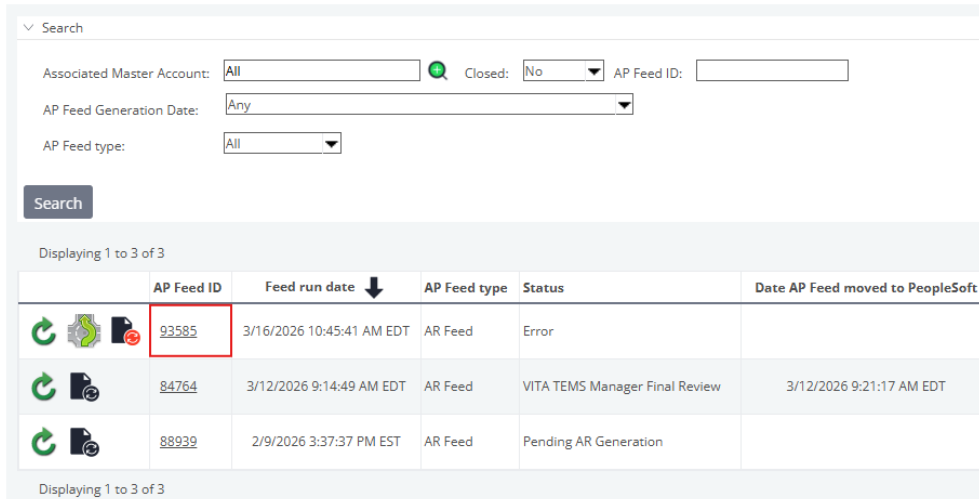
Calero will make the necessary changes. You will receive an email and have a second chance to approve/reject the AP Feed.

To Approve the AR Feed...

1. Go to **Invoice > Work Queues > AP Feeds**.



2. Find the AR Feed to approve and select its **Feed ID**.



3. The AR Feed status should be in VITA Billing Team Review.
4. Select the **Approve** button.
 - You do not need to send a communications ticket.
 - The AR Feed gets sent automatically to the VITA Billing Manager and the feed will be in a status of VITA TEMS Manager Final Review.
5. The VITA Billing Manager will approve or reject the Feed.
 - If the feed is rejected, the communication ticket should be used to make sure all parties are informed.
 - If the feed is approved, it will get regenerated and sent to Peoplesoft, and will be in a status of AR Feed Sent to Peoplesoft
6. The VITA Billing Manager will then monitor Peoplesoft and once accepted, will select **Accepted by Peoplesoft** button.

VITA Processes AR Feed Internally

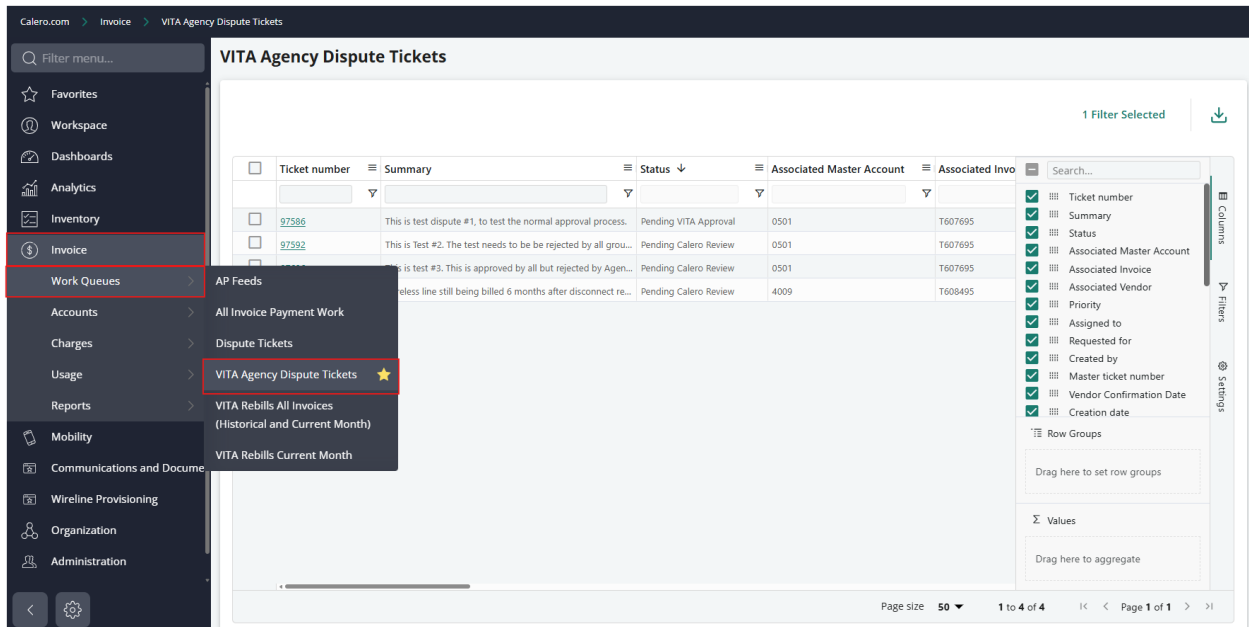
Follow internal procedures for processing an approved AR Feed.

Agency Dispute Management

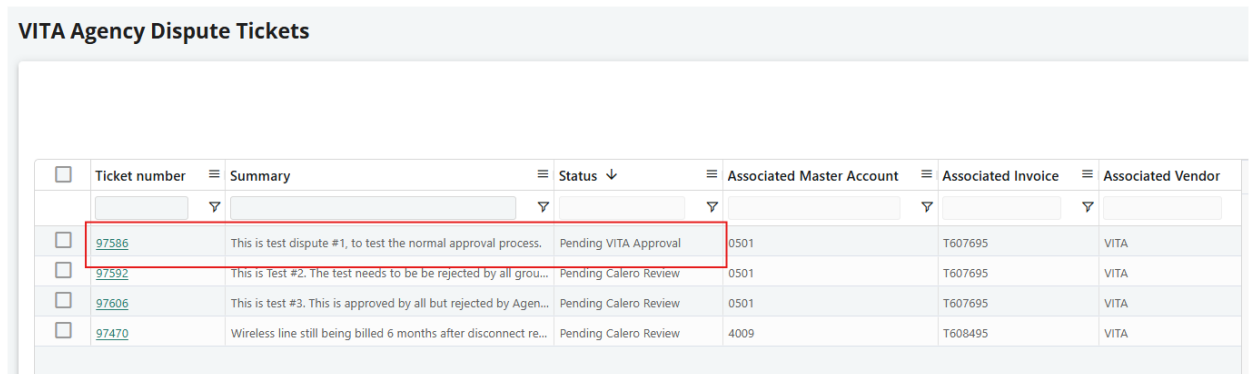
This section outlines the process for managing agency dispute tickets, including how to review, approve/reject, review appeal and monitor dispute tickets through resolution. The Calero Operations team will take responsibility for researching, auditing and guiding the dispute toward resolution as well. This includes communications with the agencies when their dispute amount is not agreed upon by Calero or the Vendor.

VITA Agency Dispute Tickets – List View

1. Go to **Invoice > Work Queues > VITA Agency Dispute Tickets**.



2. Select a **Ticket Number** to view the corresponding ticket details and updates.



3. The Agency Dispute Ticket detail page will appear.

Approve
Reject
More Actions... ▼

Invoice Processing - VITA Agency Dispute (Ticket #97586 - Pending VITA Approval)
 This is test dispute #1. to test the normal approval process.

Attributes
Audit Log
Approvals (1)
History

▼ General

Summary:	This is test dispute #1. to test the normal approval process.		
Associated Invoice:	T607695	Associated Master Account:	0501
Requested for:	Stupeck, Bill		
Assigned to:	[Unassigned]		
Agency Dispute Category:	Other		
Description:	FROM: Stupeck, Bill (1692) DATE: 4/14/2026 2:02:22 PM This is a test ticket that should be approved by Calero, VITA and the customer to test the normal approval workflow when everything goes right. DELETE THIS TICKET AFTER TESTING IS COMPLETED.		
Amount Awarded (\$):	Amount Disputed (\$):	50.00	
Invoice number Credit applied:			
Date credit applied:	Creation date:	4/14/2026 2:08:03 PM	
Dispute associated to Inventory:	Yes		
Vendor Dispute Ticket Number:			
Associated Inventory Item:	0C0LIZ		
Manual Adjustment Applied:			

▼ References

There are no references for this ticket.

> Attachments

Approve
Reject
More Actions... ▼

Dispute Tracking and Management

As a dispute ticket moves through its workflow, there are two steps (or statuses) that VITA Billing Team members are responsible for. This part of the user guide focuses on those specific steps.

Pending VITA Approval

This status allows the VITA Billing Team an opportunity to approve or reject agency dispute tickets.

Tickets are initially created in Pending Calero Review status. During this stage, the Calero Operations Team reviews the ticket details and may request additional feedback from the agency if needed. Once all required information has been gathered and the ticket is validated, it is moved to **Pending VITA Approval** status.

At that point, the VITA Billing Team reviews the ticket and makes a final decision to approve or deny the request.

Approve
Reject
More Actions...▼

Invoice Processing - VITA Agency Dispute (Ticket #97586 - Pending VITA Approval)
This is test dispute #1, to test the normal approval process.

Attributes Audit Log Approvals (1) History

▼ General

Summary:	This is test dispute #1, to test the normal approval process.		
Associated Invoice:	T607695	Associated Master Account:	0501
Requested for:	Stupeck, Bill		
Assigned to:	[Unassigned]		
Agency Dispute Category:	Other		
Description:	<p>FROM: Stupeck, Bill (1692) DATE: 4/14/2026 2:02:22 PM THIS is a test ticket that should be approved by Calero, VITA and the customer to test the normal approval workflow when everything goes right. DELETE THIS TICKET AFTER TESTING IS COMPLETED.</p>		

Amount Awarded (\$):	Amount Disputed (\$):	50.00	
Invoice number Credit applied:			
Date credit applied:	Creation date:	4/14/2026 2:08:03 PM	
Dispute associated to inventory:	Yes		
Vendor Dispute Ticket Number:			
Associated Inventory Item:	0C0LJZ		
Manual Adjustment Applied:			

▼ References

● There are no references for this ticket.

> Attachments

Approve
Reject
More Actions...▼

If approved, the ticket is routed back to the Calero Operations Team for credit application and completion. If denied, the ticket is sent back to the agency for acknowledgement of the decision or to initiate an appeal.

Pending VITA Appeal Approval

When a ticket is denied during the Pending VITA Approval step, it is routed back to the agency for acknowledgement. At this stage, the agency can either accept the denial or submit an appeal.

If an appeal is submitted, the agency should include any additional information or supporting documentation that clarifies their position or explains why they disagree with the original findings.

Once the appeal is raised, the ticket navigates to the **Pending VITA Appeal Approval** status. The VITA Billing Team will review both the ticket and the appeal details. The VITA Billing Team serves as the final decision maker in this process.

[Edit](#)
[Mark as Dispute Approved](#)
[Mark as Dispute Denied](#)
[More Actions...](#)

Invoice Processing - VITA Agency Dispute (Ticket #97586 - Pending VITA Appeal Approval)
 This is test dispute #1, to test the normal approval process.

[Attributes](#)
[Audit Log](#)
[Approvals \(1\)](#)
[History](#)

General

Summary: This is test dispute #1, to test the normal approval process.
Associated Invoice: [T607695](#) **Associated Master Account:** [0501](#)
Requested for: Stupeck, Bill
Assigned to: [Unassigned]
Agency Dispute Category: Other
Description: FROM: Stupeck, Bill (1692) DATE: 4/14/2026 2:02:22 PM
 This is a test ticket that should be approved by Calero, VITA and the customer to test the normal approval workflow when everything goes right.
 DELETE THIS TICKET AFTER TESTING IS COMPLETED.
 FROM: Blake, Jackie (23) DATE: 4/27/2026 10:37:47 AM
 Rejected by Blake, Jackie (23) on behalf of VITA Billing: Initially Rejecting Dispute

Amount Awarded (\$): **Amount Disputed (\$):** 50.00
Invoice number Credit applied:
Date credit applied: **Creation date:** 4/14/2026 2:08:03 PM
Dispute associated to Inventory: Yes
Vendor Dispute Ticket Number:
Associated Inventory Item: [OCOLJZ](#)
Manual Adjustment Applied:

If the appeal is not approved, the ticket is moved to a Dispute Denied status and is closed. If the appeal is approved the ticket is updated to Dispute Approved status and routed to the Calero Operations team for credit application and final completion.