

COMMS-ACCOUNTS

END USER REPORTING

User Guide

September 2011

Version 1.4

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1 INTRODUCTION

Comms-Accounts End User Reporting provides individuals access to their communications charges and usage details.

Through web based reports, you can access billing and usage information relating to communications services allocated to you. This includes Telephone Extensions, Mobile Services, Data Services, Internet Usage and other Inventory items managed by the CAAB Enterprise Database.

End User Reporting compliments the Management Reporting service, which provides communications charges and usage information to budget centre managers. Please see the Comms-Accounts Management Reporting user guide for more information.

Please Note: Internet Usage charging and details are not yet available, they are under development and will be released at a later date.

To access the End User Reporting webpage, go to

<http://comms-accounts.csu.edu.au/EndUserReporting>

1.1 SYSTEM REQUIREMENTS

End User Reporting requires the use of Internet Explorer 8 or later, running under Windows.

Please Note: Known issues exist with other browsers, such as Chrome, with which this web service will not work correctly.

2 SYSTEM SECURITY

2.1 USER AUTHENTICATION

Authenticate to End User Reporting using your normal CSU Username and Password.

The webpage will attempt to authenticate you automatically using the login credentials you used to log into your PC.

However you may be prompted for your Username and Password when accessing the webpage from a PC not on the CSU domain.

2.2 DATA VISIBILITY

It is important to note that access to End User Reporting provides details on your allocated services only, including a comparison to the business average of all users. You may not view service information regarding services allocated to other members of the University.

Cost centre manager have access to communications charges and usage information for all items under their account code through the management reporting service, including individual communications charges and usage detail. Other members of the University have no access to view your details, communications charges or usage details via End User Reporting.

Notes on End User Reporting data:

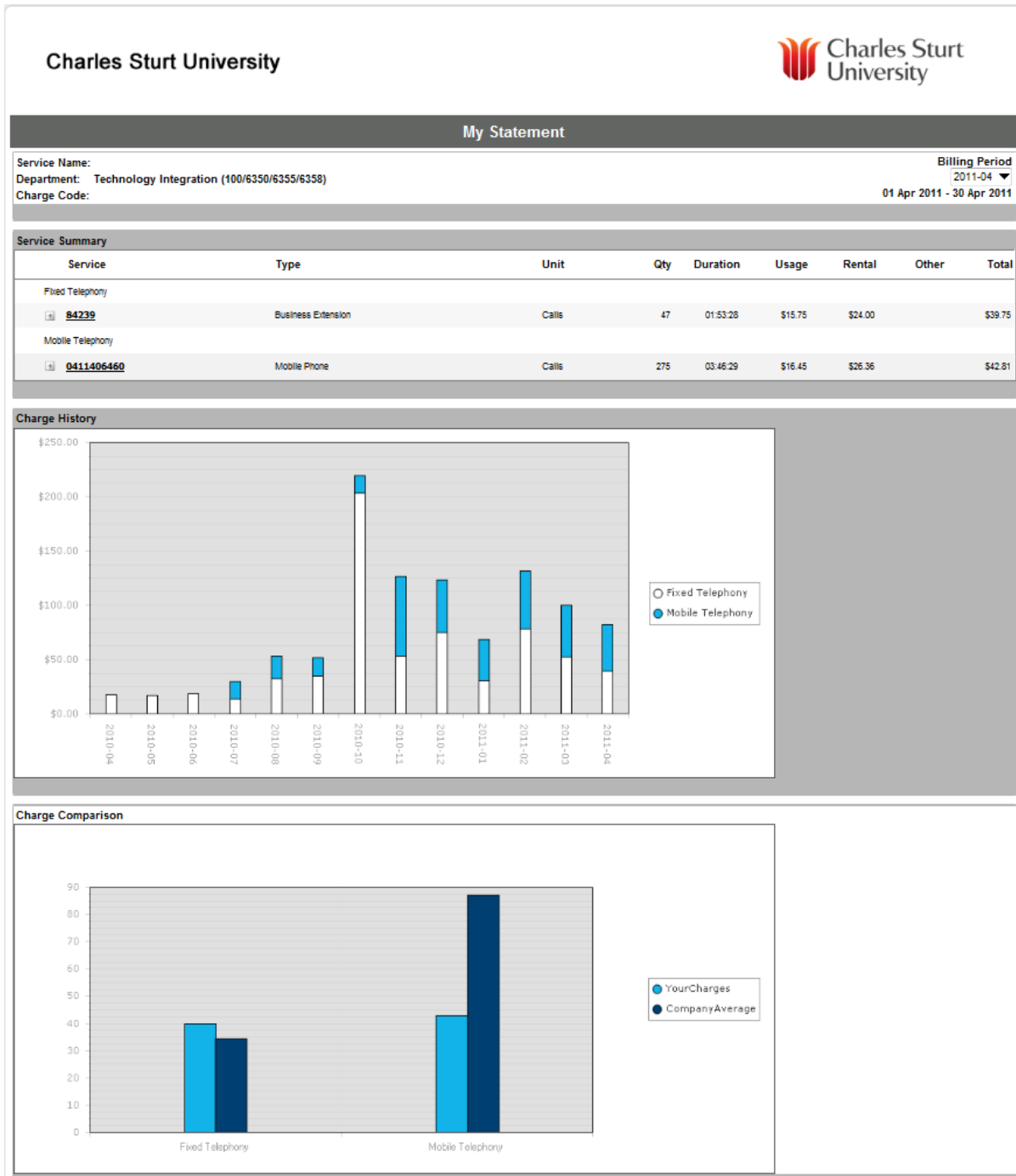
- If you cannot see your own communications devices in the report, log a job with the DIT Service Desk.
- You will not be able to see other users device details in End User Reporting.
- Data changes in End User Reporting are not retrospective. If you request changes to the details of communications devices they will be in effect for future reports, but will not appear in previous reports.

3 USING END USER REPORTING

3.1 HOW TO ACCESS END USER REPORTING

To access End User Reporting:

- Open Internet Explorer and navigate to <http://comms-accounts.csu.edu.au/EndUserReporting>
- If prompted, enter your Username and Password
- You will be presented with the Main Summary Page which is a screen similar to the following




3.2 SERVICE SUMMARY SECTION

The Service Summary section gives you high level summary information on your fixed and mobile telephony service costs for the selected billing period.

End User Reporting – Service Summary

Charles Sturt University



My Statement

Service Name:

Department: Technology Integration (100/6350/6355/6358)

Charge Code:

Billing Period

2011-04 ▼

01 Apr 2011 - 30 Apr 2011

Service Summary

Service	Type	Unit	Qty	Duration	Usage	Rental	Other	Total
Fixed Telephony								
+ 84239	Business Extension	Calls	47	01:53:28	\$15.75	\$24.00		\$39.75
Mobile Telephony								
+ 0411406460	Mobile Phone	Calls	275	03:46:29	\$16.45	\$26.36		\$42.81

From here you can see all fixed services assigned to you as well as any mobile services you may have.

3.3 VIEWING PREVIOUS PERIODS

When accessed, End User Reporting will present the most recent (or current) billing period. To view data from previous billing periods, use the *Billing Period* dropdown at the upper right of the webpage.

- Click the *Billing Period* dropdown and select a previous period
- The page will refresh, displaying the selecting Billing Period's data
- Always return to the Main Summary Page when you wish to change the billing period. Changing the billing period from within a details page will not correctly change the billing period and not display the data you wish to view correctly

3.4 VIEWING SERVICE SUMMARY BREAKDOWN

The Service Summary section can be expanded to view more details.

- Click the  button to expand the Service Summary to view more information

End User Reporting – Service Summary Expanded

Charles Sturt University



My Statement

Service Name: Billing Period
 Department: Technology Integration (100/6350/6355/6358) 2011-04 ▼
 Charge Code: 01 Apr 2011 - 30 Apr 2011

Service Summary

Service	Type	Unit	Qty	Duration	Usage	Rental	Other	Total
Fixed Telephony								
<u>84239</u>	Business Extension	Calls	47	01:53:28	\$15.75	\$24.00		\$39.75
Local Calls		Calls	10	00:20:22	\$1.25			\$1.25
Mobile Calls		Calls	24	00:55:08	\$9.10			\$9.10
National Calls		Calls	12	00:37:31	\$5.40			\$5.40
Other Calls		Calls	1	00:00:27	\$0.00			\$0.00
Service Charge		Per Mth	1	-		\$24.00		\$24.00
Mobile Telephony								
<u>0411406460</u>	Mobile Phone	Calls	275	03:46:29	\$16.45	\$26.36		\$42.81
SERVICE CALL SURCHARGE		Calls	154	00:58:53	\$1.03			\$1.03
NATIONAL DIRECT		Calls	100	02:41:06	\$14.50			\$14.50
CALL FORWARDING CHARGES		Calls	21	00:06:30	\$0.92			\$0.92
BusinessLine Complete			5	-		\$26.36		\$26.36

Note : Details provided in the Mobile Telephony section of the report reflect the details provided by Telstra to CSU. Telstra billing summarises some smaller charges which may appear as a single line item in your Mobile Telephony detailed report.

Eg on the screen above the Rental for the Business Line Complete mobile plan has a quantity of 5. This is because the rental amount is made up smaller charges that Telstra use to calculate the final plan rental amount.

3.5 VIEWING SERVICE DETAILS

To view full details for a service, click the underlined Service name or number on the service summary screen. This launches the Service Details screen and allows you to view all information about the service for the selected Billing Period.

Section 3.8 - Glossary provides a description of the categories used in the service details report.

End User Reporting – Service Details
Charles Sturt University

My Statement

Service Name: **Billing Period**
Department: Technology Integration (100/6350/6355/6358) 2011-05 ▾
Charge Code: 1/05/2011 12:00:00 AM - 31/05/2011 11:59:59 PM

Service Display for Mobile Telephony: 0411406460

Date and Time	Charge Type	Dialled Number	Call Type	Destination / Origin	Duration	Charge
1/5/2011 2:17:00 PM		TELSTRA.INTE	Other	CUDAL	00:00:25	\$0.00
1/5/2011 2:39:00 PM		TELSTRA.INTE	Other	WEST ORANGE	00:01:10	\$0.00
1/5/2011 3:09:00 PM		TELSTRA.INTE	Other	CLOVER HILL	00:01:10	\$0.00
1/5/2011 3:39:00 PM		TELSTRA.INTE	Other	CLOVER HILL	00:01:07	\$0.00
1/5/2011 4:10:00 PM		TELSTRA.INTE	Other	LUCKNOW	00:00:40	\$0.00
1/5/2011 4:39:00 PM		TELSTRA.INTE	Other	BATHURST	00:01:07	\$0.00
1/5/2011 4:45:00 PM		101	Other	DIVERTED TO	00:00:06	\$0.04
1/5/2011 4:46:00 PM		TELSTRA.INTE	Other	BATHURST	00:00:26	\$0.00
1/5/2011 4:47:00 PM		TELSTRA.INTE	Other	BATHURST	00:00:20	\$0.00
1/5/2011 4:47:00 PM		0427343222MNET	Other	BATHURST	00:00:38	\$0.06
1/5/2011 5:09:00 PM		TELSTRA.INTE	Other	BATHURST	00:01:08	\$0.00
1/5/2011 8:31:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:00:16	\$0.00
2/5/2011 8:10:00 AM		TELSTRA.INTE	Other	BATHURST	00:00:04	\$0.00
2/5/2011 8:39:00 AM		TELSTRA.INTE	Other	MT PANORAMA	00:00:26	\$0.00
2/5/2011 8:58:00 AM		TELSTRA.INTE	Other	MT PANORAMA	00:00:15	\$0.00
2/5/2011 8:58:00 AM		0401938838	Other	MT PANORAMA	00:00:09	\$0.02
2/5/2011 11:19:00 AM		TELSTRA.INTE	Other	MT PANORAMA	00:00:18	\$0.00
2/5/2011 11:39:00 AM		TELSTRA.INTE	Other	MT PANORAMA	00:00:02	\$0.00
2/5/2011 11:39:00 AM		TELSTRA.INTE	Other	MT PANORAMA	00:00:48	\$0.00
2/5/2011 12:09:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:01:07	\$0.00
2/5/2011 12:39:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:01:11	\$0.00
2/5/2011 12:43:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:00:13	\$0.00
2/5/2011 1:09:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:01:28	\$0.00
2/5/2011 1:39:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:01:10	\$0.00
2/5/2011 2:09:00 PM		TELSTRA.INTE	Other	MT PANORAMA	00:00:02	\$0.00

⏪ ⏩ ... 7 8 9 10 11 12 13 14 15 16 ⏪ ⏩ Page size: 25 ▾ 380 items in 16 pages

[Back to Summary](#)

The Service Details can be navigated using the links at the base of the table.

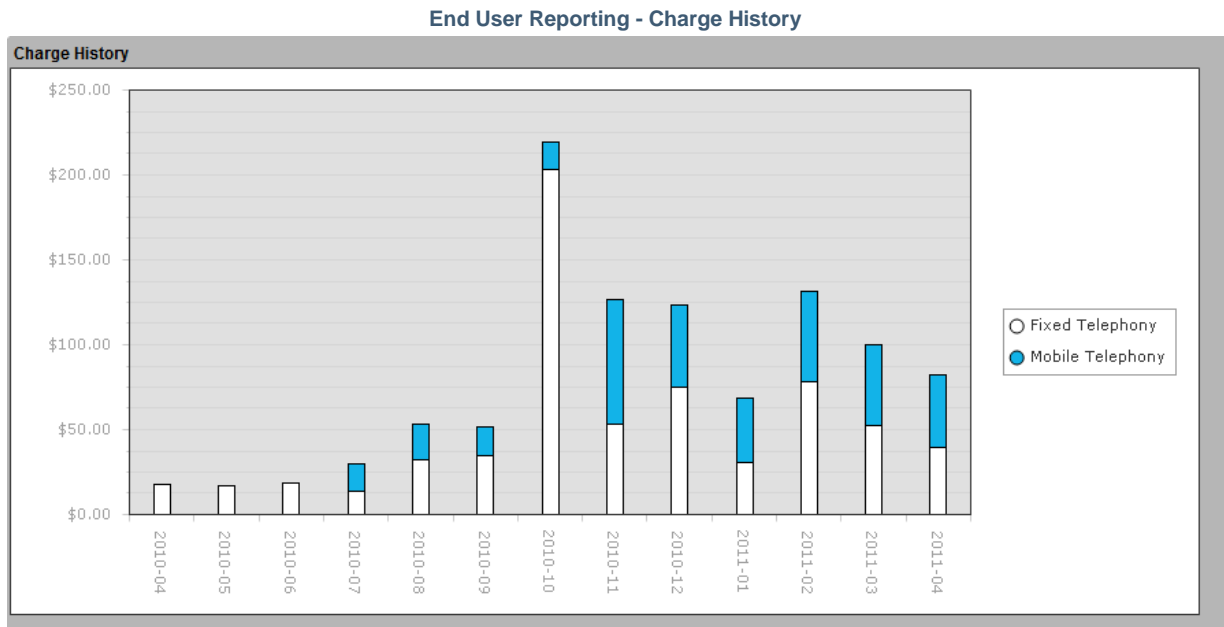
To return to the Summary Page Select the “Back to Summary” link in the lower right corner of the report.

Table columns are sorted by clicking a Column Heading - To sort by Duration, click the Column Heading *Duration* once to sort ascending. Click a second time to sort descending, Click a third time to clear sorting.

You can also filter the call list by entering the filter text at the top of the appropriate column and selecting a filter type using the filter icon next to it.

3.6 CHARGE HISTORY SECTION

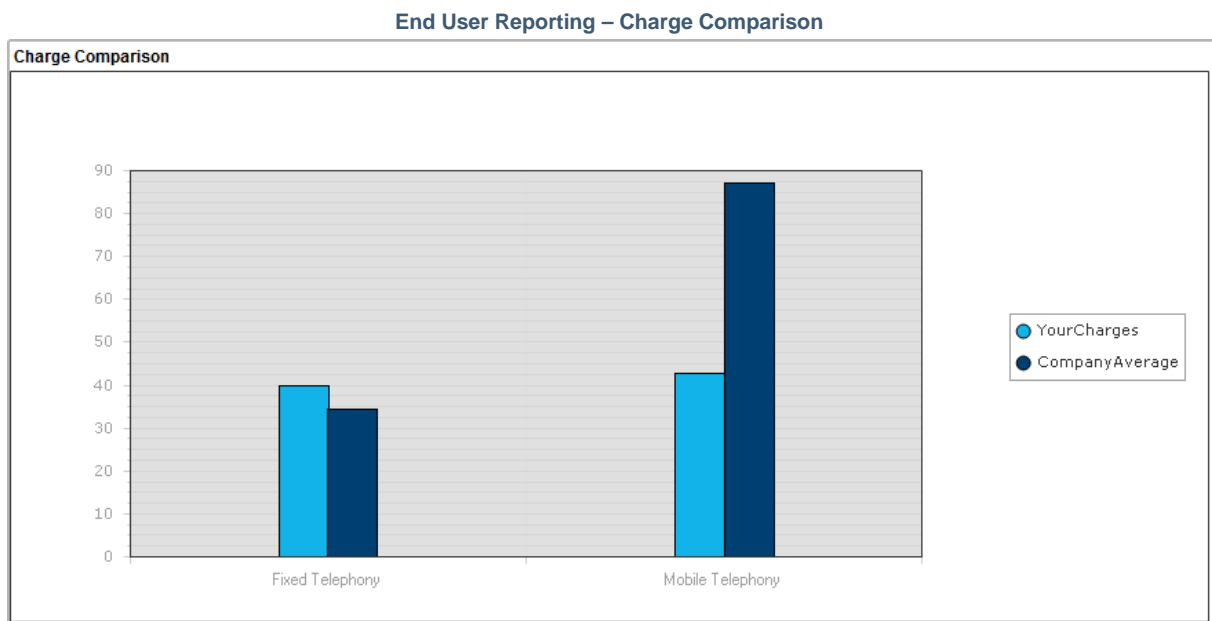
The Charge History section gives you a visual representation of your communications costs for the selected and previous billing periods.



Each billing period column displays the total cost, separated into individual costs per service. Use the Charge History to compare your cost to your cost for previous periods, and track changes over time.

3.7 CHARGE COMPARISON SECTION

The Charge Comparison section compares your communications costs for the selected period, to the average University Staff member costs for the same period.



Use the Charge Comparison section to compare your service costs to the University average.

3.8 GLOSSARY

For a glossary of terms including various Telstra charge codes, please see the “Glossary of Terms” document