

(Mysoft Legacy)  
Telecom Systems Billing  
Application User Guide  
NOTE \*\*\* Invoices Dated On or  
Before 01/25/2016

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INFRASTRUCTURE  
PLANNING AND FACILITIES

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### Change History:

- 9/6/07 – Initial release of document

## **About the Telecom Billing Application**

A web-based billing system for Telecom Systems with billing cycle data is available online. This service allows users to view, print, or export to another data format charges for telephone, voicemail, fiber optics, television, two-way radio, and other services billed to a university general ledger account number. Other important information may be viewed about each service including location and user information where applicable.

## **Gaining access to the Telecom Billing Application**

Access is not automatically granted to departments to view their monthly invoice. You will need to submit an online request to the MSU Telecom Systems department to gain access to the system.

### **Online Request:**

You may request to have your account activated online using our automated signup form. Only authorized Level 2, 3 and 4 MAUCUC signature authorities are able to login to signup (or add others). To signup online, please go to our website at [www.ipf.msu.edu/services/billing/telecom.html](http://www.ipf.msu.edu/services/billing/telecom.html) for instructions and links for access.

## Requirements

In order to use the Telecom Systems Billing Application you will need:

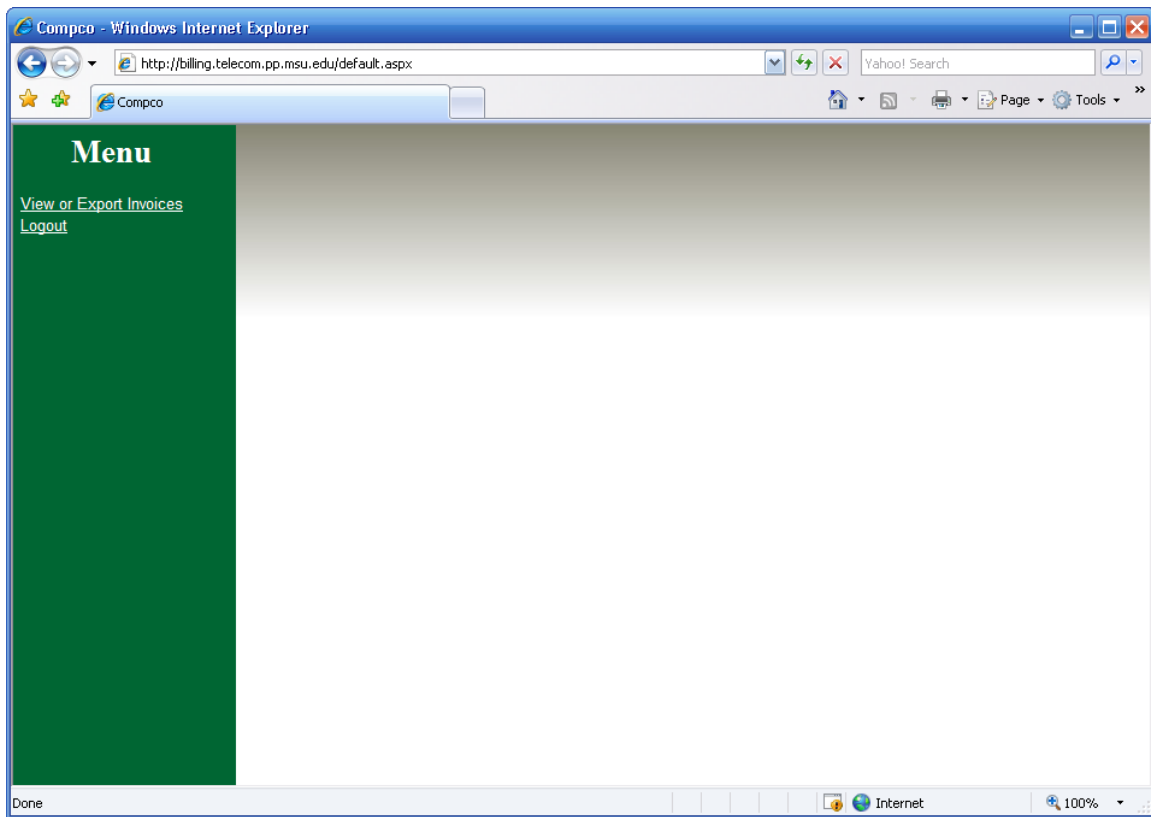
- Internet Explorer 6.5 or greater
- Adobe Acrobat 7 or greater, Reader, Standard or Professional Editions
- If exporting data to Excel, you will need Microsoft Excel 2000 or better
- If exporting data to Word, you will need Microsoft Word 2000 or better
- If exporting to a text file, you will need at least (1) printer driver installed on your local PC.

## Logging in

To login into the Telecom Systems Billing Application, start by pointing your web browser to the Telecom Systems website at <http://ipf.msu.edu/services/billing/telecom.html>. Click on "Telecom Billing System". You will then be sent to the login.msu.edu website to login. Login with your MSUnet ID and password.

If you have problems logging in, please make sure your MSUnet login and password is correct. You can check this by going to any other "Sentinel" enabled website such as Human Resources or Purchasing. Please contact the IT Services Help Desk at (517) 432-6200 for any additional support with your MSUnet ID or password.

Once you have successfully entered your login information, and clicked “Login” you will see the Telecom Billing Application Main Menu, as shown below.

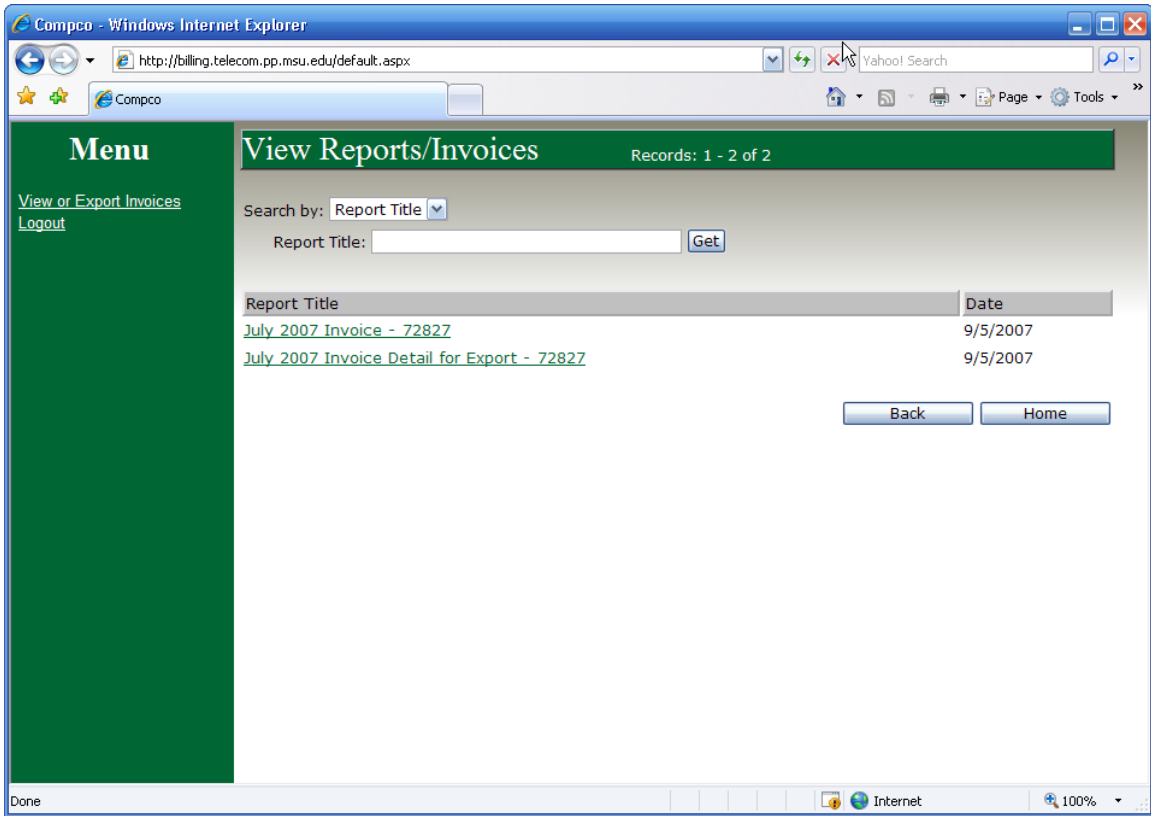


If you do not see any menu options then you are not an authorized user. Please contact the Telecom Systems Customer Support at 3-5515 or [telesyst@ipf.msu.edu](mailto:telesyst@ipf.msu.edu) for assistance.

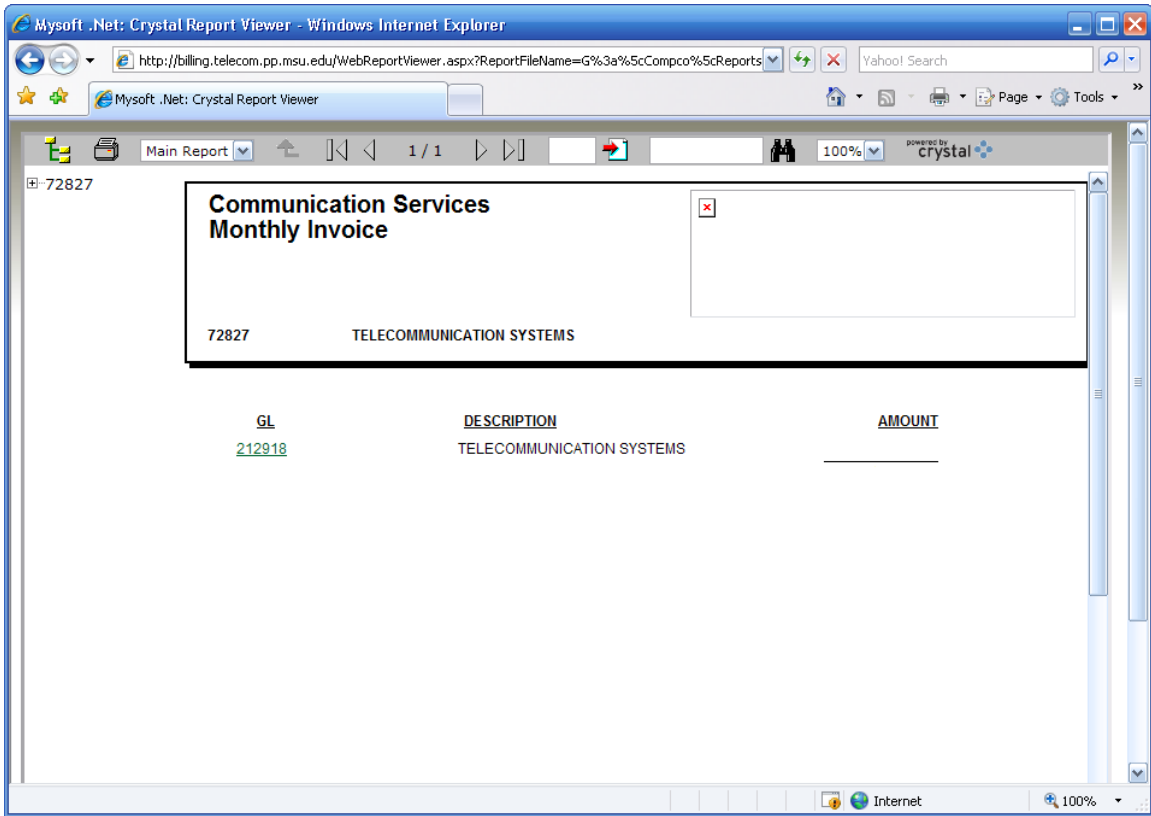
Please make sure to click the logout button in the main menu when you are finished viewing your invoices. This action will prompt you to logout of the MSU Single Sign-On application, if desired, in addition to the Telecom Systems Billing Application.

## Viewing an invoice online

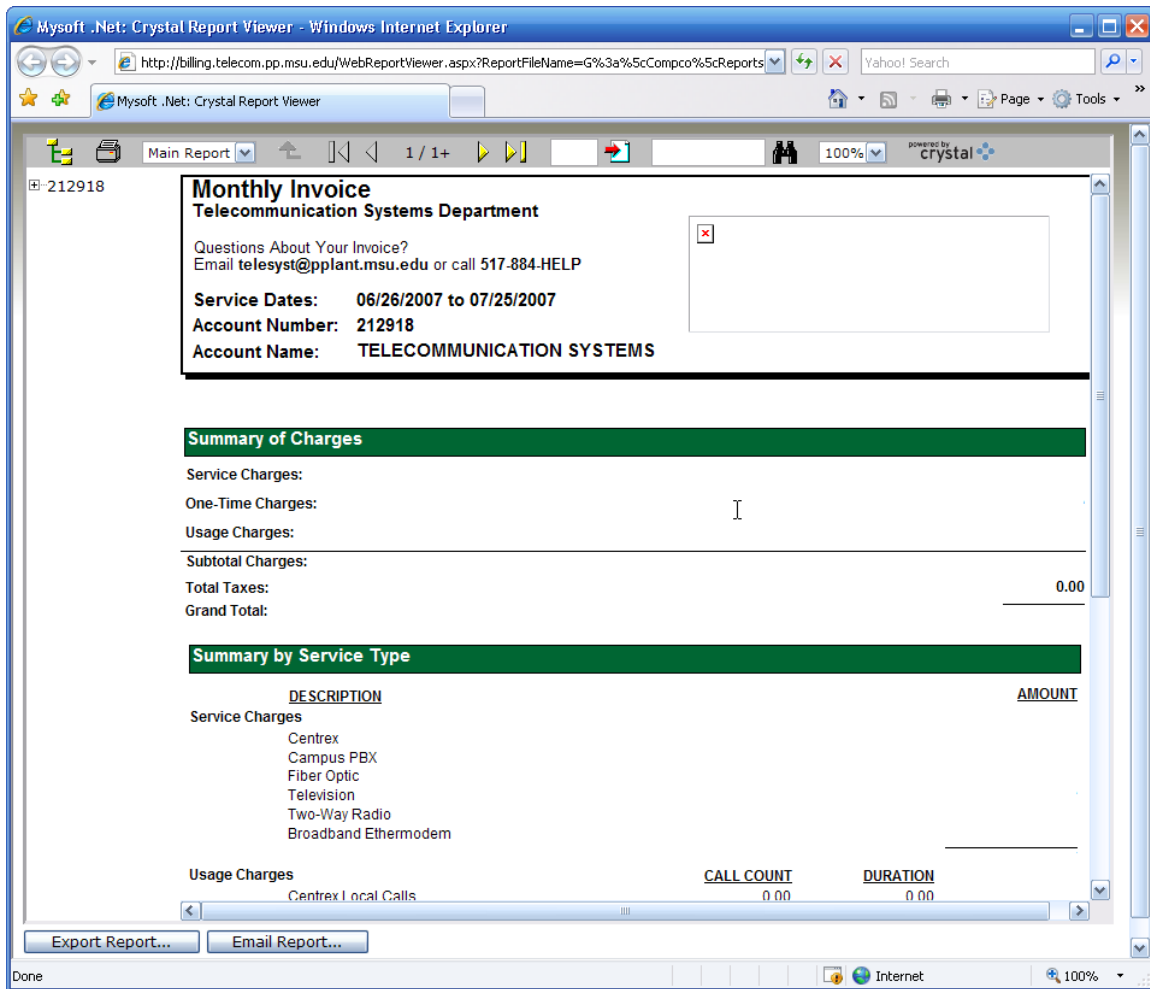
After you have logged in, you can begin to view your invoice online. Begin at the Main Menu, and click on the “View or Export Invoices” menu option, located in the upper left of your screen. You should be taken to the “View Reports / Invoices Screen” shown below.



This screen will show two reports for each month and each MAUCUC that you have access to view. To view an online invoice, click on the report labeled “July 2007 Invoice” with the appropriate MAUCUC at the end. Obviously, choose the month that you wish to view. Another window will pop-up with a listing of all the GL (General Ledger) accounts that are associated with that particular MAUCUC, along with total charge amount for that month.



From this screen, you will be able to select which GL's invoice you wish to view by clicking on the green underlined GL number.



You will now see the invoice summary page. The screen will show a quick summary of the service charges, one-time charges and usage charges. Taxes will be shown for applicable GLs. Below the Summary of Charges table, you will have a breakdown of the charges for each service.

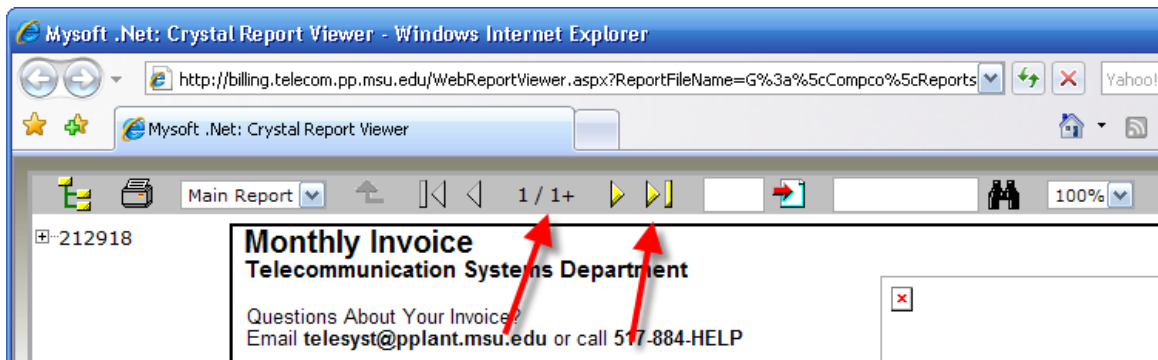
**Charges Description:**

- **Service Charges** : Charges for services including telephone, voicemail, television, fiber optics, or two-way radios, among other services
- **One-Time Charges** : Charges for specialized installation or license fees
- **Usage Charges** : Charges for usage of your telecommunication services including local, long-distance telephone calls, among other charges.

Your invoice will most likely be more than one page. To advance to the additional pages, click on the yellow right arrow near the top of the page. To jump to the last page of the invoice, click on the yellow "Fast Forward" icon. To return to a previous page, click on the left yellow arrow, or to return to the first



page, click on the yellow “Fast Rewind” icon. If you wish to jump to a specific page, type the page number in the white box and click the icon with the red arrow pointing to the white page.



Additionally, you can zoom in and out by choosing a new zoom level next to the icon of the binoculars.

When you are finished viewing your invoice online, simply close the browser window to return to the previous menu.

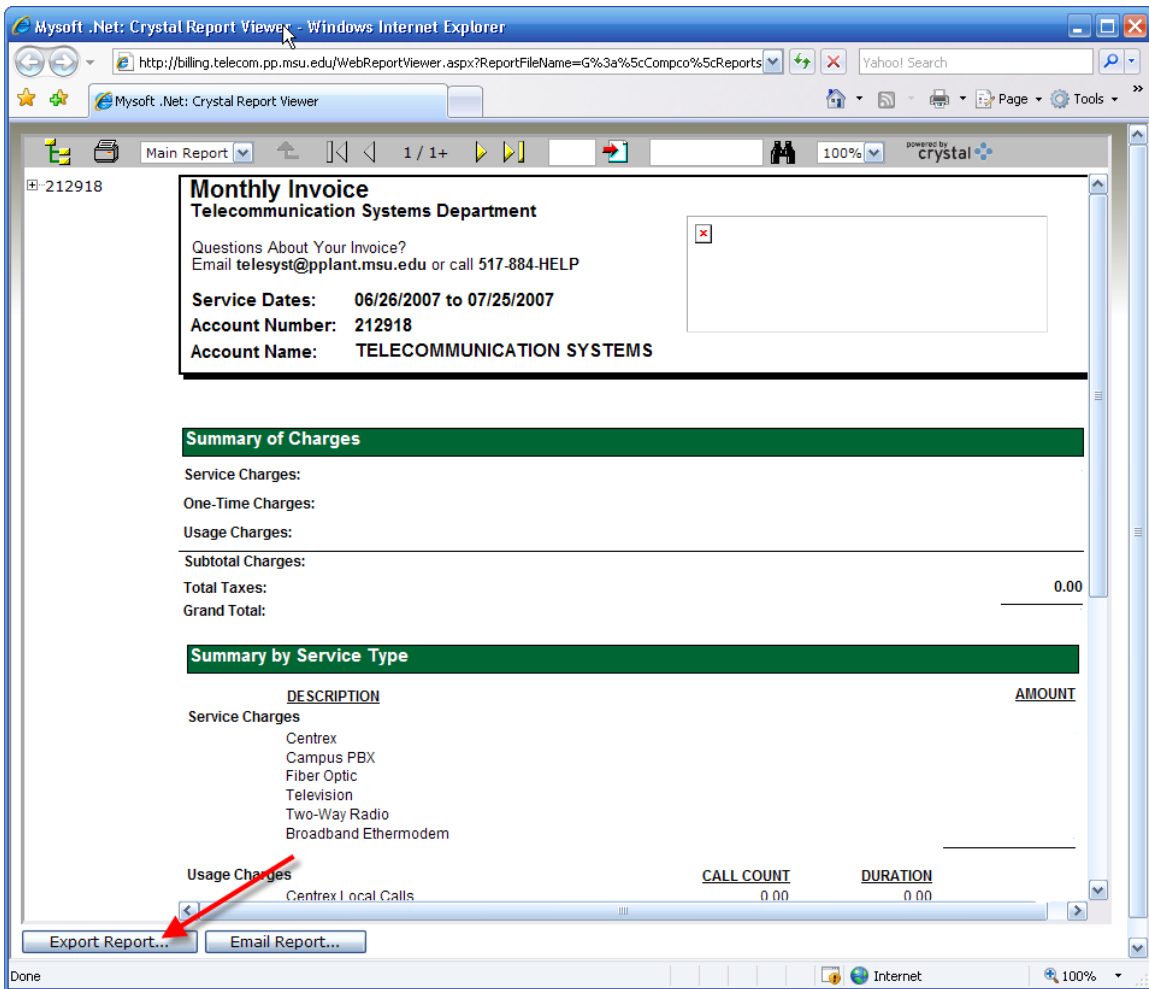
## Exporting an invoice for printing or local storage

Often you will want to print an invoice, or store the invoice on your computer (or server) for future use. We support Adobe Acrobat (Reader) for printing, and Microsoft Word, Adobe Acrobat, HTML, or RTF (Rich Text Format) for local storage. Other file formats may be available, but are not encouraged. Telecom Systems will retain your invoice in our online system for 24 months.

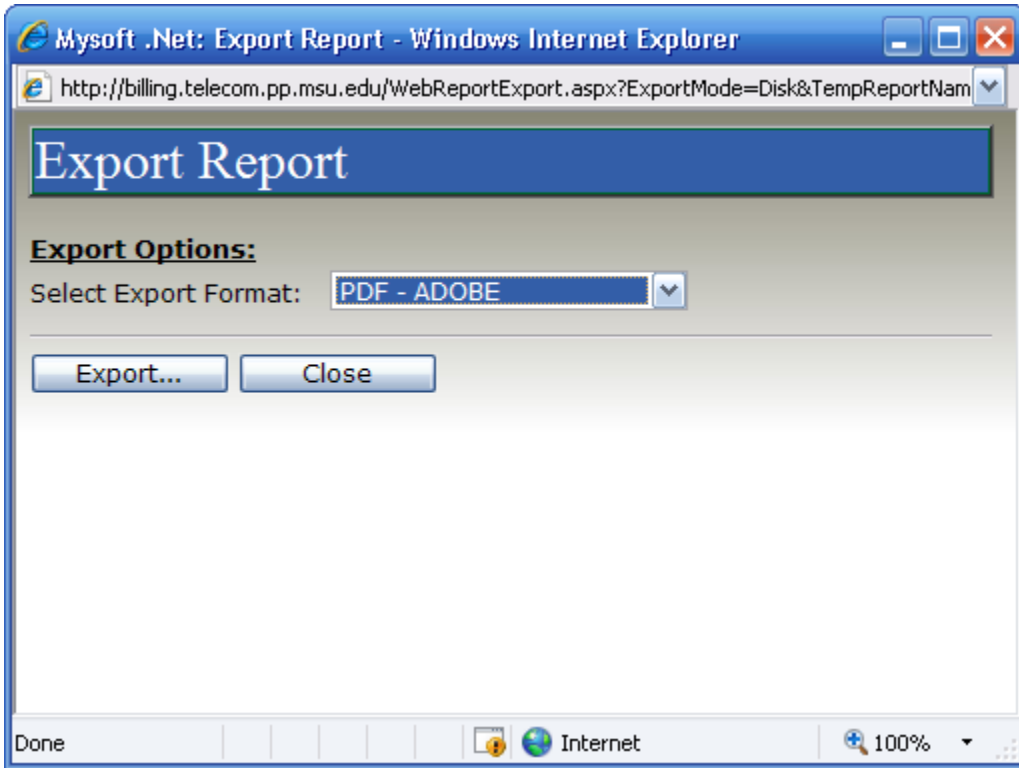
To begin, start at the Main Menu, and click on the “View or Export Invoices” menu option, located in the upper left of your screen.

This screen will show two reports for each month and each MAUCUC that you have access to view. To export an online invoice, click on the report labeled “July 2007 Invoice” with the appropriate MAUCUC at the end. Obviously, choose the month that you wish to view. Another window will pop-up with a listing of all the GL (General Ledger) accounts that are associated with that particular MAUCUC, along with total charge amount for that month.

From this resulting screen, you will be able to select which GL’s invoice you wish to view by clicking on the green underlined GL number.



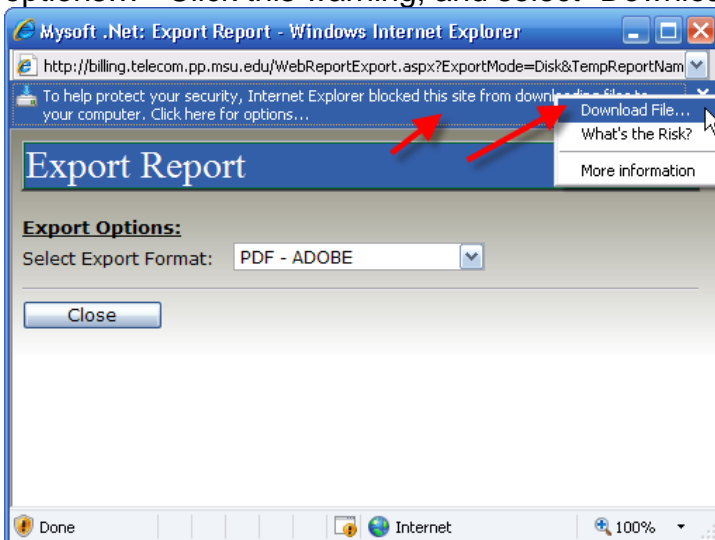
In the invoice view, click on the “Export Report...” button to export or print the invoice. Another pop-up will allow you to select which format you wish to export to.



To print an invoice, select the “PDF – Adobe” selection, and click the “Export...” button.

### **Special instructions for Internet Explorer 7 users:**

Internet Explorer version 7 will not download files without the express consent of the end-user. When you attempt to export the invoice, Internet Explorer will pop-up a warning ‘tab’ to ask you to download the file first. After you click “Export”, a yellow alert will pop-up stating “To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...” Click this warning, and select “Download File...” as shown below :

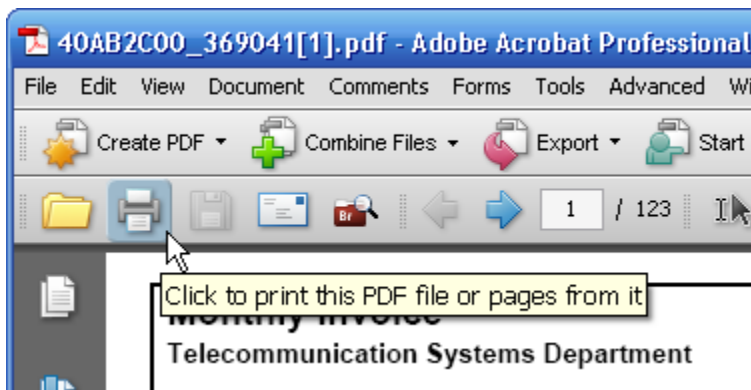


## Printing the invoice

When the “File Download” dialog box appears, click “Open” to open the invoice for printing. This action will open the invoice in Adobe Acrobat.



Once in Adobe Acrobat, you can click the “Print” icon located in the toolbar, or choose the “File” menu and then the “Print...” menu option.



## Exporting an invoice for offline storage

When the “File Download dialog box appears, click the “Save” button to save the invoice. You will be presented a Windows Save As... dialog box where you can choose where to store your file and what to name it.

When you are finished exporting your reports, simply close the windows containing the invoice or GL selections.

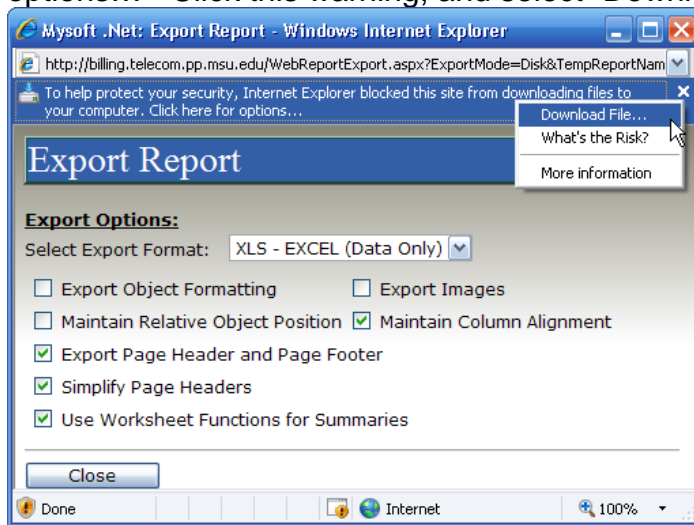


## Exporting for Microsoft Excel

Click on the “Export Report...” button on the bottom of your screen. In the resulting pop-up, you will be asked which format you wish to export to. Select “XLS – Excel (Data Only)” from the drop-down, and click “Export...”

### Special instructions for Internet Explorer 7 users:

Internet Explorer version 7 will not download files without the express consent of the end-user. When you attempt to export the invoice, Internet Explorer will pop-up a warning ‘tab’ to ask you to download the file first. After you click “Export”, a yellow alert will pop-up stating “To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...” Click this warning, and select “Download File...” as shown below :



### All Users:

In the resulting dialog box, click either Save or Open, depending on which action you wish. Your file should be ready for use in Excel.

A screenshot of the Microsoft Excel application window. The title bar reads "Microsoft Excel - 53213700\_590130[1]". The menu bar includes File, Edit, View, Insert, Format, Tools, Data, Window, Contribute, Help, and Adobe PDF. The toolbar shows various icons for file operations and editing. The spreadsheet area displays a table with columns A through G and rows 293 through 299. The first column contains letters 'S', and the other columns contain alphanumeric data.

	A	B	C	D	E	F	G
293	S	353-1769	LOC: RM ELVTR		Admin Analog Lin	07/25/2007	###
294	S	353-1780	LOC: RM ELVTR		Admin Analog Lin	07/25/2007	###
295	S	353-1815	LOC: RM ELVTR		Admin Analog Lin	07/25/2007	###
296	S	353-1816	LOC: RM ELVTR		Admin Analog Lin	07/25/2007	###
297	S	353-1867	LOC: RM ELVTR		Admin Analog Lin	07/25/2007	###
298	S	353-1952	LOC: UNIT ELEV.B2		Admin Analog Lin	07/25/2007	###
299	S	353-3059	LOC: RM LOBBY		Admin Analog Lin	07/25/2007	###

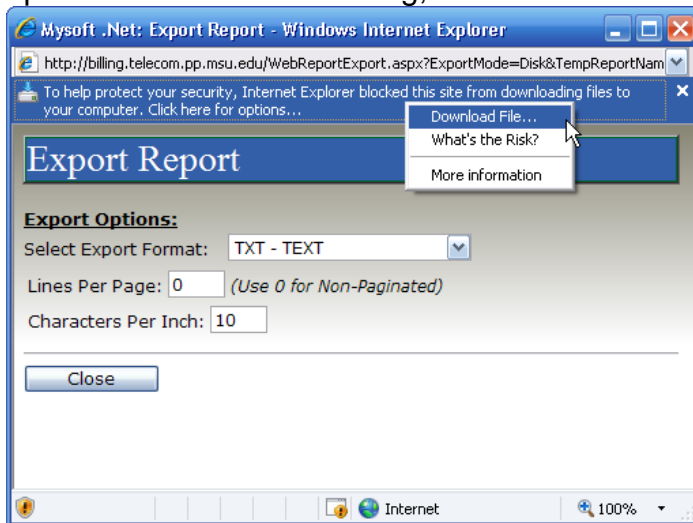
You will notice the first column having either an “S”, “O”, or “U”. ‘S’ stands for Service, ‘O’ stands for One-Time Charge, and ‘U’ stands for Usage. The format of the record changes slightly depending on the first column.

## Exporting to a Text File

Click on the “Export Report...” button on the bottom of your screen. In the resulting pop-up, you will be asked which format you wish to export to. Select “**TXT – TEXT**” from the drop-down. Change the Lines Per Page to 0 (zero), and the Characters Per Inch to “10”. Finally, click the “Export...” button.

## Special instructions for Internet Explorer 7 users:

Internet Explorer version 7 will not download files without the express consent of the end-user. When you attempt to export the invoice, Internet Explorer will pop-up a warning ‘tab’ to ask you to download the file first. After you click “Export”, a yellow alert will pop-up stating “To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...” Click this warning, and select “Download File...” as shown below :



In the resulting dialog box, click either Save or Open, depending on which action you wish. Your file should be ready for use in any program that can parse traditional ASCII text files.

```
3BA59600_348997[1] - Notepad
File Edit Format View Help
S 432-8078 LOC: RM RADIO EQ Admin Analog Line 07/
S 432-8079 LOC: RM RADIO EQ Admin Analog Line 07/
S 432-8082 PUBLIC SAFETY w108 Admin Analog Line 07/
S 432-8090 LOC: RM RADIO EQ Admin Analog Line 07/
S 432-8091 LOC: RM RADIO EQ Admin Analog Line 07/
S 432-8092 LOC: RM RADIO EQ Admin Analog Line 07/
S 432-8134 LOC: RM EQUIP Admin Analog Line 07/
S 432-8403 LOC: RM ELVTR Admin Analog Line 07/
S 432-8689 LOC: RM ELEVATOR Admin Analog Line 07/
S 432-8693 LOC: RM ELEVATOR Admin Analog Line 07/
S 432-8694 LOC: RM ELEVATOR Admin Analog Line 07/
S 432-9001 **NO LOCATION INFORMATION** Secondary Line 07/
S 432-9211 PUBLIC SAFETY w124 Admin Line 07/
S 432-9211 **NO LOCATION INFORMATION** EC500 Feature 07/
S 432-9212 PUBLIC SAFETY w140A Admin Line 07/
S 432-9714 LOC: RM 140R Business Set SDN 07/
```

## **Additional questions or concerns**

Please contact the Telecom Systems Customer Support at 3-5515 or [telesyst@ipf.msu.edu](mailto:telesyst@ipf.msu.edu).