California Department of Technology

Billing System

CalTABS

Training Manual

California Department of Technology

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CalTABS - California Department of Technology Billing System

About CalTABS

The CalTABS is a solution that enables the customer's billing information to be stored in an integrated, single billing system with the capability to produce electronic invoice information in a secure format. The CalTABS utilizes the IBM's Tivoli Usage Accounting and Manager product which provides the following functionality.

- Collects resource (service) usage data
- Assigns rate codes to each resource
- Delivers detailed information and reports about the use of resources
- Provides easy reporting through a web portal
- Electronic invoicing – Ability to publish softcopy invoices by customer id/prefix

CalTABS reduces operational costs and supports Go-Green efforts.

- Reduction in printing costs of monthly invoices
- The ability to publish softcopy invoices by customer id/prefix
- The ability to view invoices and invoice detail reports via the Web

CalTABS improves customer service.

- Provides the ability to run monthly detail reports
- Provides the ability to export reports in Excel, PDF and Word format
- Provides a greater level of detail for many services (i.e. Mainframe services such as CICS, Tape, ADABAS)

The user can save, copy text from, and print reports. In addition, users are able to view detailed resource usage and cost information.

What's New

In the previous billing process, customers were mailed a hardcopy of their billing statement each month which included the paper invoice summary and associated detail reports.

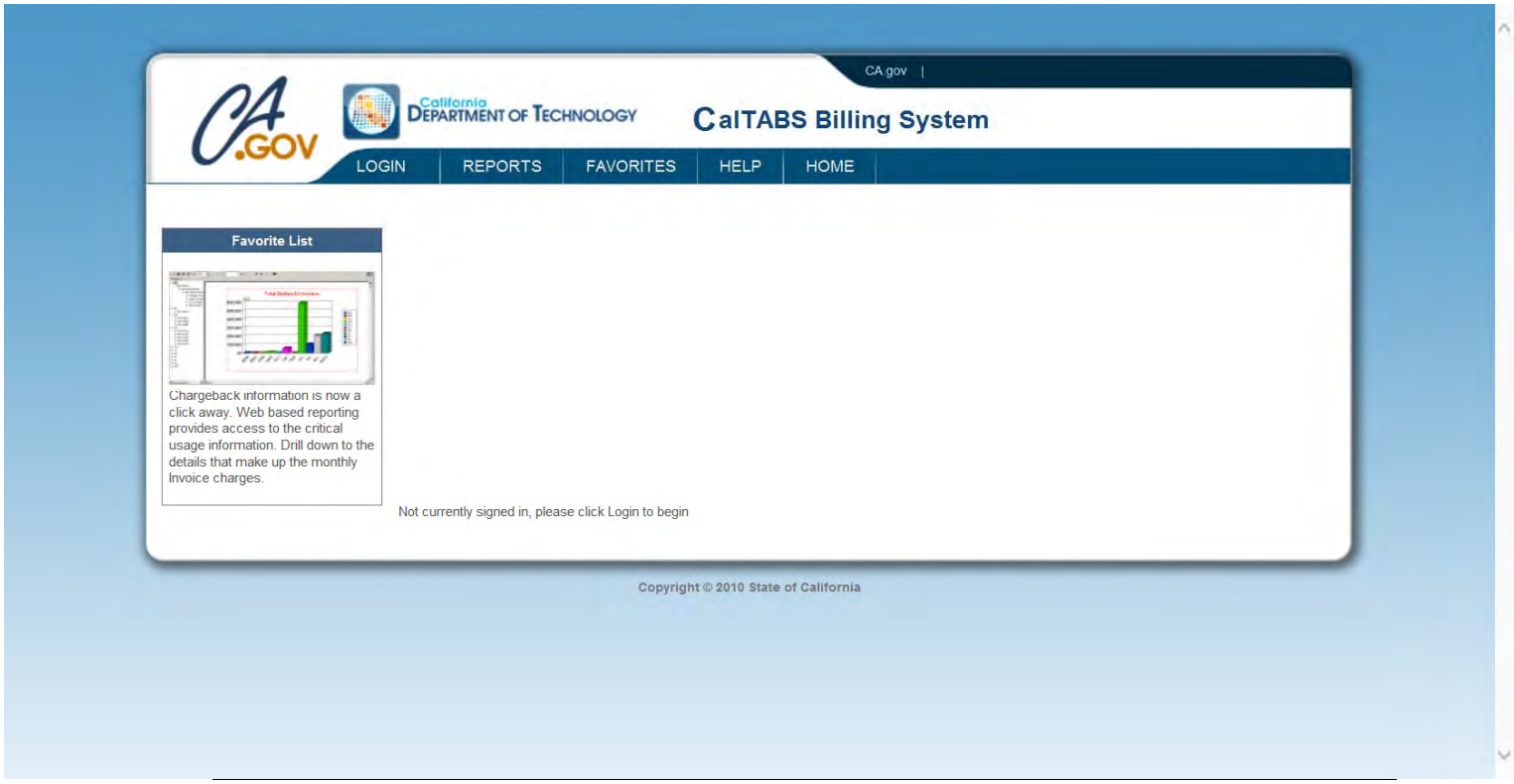
The new CalTABS publishes a monthly invoice summary and provides Invoice Detail by account code that the customer can view, save and/or print as needed. The customer can also generate Invoice Detail reports as needed. Each customer will have a unique username/password combination to log into the system with access to their customer specific data.

Navigation

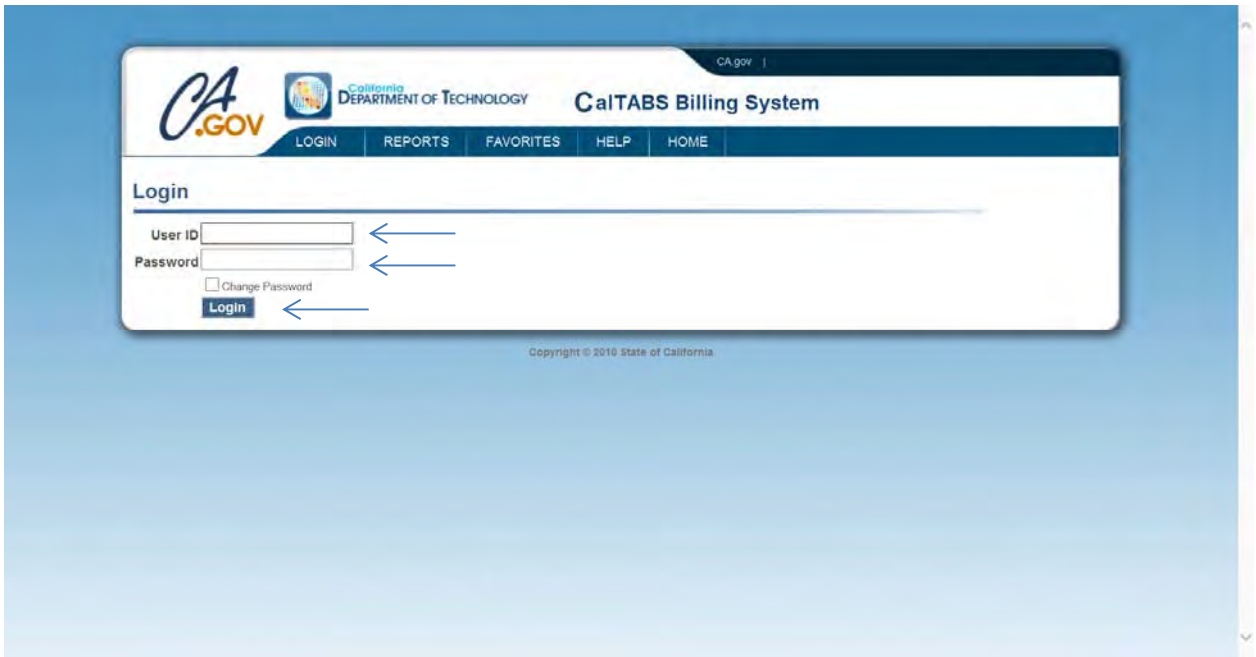
Login

All users will have their own user ID with specific controlled permissions. User accounts are associated with a specific user group and each user group will have defined access. For example: If an employee is in the DCHHX group, the employee only sees information that belongs to that department.

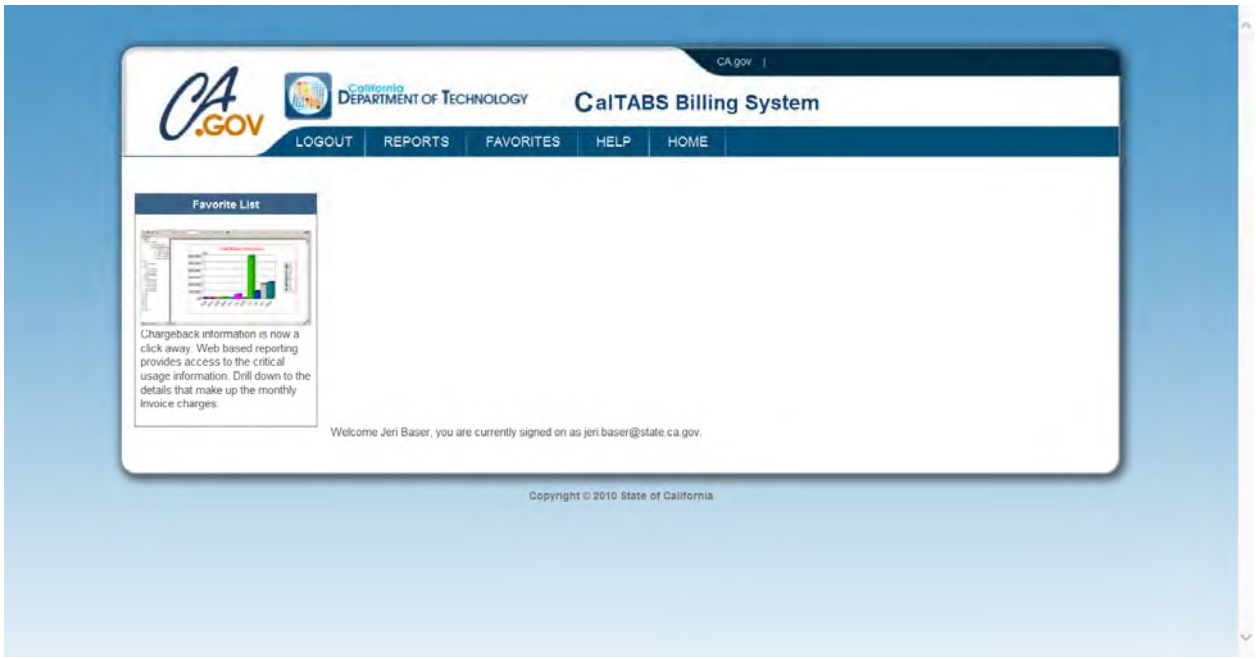
Access CalTABS from: www.DTS.ca.gov/CalTABS



Step	Action
1.	Point to the **Login** link.
2.	Click the **Login** link.



Step	Action
3.	Click in the **User ID** field.
4.	Enter the desired information into the **User ID** field. Enter "**user**".
5.	Click in the **Password** field.
6.	Enter the desired information into the **Password** field. Enter "**password**".
7.	Click the **Login** button. Login



Step	Action
8.	**End of Procedure.**

Published Reports

The CalTABS Rates and Cost Recovery Unit publish the invoice summary for customers to view, save and/or print.

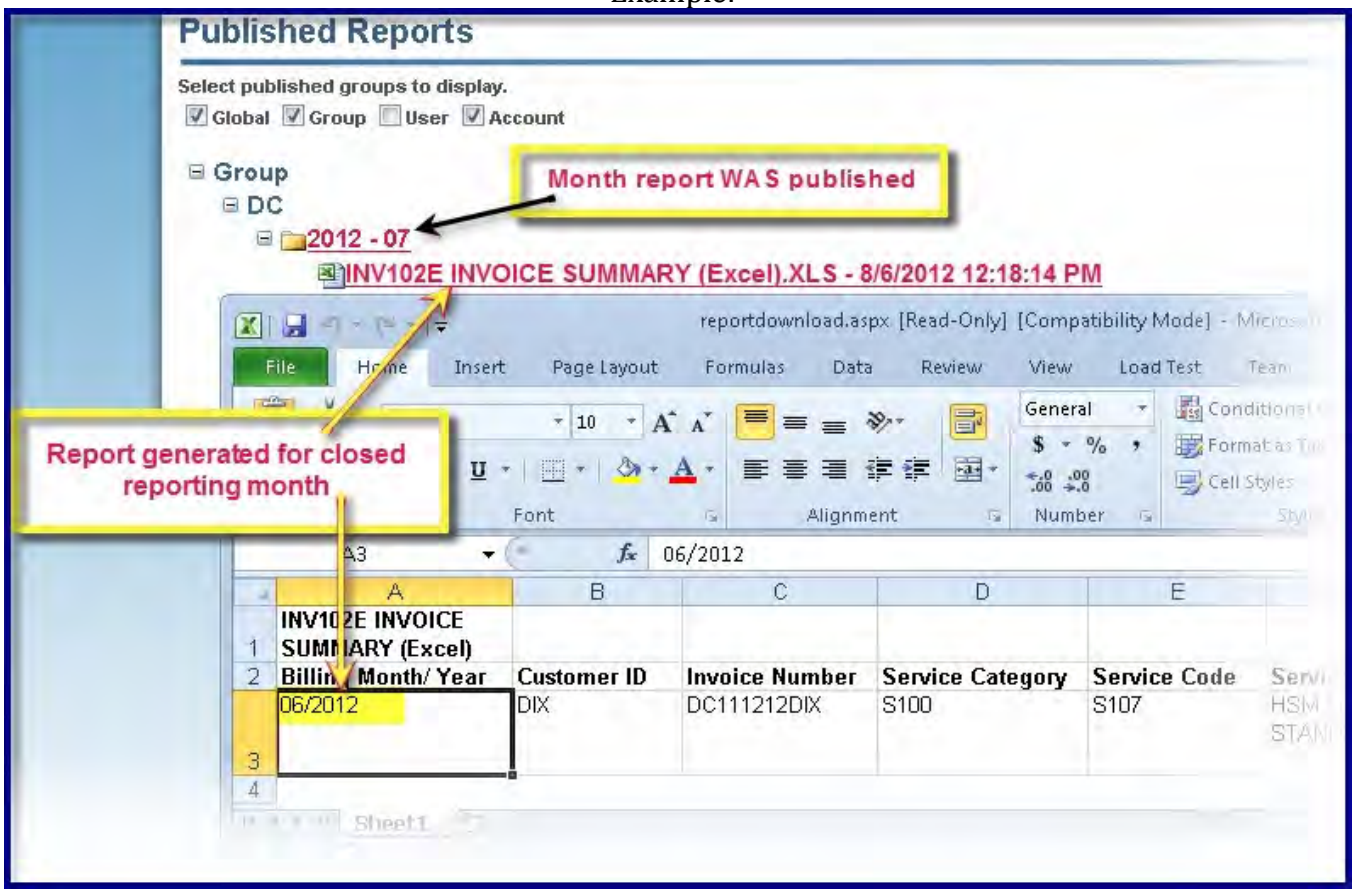
This section describes how to view a standard published report that has been generated. The term "report" also refers to spreadsheets.

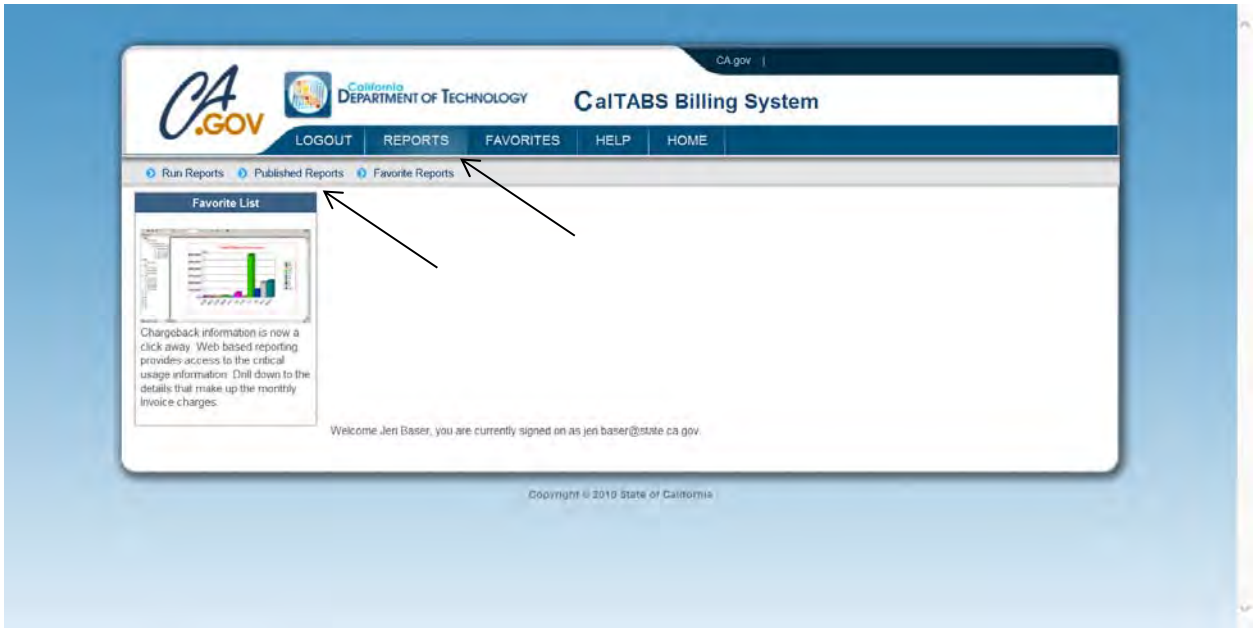
Note: Folder Names are based on the month when the invoices are published.

For Example:

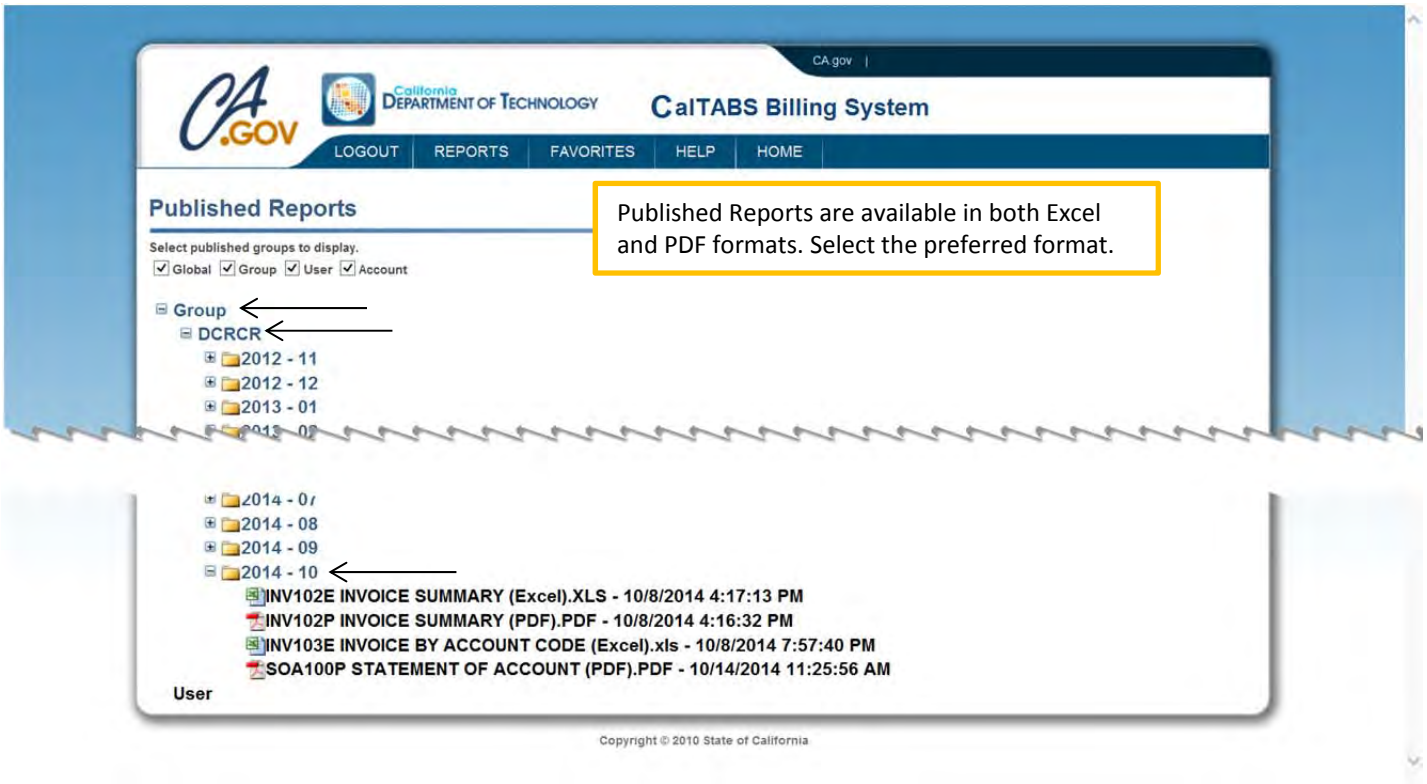
- **2012 – 06** contains June 2012 invoices
- **2012 – 07** contains July 2012 invoices
- **2012 – 08** contains August 2012 invoices
- **2012 – 09** contains September 2012 invoices, etc.

Example:

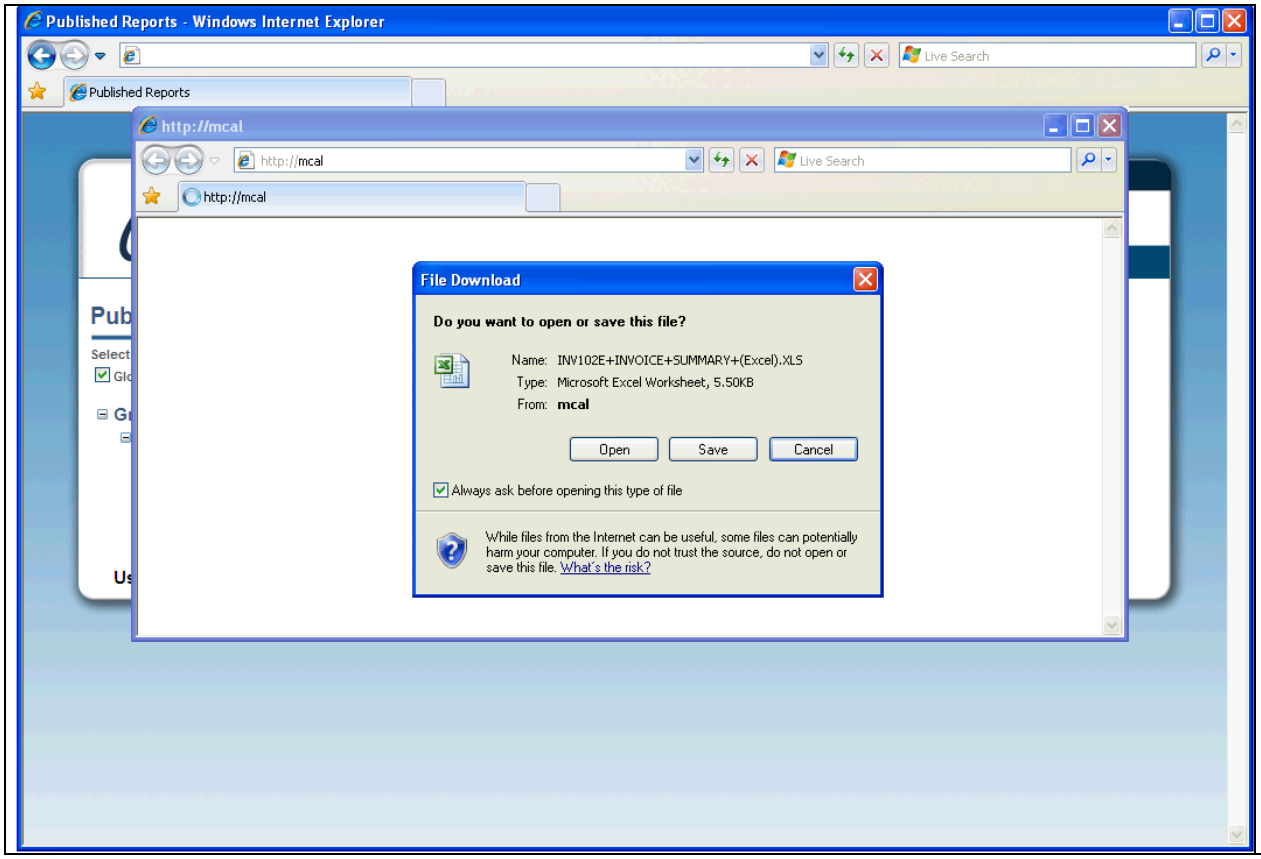


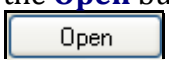


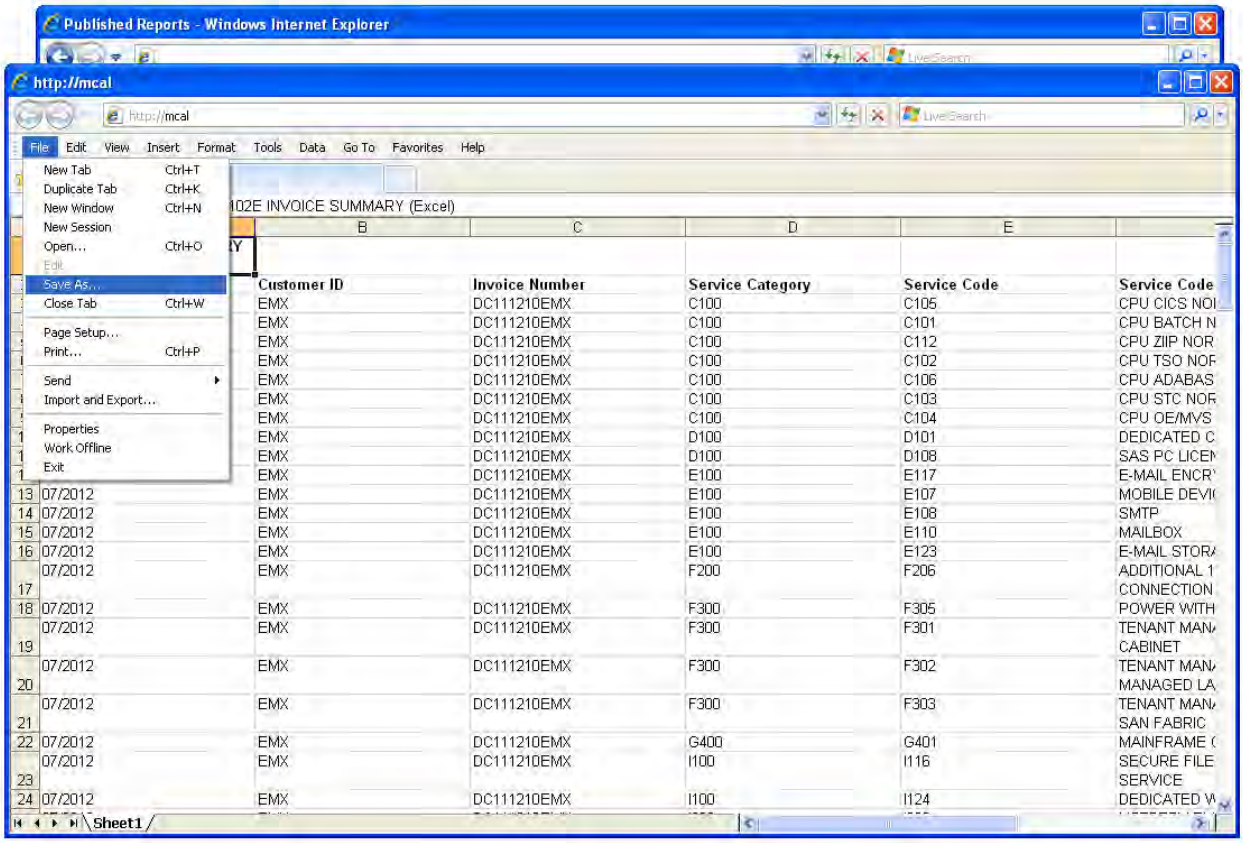
Step	Action
1.	Point to the **Reports** tab.
2.	Click the **Published Reports** link.



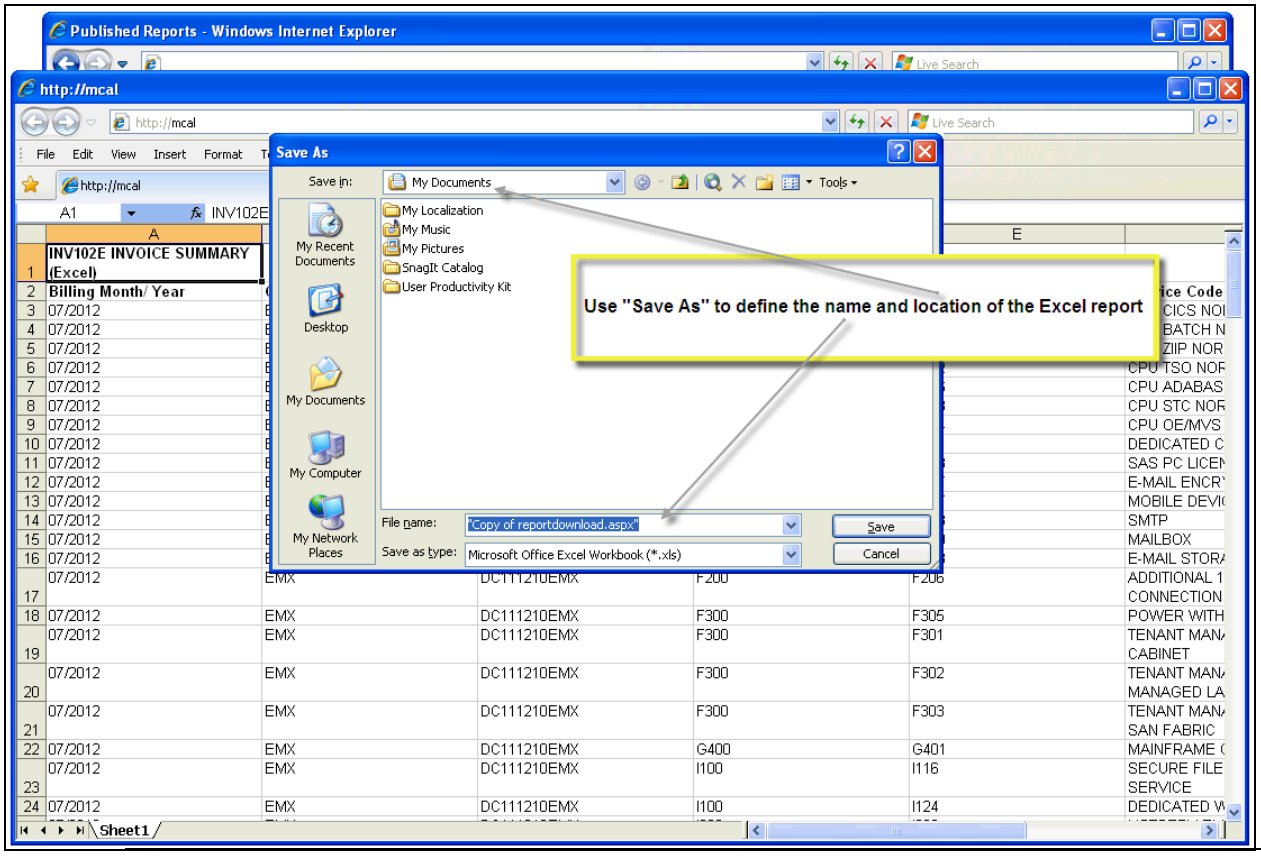
Step	Action
3.	Click the **Expand Group** link.
4.	Click the **Expand DCRCR** button.
5.	Click the **Expand 2014 - 10** button.
6.	Click the **INV102E INVOICE SUMMARY (Excel).XLS - 10/8/2014 4:17:13 PM** link.

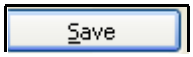


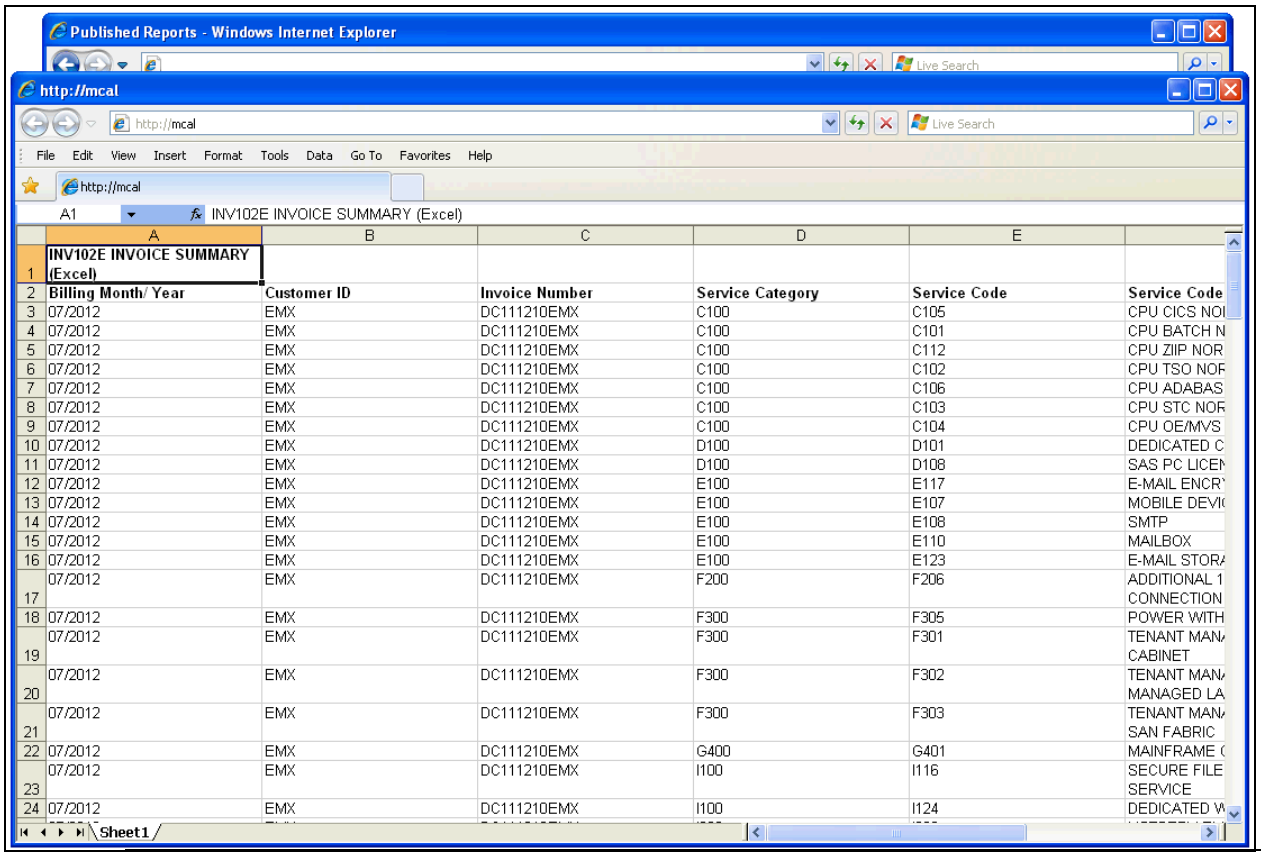
Step	Action
7.	Click the **Open** button. 



Step	Action
8.	Click the **File** menu. File
9.	Click the **Save As...** menu. Save As...

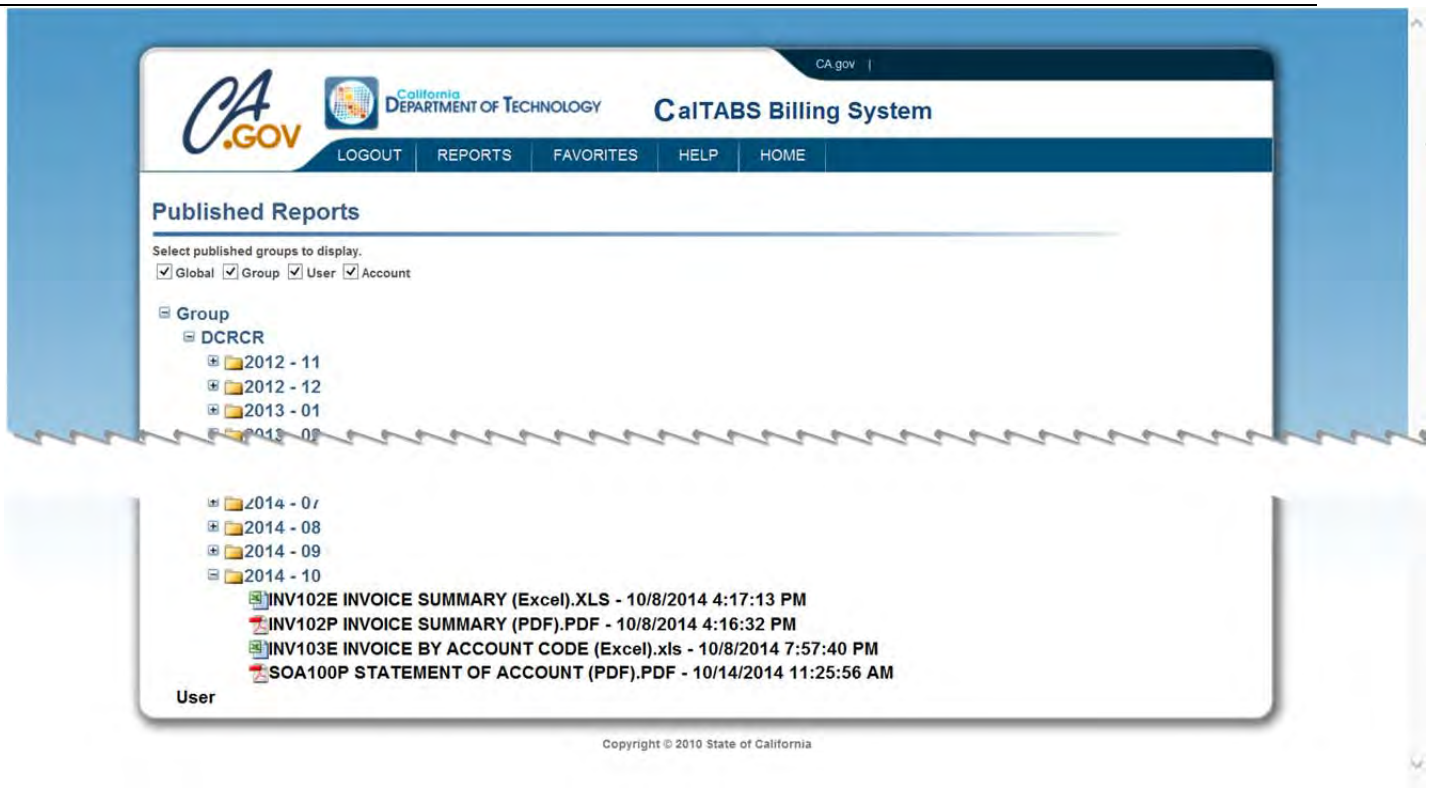


Step	Action
10.	Click the **Save** button. 



Billing Month/ Year	Customer ID	Invoice Number	Service Category	Service Code	Service Code
07/2012	EMX	DC111210EMX	C100	C105	CPU CICS NOI
07/2012	EMX	DC111210EMX	C100	C101	CPU BATCH N
07/2012	EMX	DC111210EMX	C100	C112	CPU ZIIP NOR
07/2012	EMX	DC111210EMX	C100	C102	CPU TSO NOR
07/2012	EMX	DC111210EMX	C100	C106	CPU ADABAS
07/2012	EMX	DC111210EMX	C100	C103	CPU STC NOR
07/2012	EMX	DC111210EMX	C100	C104	CPU OE/MVS
07/2012	EMX	DC111210EMX	D100	D101	DEDICATED C
07/2012	EMX	DC111210EMX	D100	D108	SAS PC LICEN
07/2012	EMX	DC111210EMX	E100	E117	E-MAIL ENCR
07/2012	EMX	DC111210EMX	E100	E107	MOBILE DEVI
07/2012	EMX	DC111210EMX	E100	E108	SMTP
07/2012	EMX	DC111210EMX	E100	E110	MAILBOX
07/2012	EMX	DC111210EMX	E100	E123	E-MAIL STORA
07/2012	EMX	DC111210EMX	F200	F206	ADDITIONAL 1 CONNECTION
07/2012	EMX	DC111210EMX	F300	F305	POWER WITH
07/2012	EMX	DC111210EMX	F300	F301	TENANT MAN CABINET
07/2012	EMX	DC111210EMX	F300	F302	TENANT MAN MANAGED LA
07/2012	EMX	DC111210EMX	F300	F303	TENANT MAN SAN FABRIC
07/2012	EMX	DC111210EMX	G400	G401	MAINFRAME
07/2012	EMX	DC111210EMX	I100	I116	SECURE FILE SERVICE
07/2012	EMX	DC111210EMX	I100	I124	DEDICATED

Step	Action
11.	Click the **Close** button.



Step	Action
12.	**End of Procedure.**

Run Reports

Standard reports are invoice detail reports in PDF and Excel formats.

This section describes how to generate a standard report from the CalTABS Web Portal. The term "report" also refers to spreadsheets.

Invoice Detail Reports Comprehensive List

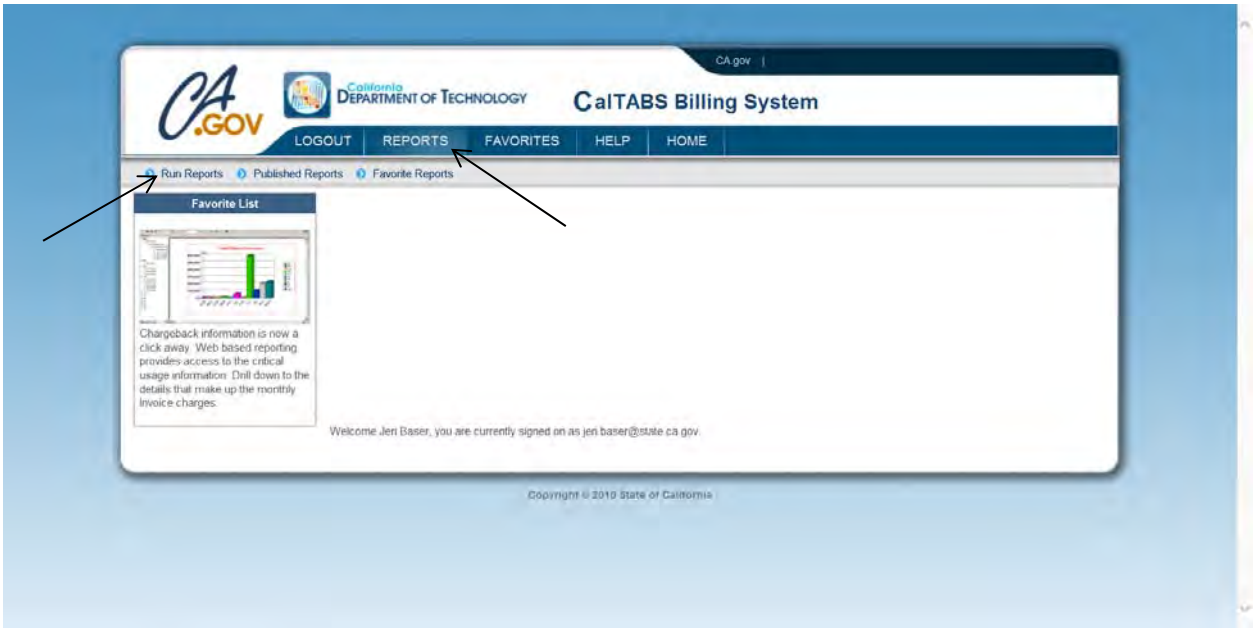
This table lists invoice detail reports which will be viewable by all users logged into the system.

Invoice Detail Reports	For Invoice Service Codes:
* C100P CPU Detail (PDF) * * C100E CPU Detail (Excel) *	C101, C102, C103, C104, C110, C112, S205
* C105P CPU CICS Detail (PDF) * * C105E CPU CICS Detail (Excel) *	C105; provides CICS detail at jobname/user id level
* C105RP CPU CICS Detail (PDF) * * C105RE CPU CICS Detail (Excel) *	C105; provides CICS detail at the Region level
* C106P CPU ADABAS Detail (PDF) * * C106E CPU ADABAS Detail (Excel) *	C106
* C108P CPU DB2 Detail (PDF) * * C108E CPU DB2 Detail (Excel) *	C108
D101P Dedicated Charges Detail (PDF) D101E Dedicated Charges Detail (Excel)	D101, D114, D115
E100P Statewide E-Mail Detail (PDF) E100E Statewide E-Mail Detail (Excel)	E107, E108, E109, E110, E111, E123, E124, E125, E126, E128, E129, E130, E131, E132
E200P California E-Mail Service (PDF) E200E California E-Mail Services (PDF)	E201, E202, E203, E204, E205, E206, E207, E208, E209, E210, E211, E212, E213, E214, E215, E216, E217, E218, E219, E220, E221, E222, E223, E224, E225, E226, E228, E229, E230, E231, E232, E233, E241, E242, E244, E245
F300P Tenant Managed Service Detail (PDF) F300E Tenant Managed Service Detail (Excel)	F206, F301, F302, F303, F305, F310, F311

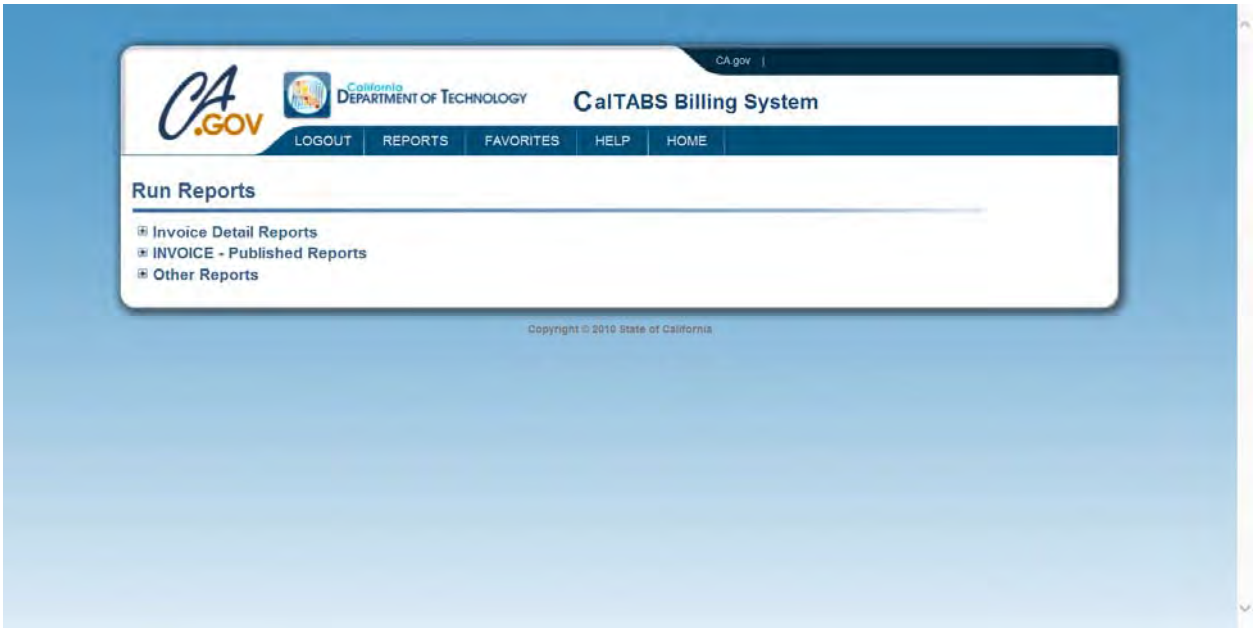
Invoice Detail Reports	For Invoice Service Codes:
G100P Consulting Services Detail (PDF) G100E Consulting Services Detail (Excel)	Detail for Consulting Service Codes starting with G2XX - G7XX
H400P Geographic Information Systems Detail (PDF) H400E Geographic Information Systems Detail (EXCEL)	H401 - H404
I100P Shared Web Services Detail (PDF) I100E Shared Web Services Detail (Excel)	I201, I202, I203, I204, I205, I206, I212
M100P Mid Range Server Detail (PDF) M100E Mid Range Server Detail (Excel)	D112, I114, I115, I116, I117, I118, I119, I124, I206, I207, I208, I209, M101, M102, M103, M104, M105, M108, M109, M110, M111, M201, M202, M203, M204, M205, M206, M301, M401, M402, M403, M404, M405, M406, M407, M411, M501, M505, M506, M512, M513, M514, M601, M602, M610, M612, M613, M614, M616, M617, M620, M621, M622, M623, M624, M627, N606, N611, S208, S210, S216, S217, S218, X118
M700P Server Based Computing Detail (PDF) M700E Server Based Computing Detail (Excel)	M701, M702, M703, M704, M705, M706, M708, M710, M712, M714, M715, M716
N600P CSGNet Detail (PDF) N600E CSGNet Detail (Excel)	D114, D115, N603, N604, N605, N701 - N765; N801 – N810
T700P CGEN Detail (PDF) T700E CGEN Detail (Excel)	T101 - T199; T201 - T299; T301 - T399; T401 - T499; T501 - T504
N209P VPN Detail (PDF) N209E VPN Detail (Excel)	N209
N210P Remote Lan Dial Detail (PDF) N210E Remote Lan Dial Detail (Excel)	N210
N601P AAMVANet Detail (PDF) N601E AAMVANet Detail (Excel)	N601, N602, N621, N622, N623, N624, N625
P100P Print Detail (PDF) P100E Print Detail (Excel)	P103, P104, P107
R100P Disaster Recovery Detail (PDF) R100E Disaster Recovery Detail (Excel)	R101, R201, R111 - R116; R301 - R311

Invoice Detail Reports	For Invoice Service Codes:
*S100P Mainframe Disk Storage Detail (PDF) * *S100E Mainframe Disk Storage Detail (Excel) *	S101
S102P Dedicated Disk Storage Detail (PDF) S102E Dedicated Disk Storage Detail (Excel)	S102
* S103P ADABAS Disk Storage Detail (PDF) * * S103E ADABAS Disk Storage Detail (Excel) *	S103
* S107P HSM Disk Storage Detail (PDF) * * S107E HSM Disk Storage Detail (Excel) *	S107
* S213P Tape Storage Detail (PDF) * * S213E Tape Storage Detail (Excel) *	S205, S213,
X104P Courier Detail (PDF) X104E Courier Detail (Excel)	X104 - X105
X113P DMV Access Detail (PDF) X113E DMV Access Detail (Excel)	X113
X114P SCO Access Detail (PDF) X114E SCO Access Detail (Excel)	X114
X301P Billing Adjustment (Debit/Credit) Detail (PDF) X301E Billing Adjustment (Debit/Credit) Detail (Excel)	D108, D110, D111,D126, D127, D128, D201, D202, D203, D204, D205, D206, D207, G7XX Codes (for IT Procurement and IT Telecomm prior to Sept 2014). Please note that the Debit/Credit invoice detail report can contain any service code for billing debits and credits. The debit/credit is used for manual billing entries and debits and credits.

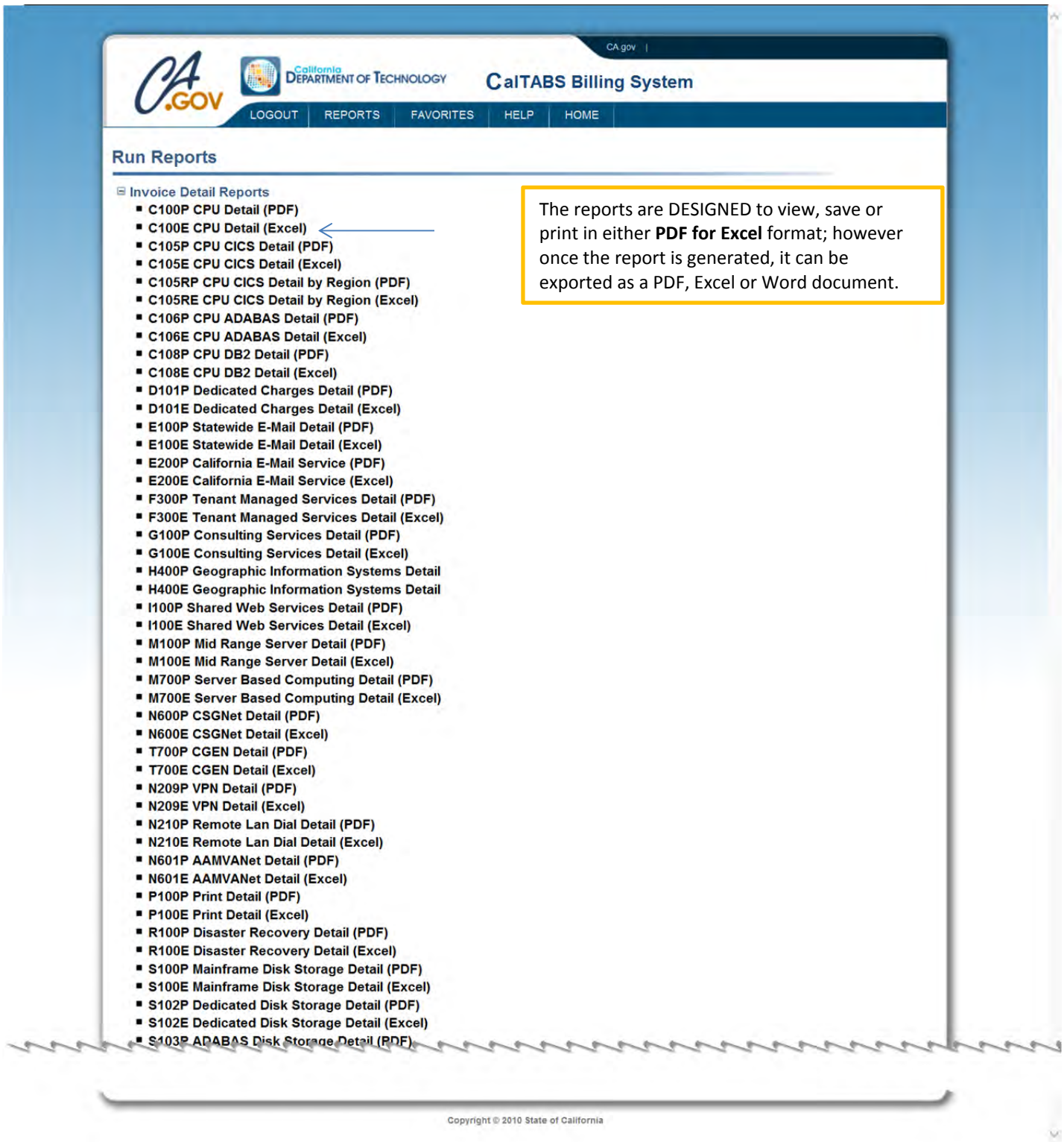
***** For those reports identified with an asterisk, users must enter a specific 6 - 15 character Account Code in order to search for and generate valid reportable data. The data for these specific reports is excessive and must be narrowed down by using the 6 - 15 character Account Code criteria**.***



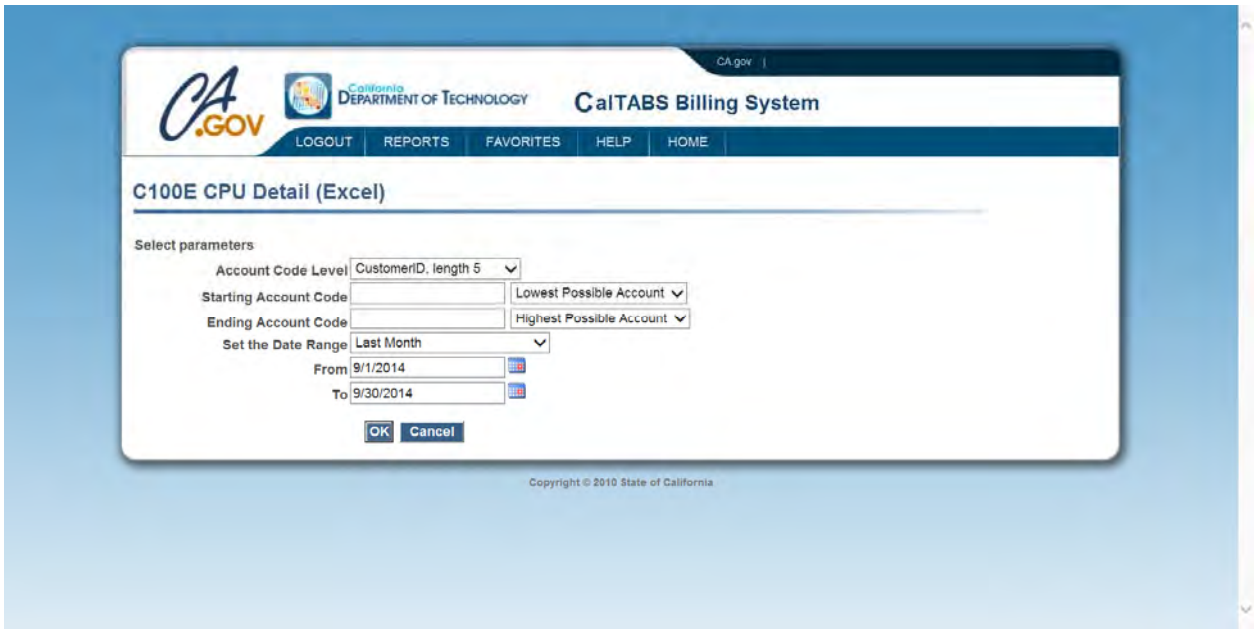
Step	Action
1.	Point to the **Reports** tab.
2.	Click the **Run Reports** link.



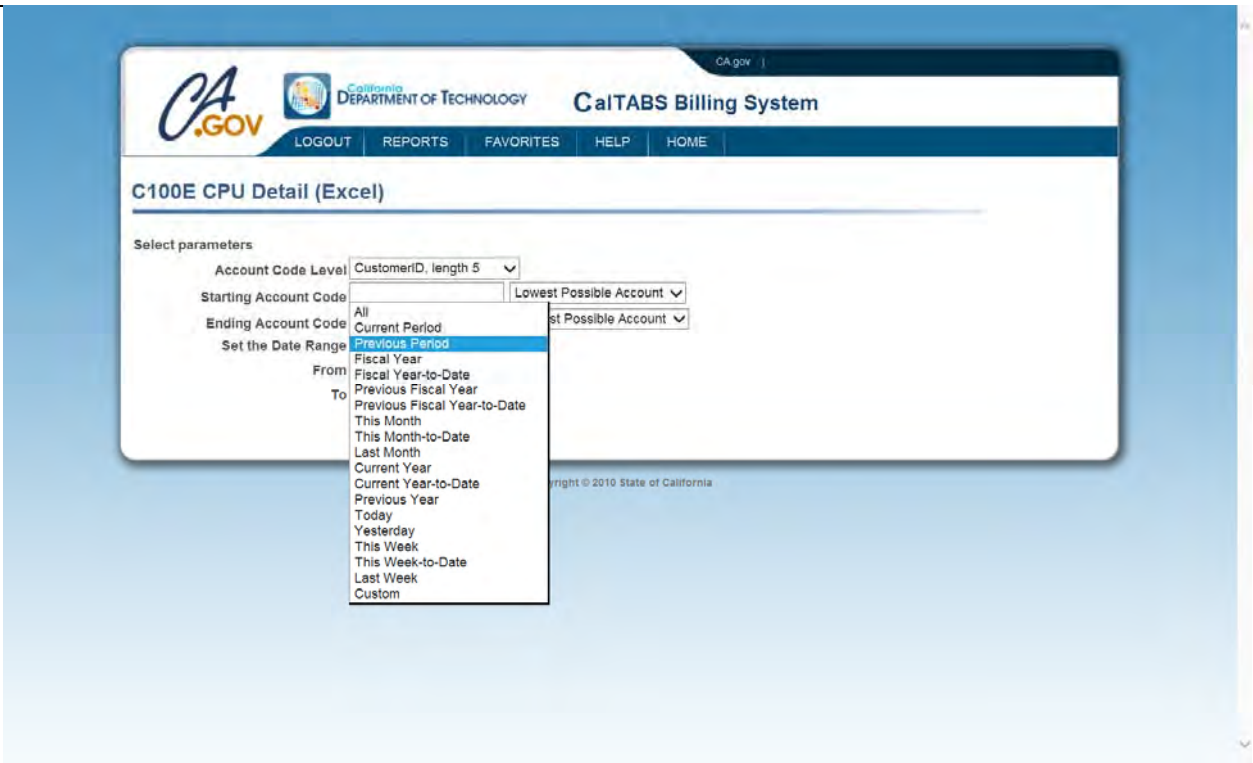
Step	Action
3.	Click the **Expand Invoice Detail Reports** link.



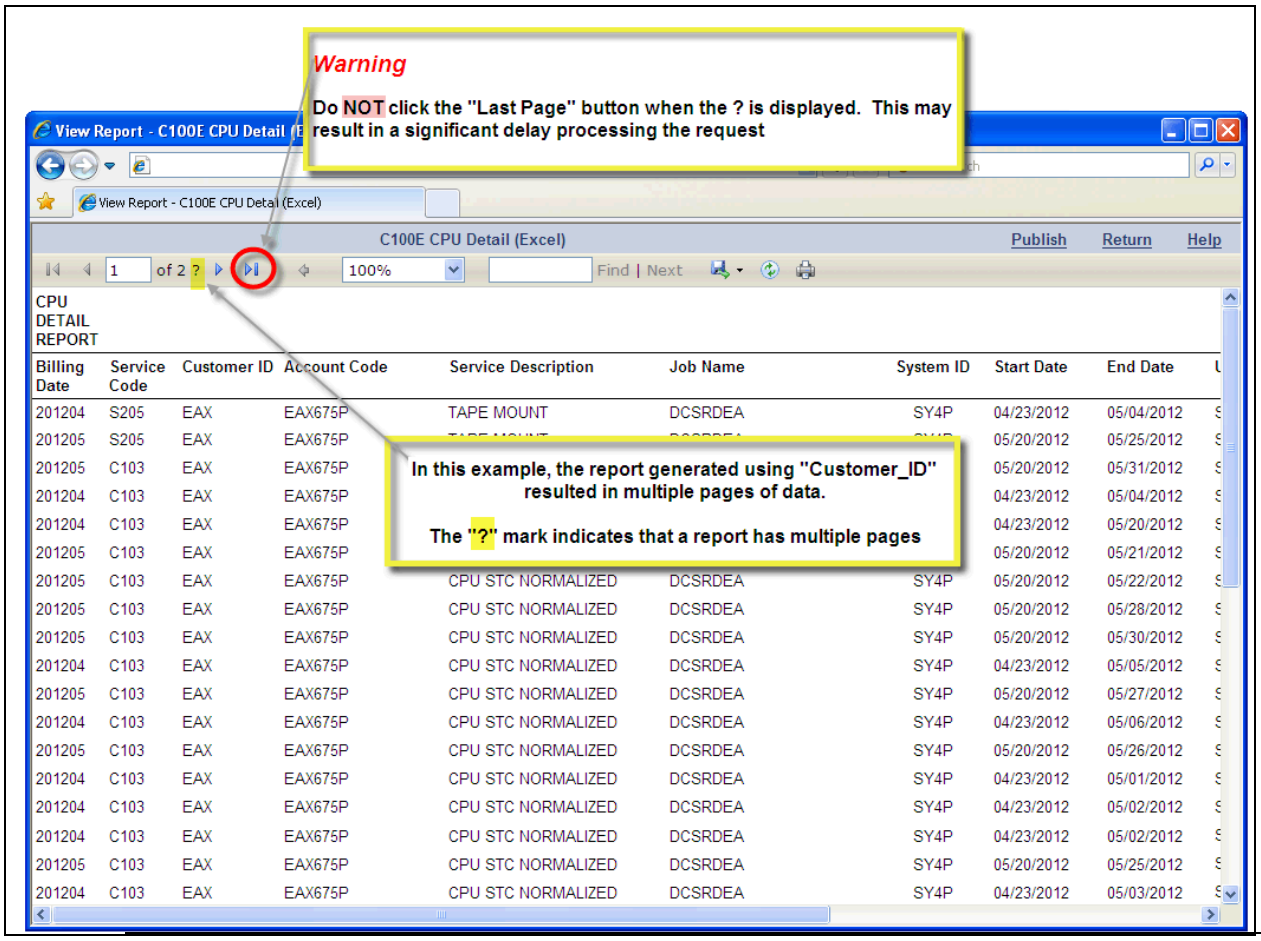
Step	Action
4.	Click the **C100E CPU Detail (Excel)** link. **C100E CPU Detail (Excel)**



Step	Action
5.	Click the **Account Code Level** list. Customer_ID, length 5
6.	Press **[Enter]**.
7.	Click the **Customer_ID, length 5** list item. Customer_ID, length 5
8.	Press **[Enter]**.
9.	Click the **Set the Date Range** list. Last Month

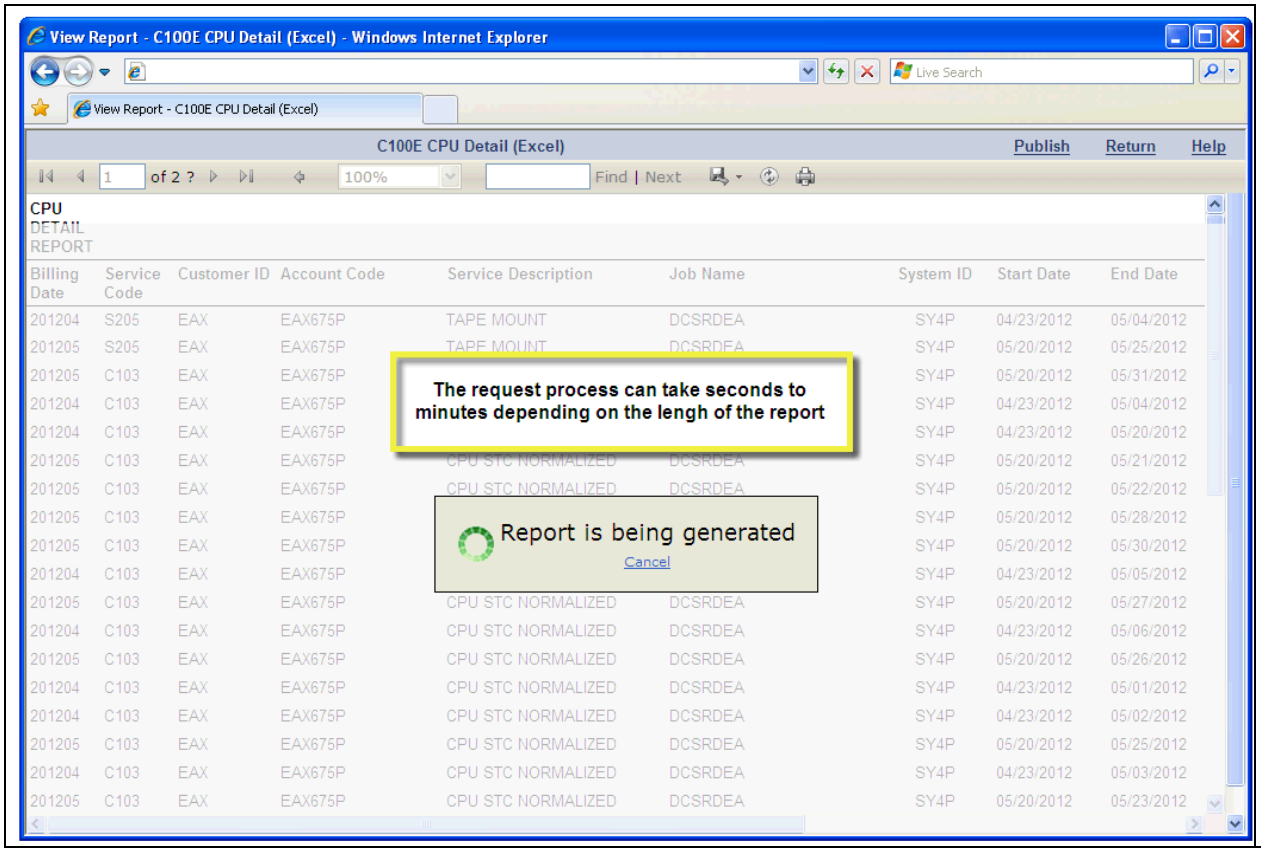


Step	Action
10.	Click the **Previous Period** list item. Previous Period
11.	Click the **OK** button. OK

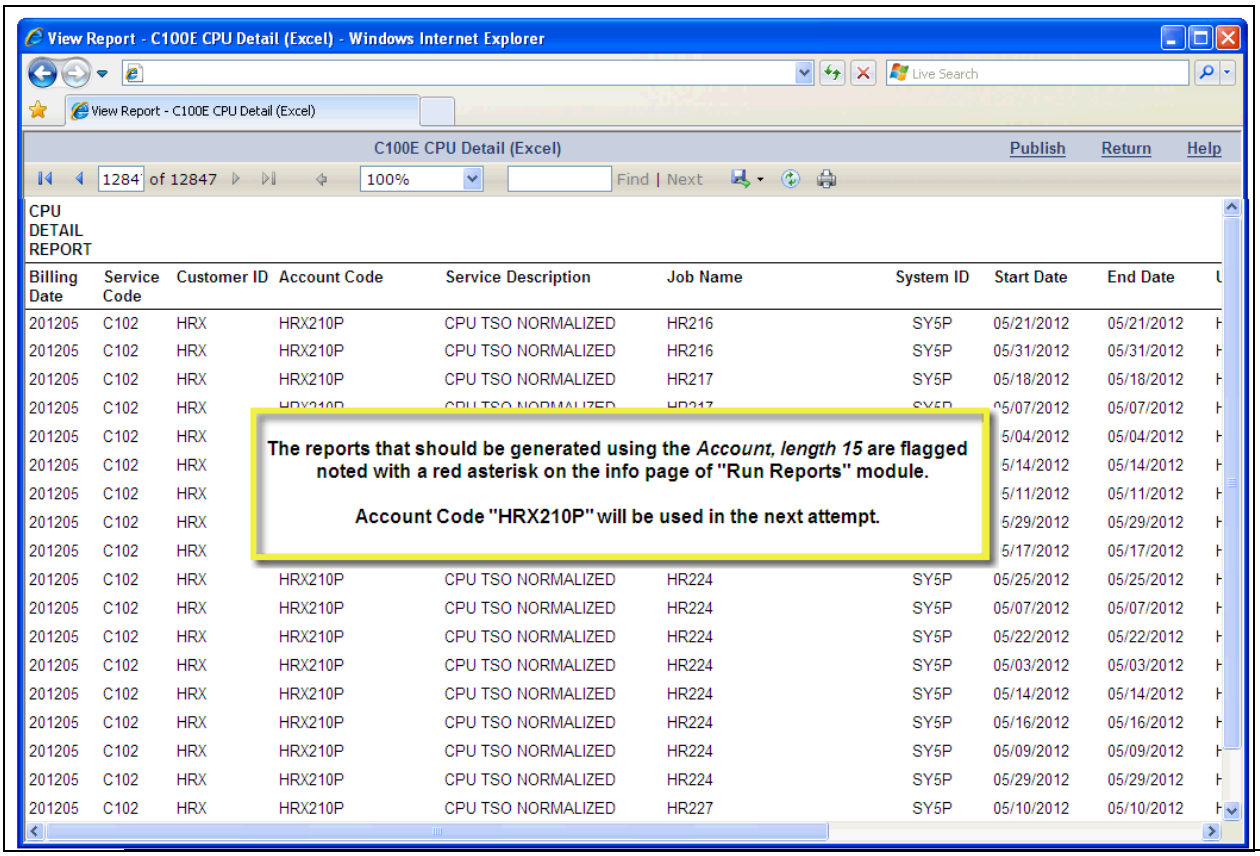


Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date
201204	S205	EAX	EAX675P	TAPE MOUNT	DCSRDEA	SY4P	04/23/2012	05/04/2012
201205	S205	EAX	EAX675P				05/20/2012	05/25/2012
201205	C103	EAX	EAX675P				05/20/2012	05/31/2012
201204	C103	EAX	EAX675P				04/23/2012	05/04/2012
201204	C103	EAX	EAX675P				04/23/2012	05/20/2012
201205	C103	EAX	EAX675P				05/20/2012	05/21/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/22/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/28/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/30/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/05/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/27/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/06/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/26/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/01/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/02/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/02/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/25/2012
201204	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	04/23/2012	05/03/2012

Step	Action
12.	*Information only.*

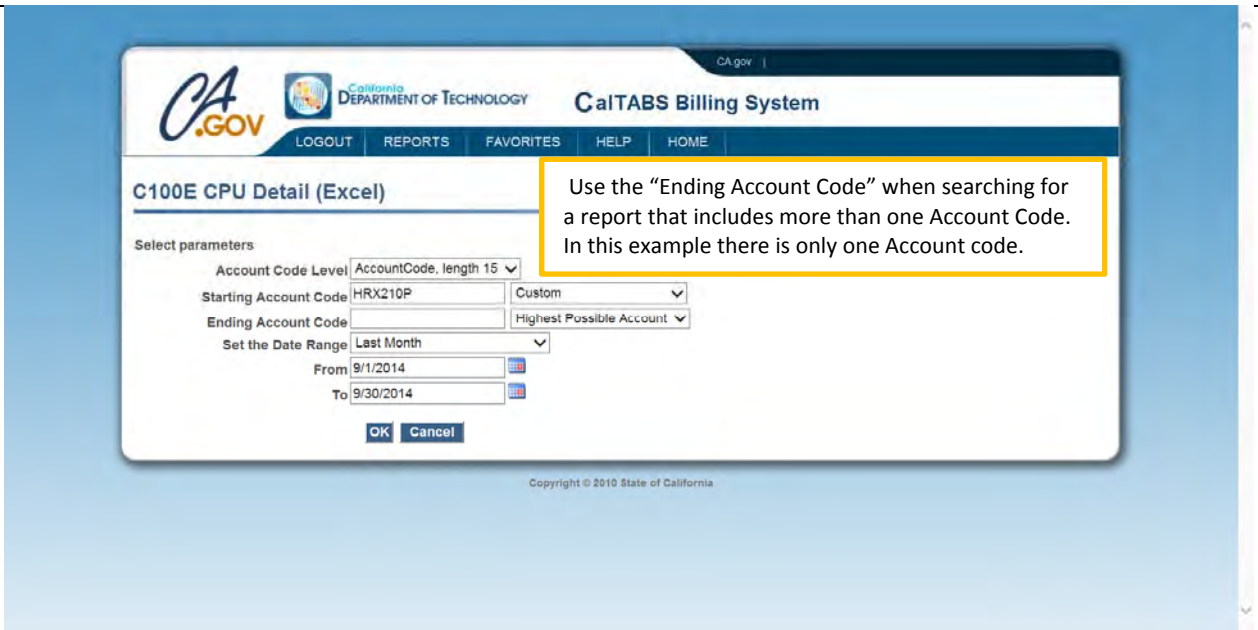


Step	Action
13.	*Information only.*

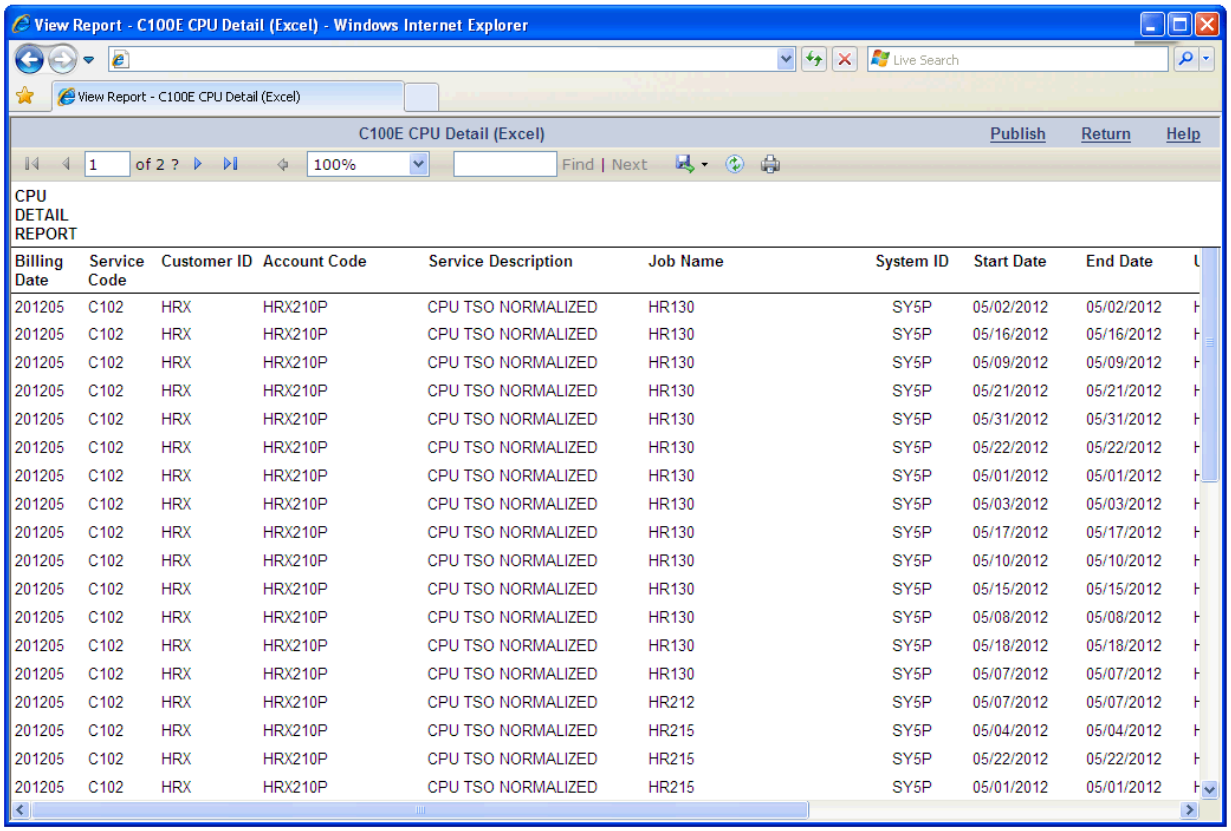


Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR216	SY5P	05/21/2012	05/21/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR216	SY5P	05/31/2012	05/31/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR217	SY5P	05/18/2012	05/18/2012
201205	C102	HRX					05/07/2012	05/07/2012
201205	C102	HRX					5/04/2012	05/04/2012
201205	C102	HRX					5/14/2012	05/14/2012
201205	C102	HRX					5/11/2012	05/11/2012
201205	C102	HRX					5/29/2012	05/29/2012
201205	C102	HRX					5/17/2012	05/17/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/25/2012	05/25/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/07/2012	05/07/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/22/2012	05/22/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/03/2012	05/03/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/14/2012	05/14/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/16/2012	05/16/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/09/2012	05/09/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR224	SY5P	05/29/2012	05/29/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR227	SY5P	05/10/2012	05/10/2012

Step	Action
14.	Click the **Return** link. Return

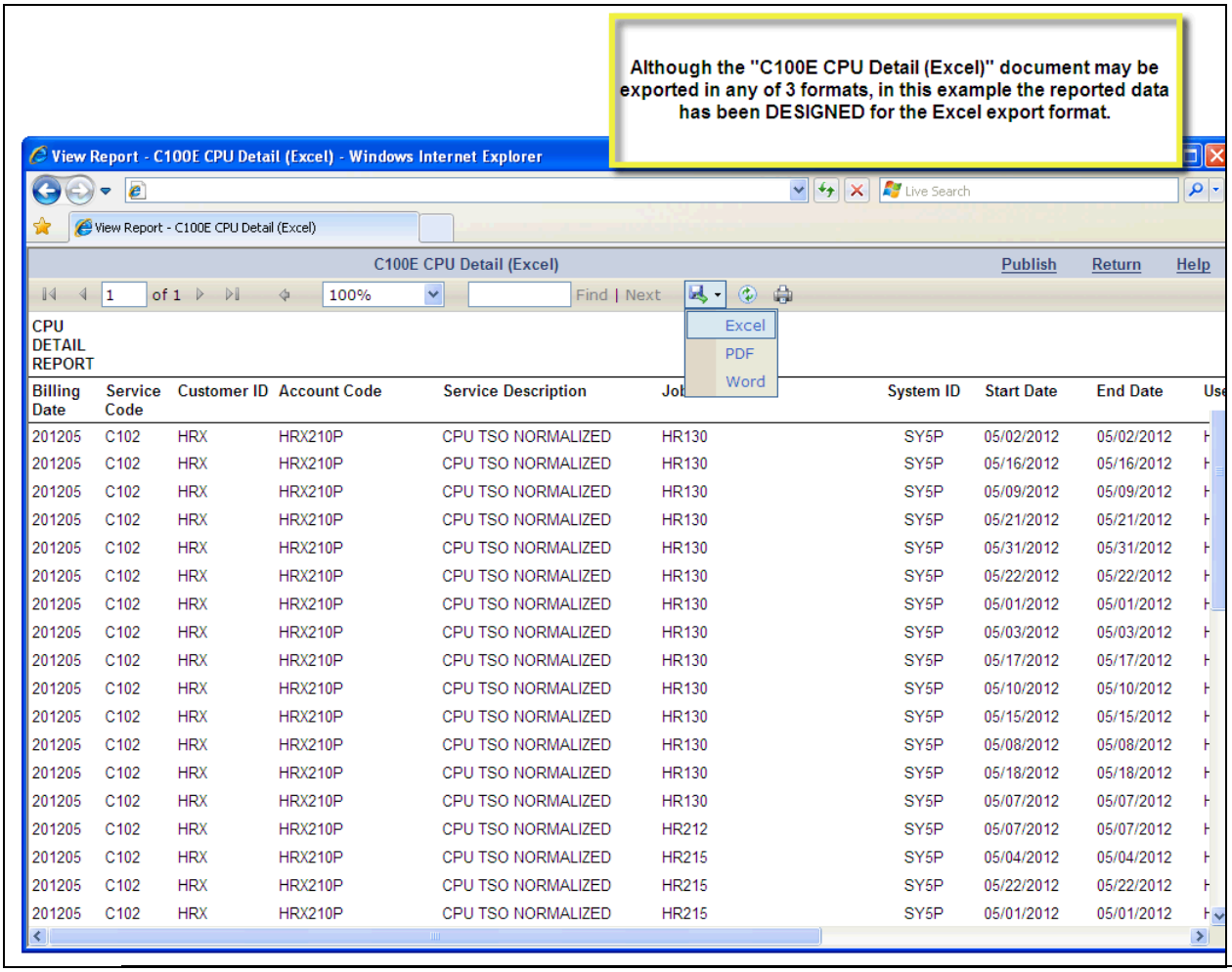


Step	Action
15.	Click the **Account Code Level** list. Customer_ID, length 5
16.	Click the **Account, length 15** list item. Account, length 15
17.	Click in the **Starting Account Code** field.
18.	Enter the desired information into the **Starting Account Code** field. Enter "**HRX210P**".
19.	Click the **OK** button. OK

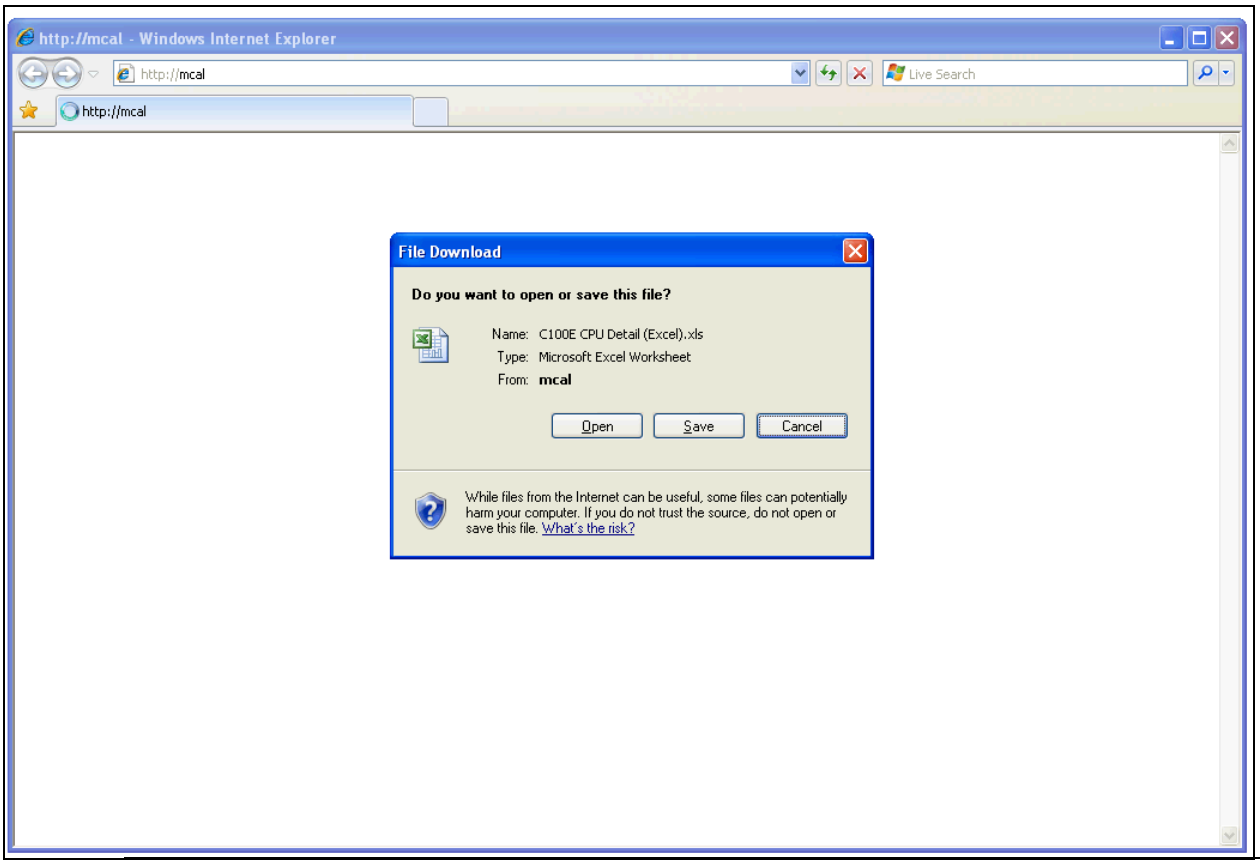


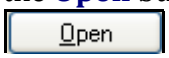
Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/02/2012	05/02/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/16/2012	05/16/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/09/2012	05/09/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/21/2012	05/21/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/31/2012	05/31/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/22/2012	05/22/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/01/2012	05/01/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/03/2012	05/03/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/17/2012	05/17/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/10/2012	05/10/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/15/2012	05/15/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/08/2012	05/08/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/18/2012	05/18/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/07/2012	05/07/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR212	SY5P	05/07/2012	05/07/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/04/2012	05/04/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/22/2012	05/22/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/01/2012	05/01/2012

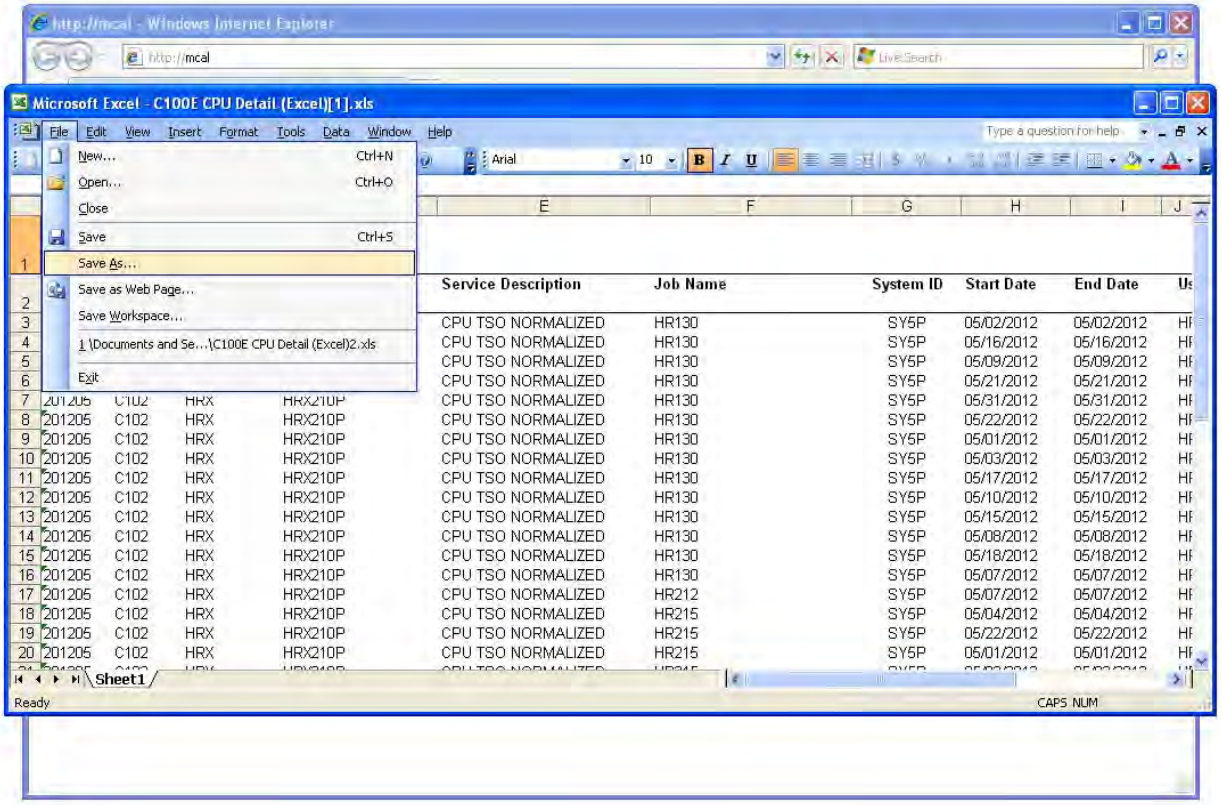
Step	Action
20.	Click the **Export** button.



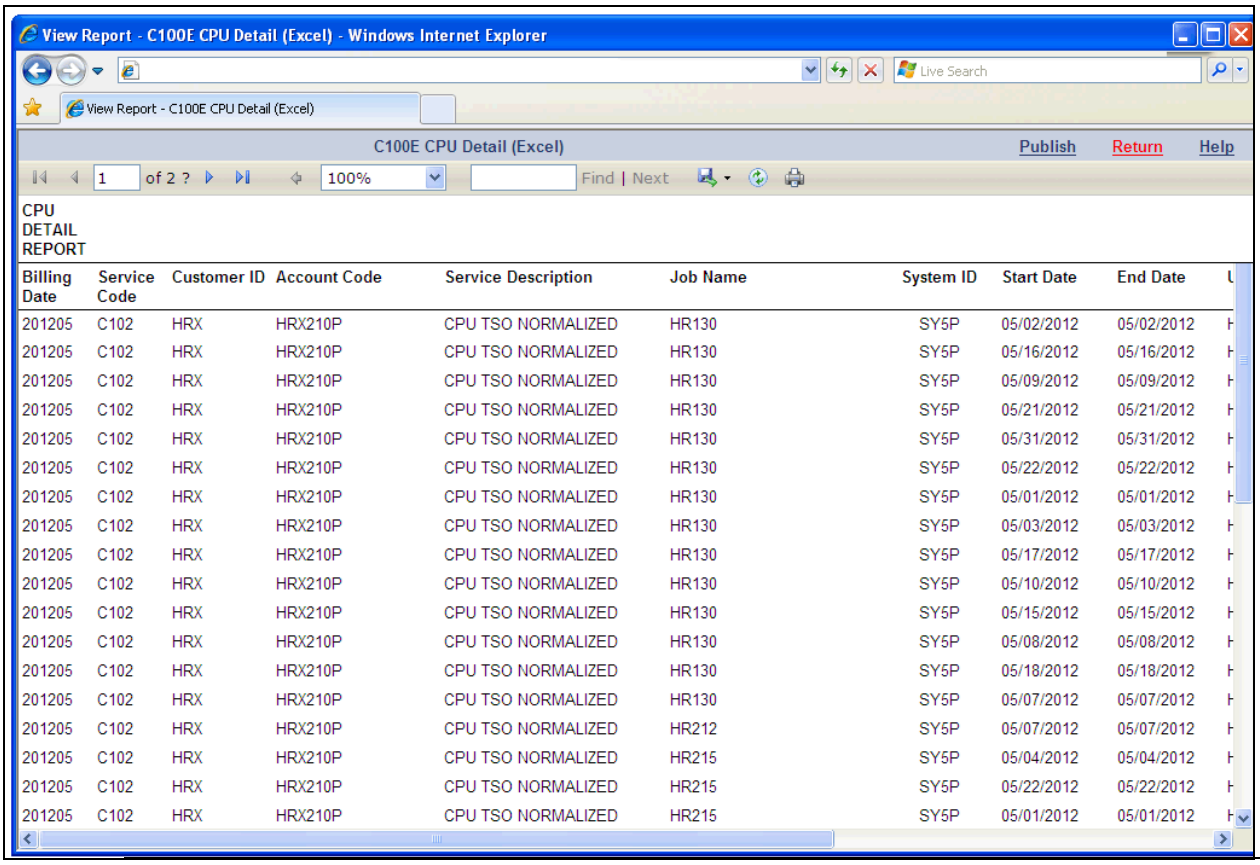
Step	Action
21.	Click the **Excel** link. Excel



Step	Action
22.	Click the **Open** button. 

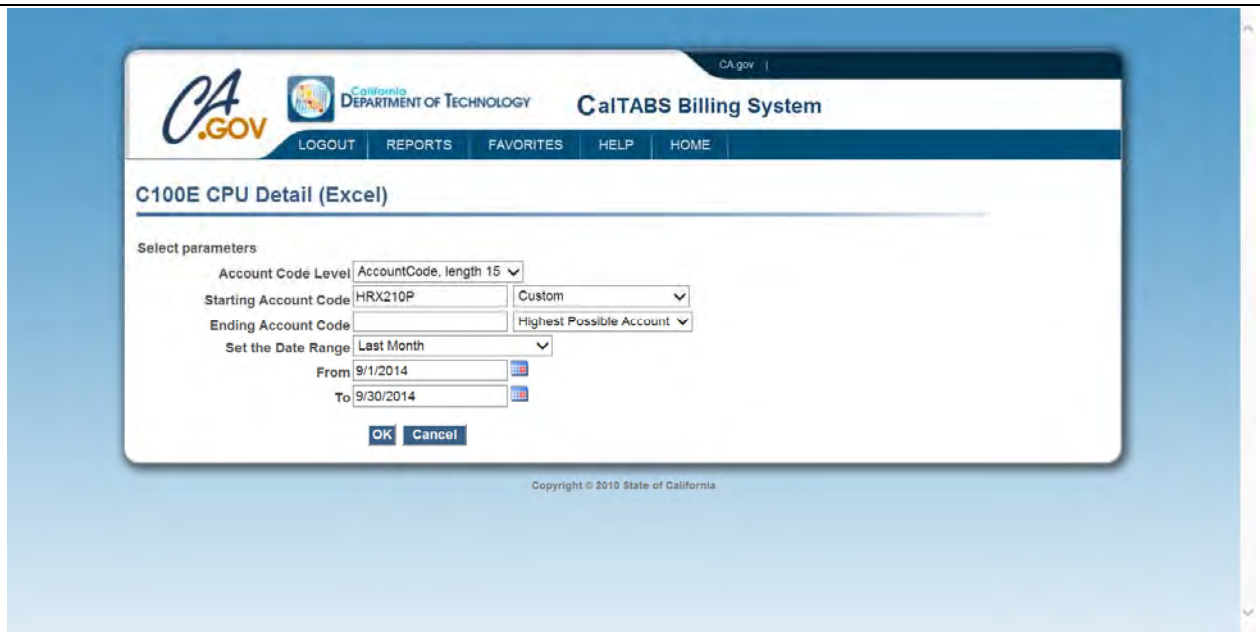


Step	Action
23.	Click the **File** menu. File
24.	Click the **Save As...** menu.
25.	Click the **Save** button. Save
26.	Click the **Close** button.



Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/02/2012	05/02/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/16/2012	05/16/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/09/2012	05/09/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/21/2012	05/21/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/31/2012	05/31/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/22/2012	05/22/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/01/2012	05/01/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/03/2012	05/03/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/17/2012	05/17/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/10/2012	05/10/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/15/2012	05/15/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/08/2012	05/08/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/18/2012	05/18/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/07/2012	05/07/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR212	SY5P	05/07/2012	05/07/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/04/2012	05/04/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/22/2012	05/22/2012
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/01/2012	05/01/2012

Step	Action
27.	Click the **Return** link. Return

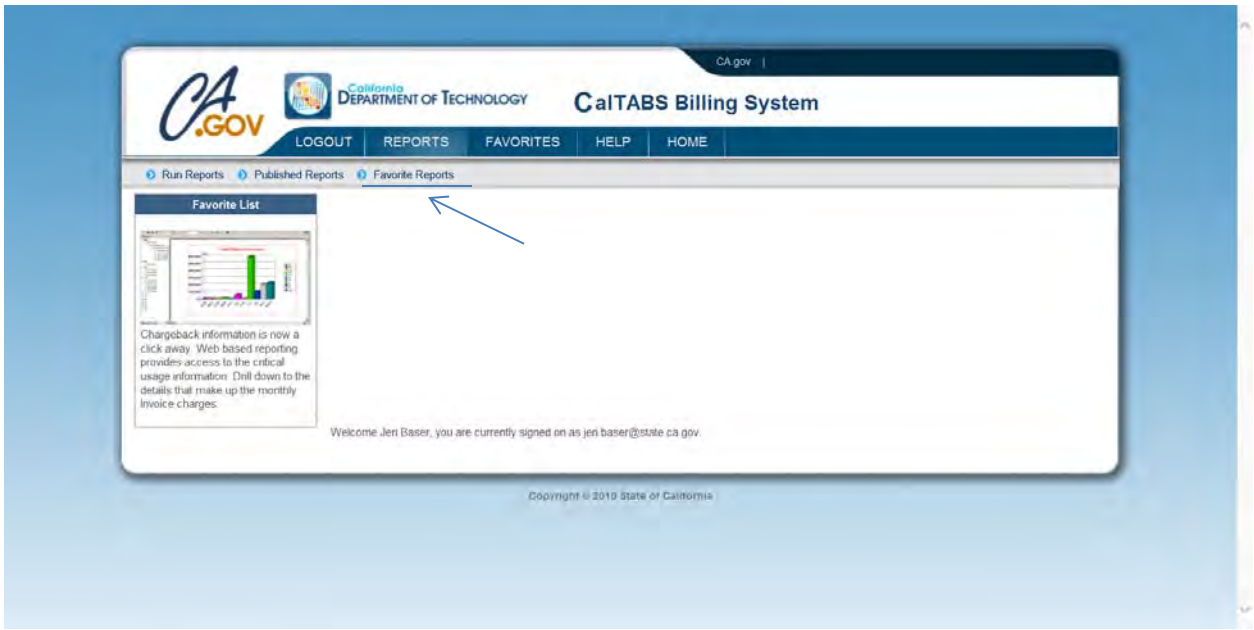


Step	Action
28.	**End of Procedure.**

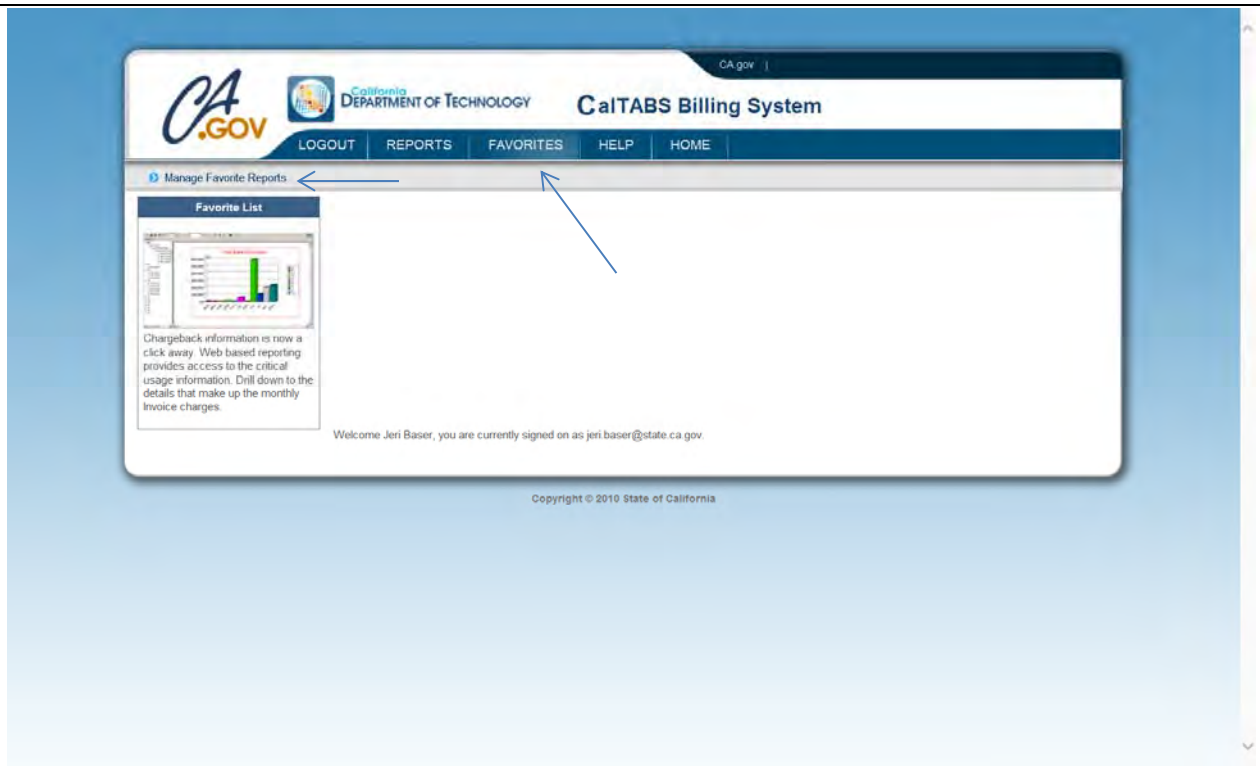
Manage Favorite Reports

Users can bookmark reports or spreadsheets so that those reports that are most frequently accessed are easily accessible from the Home page and the Favorite Reports page in the CalTABS under REPORTS > Favorite Reports.

This section describes how to save and remove a favorite report. The term "report" also refers to spreadsheets.

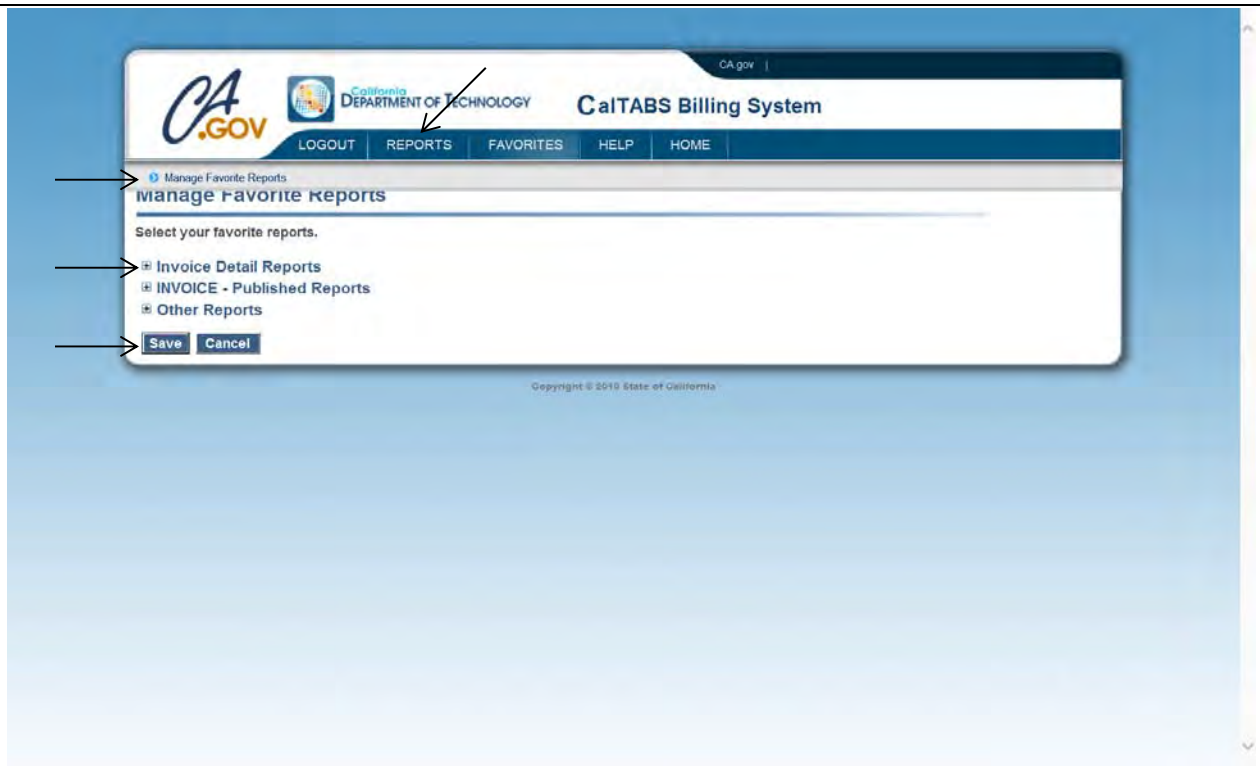


Step	Action
1.	Point to the **Reports** tab.
2.	Click the **Favorite Reports** link. Favorite Reports

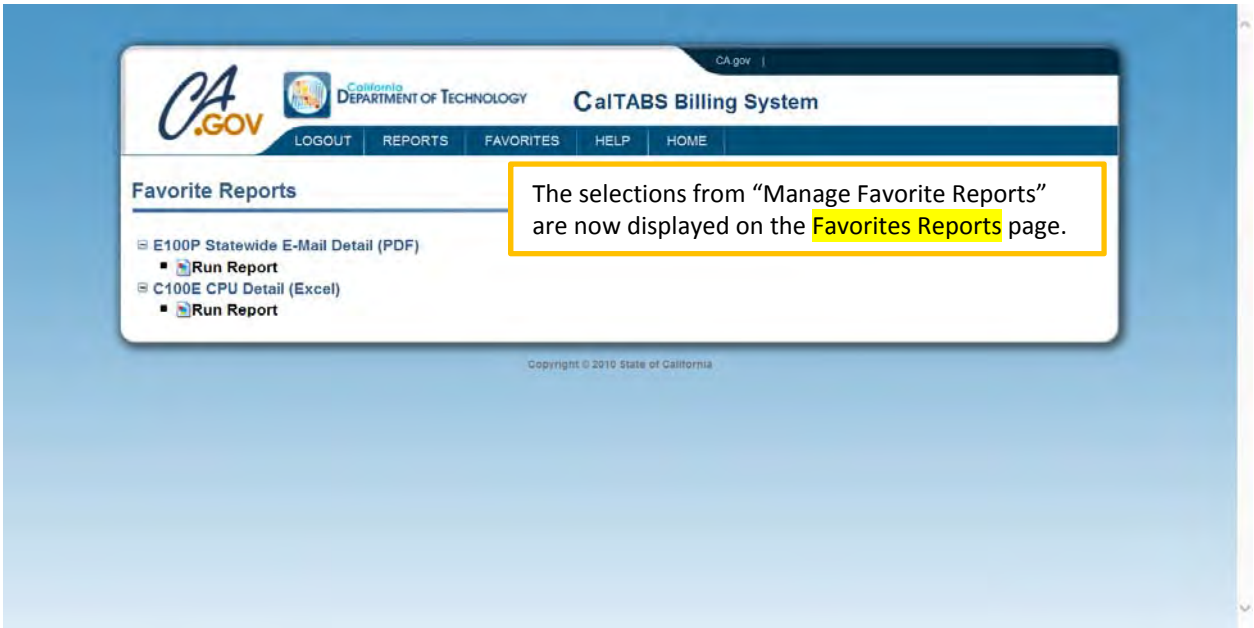


Step	Action
3.	Point to the **Favorites** tab.
4.	Click the **Manage Favorite Reports** link.

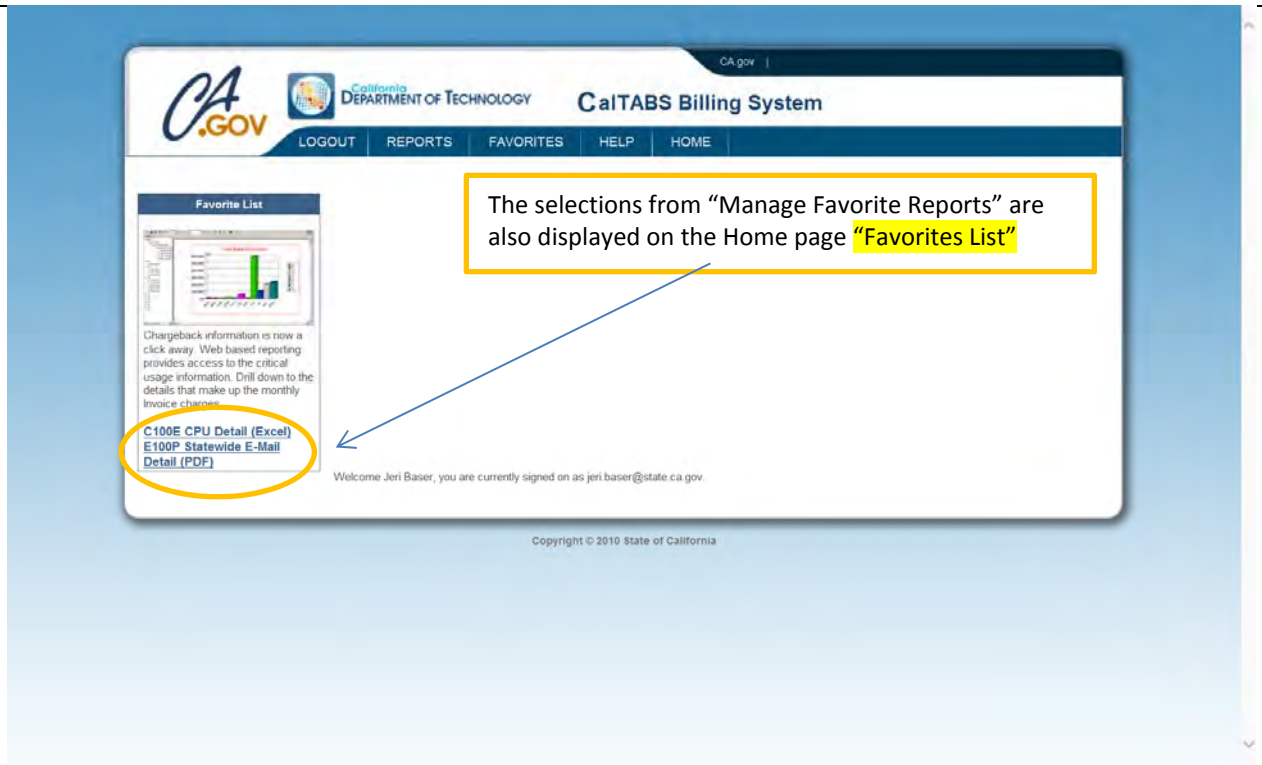
Step	Action
5.	Click the **Expand Invoice Detail Reports** button.
6.	Click the **C100E CPU Detail (Excel)** option.
7.	Click the **E100P Statewide E-Mail Detail (PDF)** option.



Step	Action
8.	Click the **Collapse Invoice Detail Reports** button.
9.	Click the **Save** button.
10.	Point to the **Reports** tab.
11.	Click the **Favorite Reports** link.



Step	Action
12.	Click the **Expand C100E CPU Detail (Excel)** button.
13.	Click the **Expand E100P Statewide E-Mail Detail (PDF)** button.
14.	*Information Only*: To generate the report, Click the **Run Report** link. Run Report
15.	Click the **Home** link. HOME

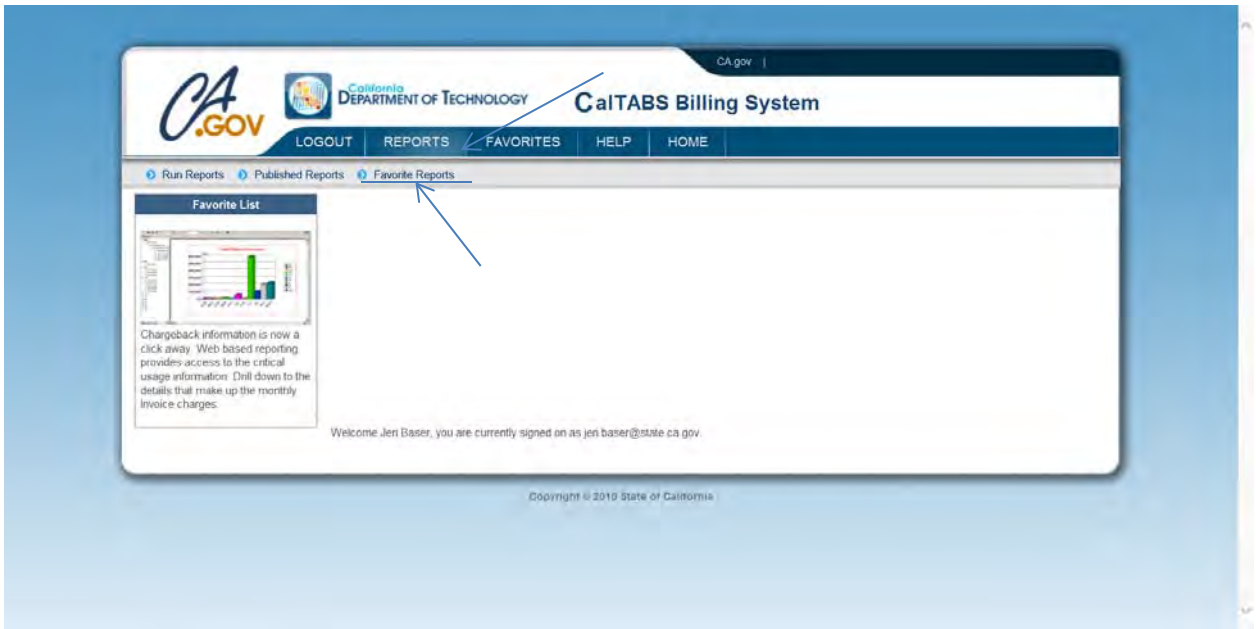


Step	Action
16.	**End of Procedure.**

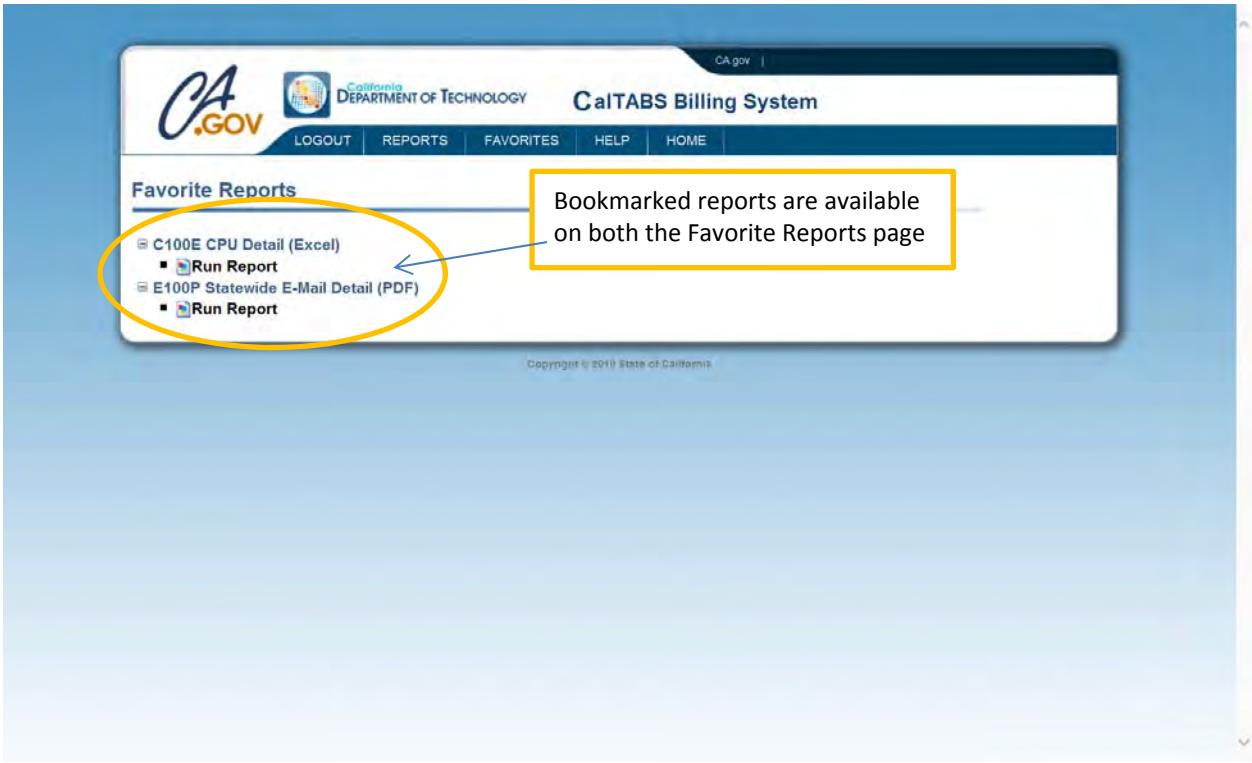
Favorite Reports

Users can easily view bookmarked reports or spreadsheets from the Home page and the Favorite Reports page in the CalTABS under **REPORTS** > Favorite Reports.

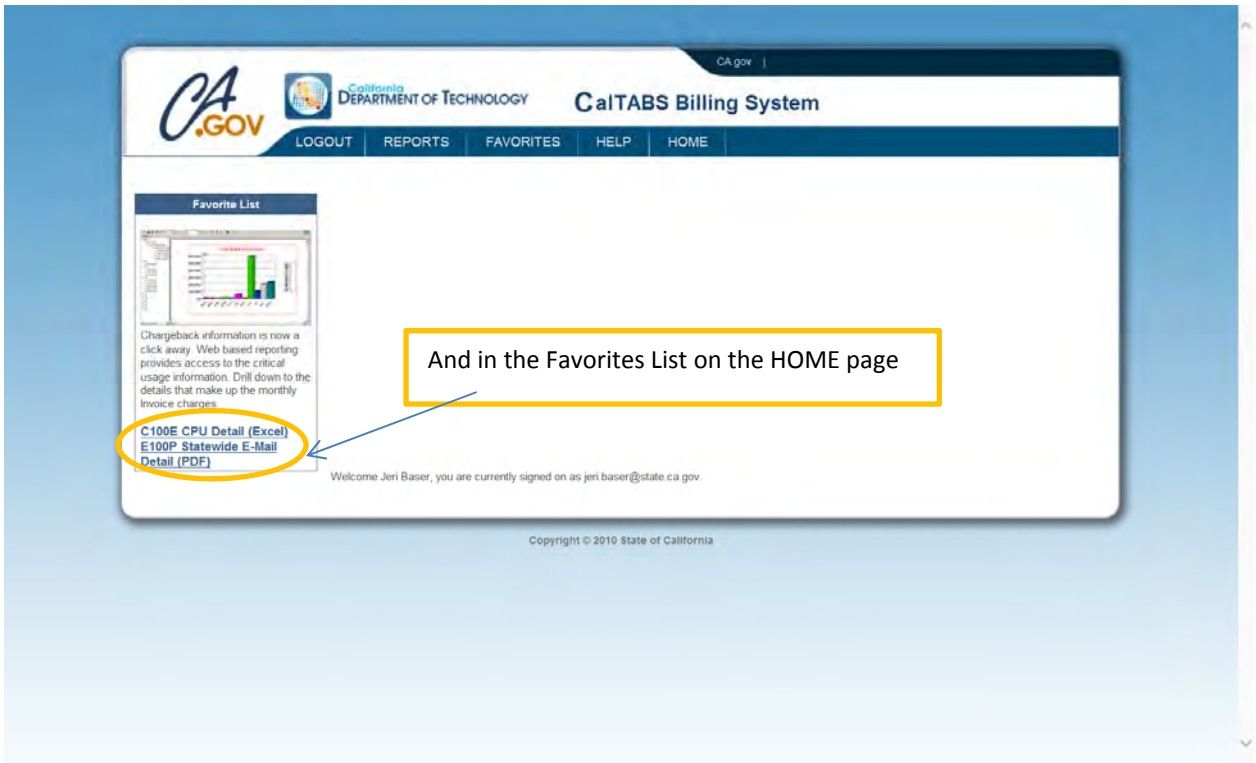
This section describes how to access a saved favorite report. The term "report" also refers to spreadsheets.



Step	Action
1.	Point to the **Reports** tab.
2.	Click the **Favorite Reports** link. Favorite Reports



Step	Action
3.	Click the **Expand C100E CPU Detail (Excel)** button.
4.	Click the **Expand E100P Statewide E-Mail Detail (PDF)** button.
5.	*Information Only*: To generate the report, Click the **Run Report** link. Run Report
6.	Click the **Home** link. HOME



Step	Action
7.	**End of Procedure.**

Help Features

The HELP tab on the CalTABS web site launches the CalTABS E-Training player. If there is a problem launching the E-Training modules follow the tips below. If the problems continue please contact the Service Desk of the Office of Technology Services at (916) 464-4311 or via e-mail at ServiceDesk@state.ca.gov

- Contact CIOBilling@state.ca.gov for any billing related questions
- Contact the OTech Service Desk at ServiceDesk@state.ca.gov or (916) 464-4311 for all other questions
- CalTABS Landing Page: http://dts.ca.gov/CalTABS

Pop-up Blockers

Pop-up blockers prevent the main Table of Contents window from launching. When attempting to launch, an information box appears below the Address Bar, stating a pop-up has been blocked.

Note: If you select Always Allow Pop-ups from This Site, the site is automatically added to the Allowed sites in the Pop-up Blocker Settings dialog box. You can access this dialog box from Tools menus in Internet Explorer.

Error Messages Encountered

The error message "***This page was not displayed due to unsupported dpi settings. Update your settings to 96 dpi or click here to display the unsupported version***." is encountered when the Zoom Level is Greater Than or Less Than 100%. To correct this error click the presented link to display the unsupported version, change the web page Zoom Level to 100% and refresh the page or contact the service desk to assist with changing the DPI settings.

The error message "***Sound playback requires the use of Adobe Flash Player 9.0.124 or higher.***" is encountered when the version of the Adobe Flash Player installed on the system is earlier than 9.0.124. To correct this error click the link to play the content without sound. Sound is not recorded on any of the CalTABS E-Training modules.

Reports Description

Use the menu bar to easily navigate the CalTABS Web Portal features. Position your cursor over REPORTS tab to view the Run Reports, Published Reports and Favorites Reports links. To view online help for the CalTABS Web Portal select Help from the menu bar.

> **Note**: The Invoice Detail Reports, under the REPORTS tab at Run Reports, are DESIGNED to view, save or print in either the PDF or Excel format; however, a generated report can be exported as a PDF, Excel or Word document

Report & Spreadsheet Parameters

Use this table to determine which parameters are required to generate standard reports and spreadsheets. Parameters may vary by report or spreadsheet.

For simplicity, the term "report" refers to reports and spreadsheets unless noted otherwise.

Table 1. Report and Spreadsheet Parameters

Parameter	Description
Account Code Level	The account code level that you want to view in the report. For example, to see the high level for your accounts, AAX to AAX – where AA is your customer code select CUST ID Length 5. For research by customer determined account codes when you use full account code as it is shown on your invoice detail report change to Account Length_13
From and To	The beginning and end dates for the data you are searching for. Maximum date range is one month. For Invoice Detail reports, we recommend exact monthly ranges to balance to the invoice reports.
Set the Date Range	The date range filters the view of the report. We recommend this not be changed. The options in the drop down may or may not work.
Starting and Ending Account Code	This parameter works in conjunction with the Account Code Level parameter and specifies the account codes for that level that appear in the report. If you want all account codes for that level to appear in the report, click Lowest Possible Account for the starting account code and Highest Possible Account for the ending account code. If you want specific account codes, click the appropriate start and end codes, or click Custom and type the start and end codes.

Invoice Detail Reports List

Below is the comprehensive list of invoice detail reports (and the associated Invoice Service Codes) which will be viewable by all users logged into the system.

Invoice Detail Reports	For Invoice Service Codes:
* C100P CPU Detail (PDF) * * C100E CPU Detail (Excel) *	C101, C102, C103, C104, C110, C112, S205
* C105P CPU CICS Detail (PDF) * * C105E CPU CICS Detail (Excel) *	C105; provides CICS detail at jobname/user id level
* C105RP CPU CICS Detail (PDF) * * C105RE CPU CICS Detail (Excel) *	C105; provides CICS detail at the Region level
* C106P CPU ADABAS Detail (PDF) * * C106E CPU ADABAS Detail (Excel) *	C106
* C108P CPU DB2 Detail (PDF) * * C108E CPU DB2 Detail (Excel) *	C108
D101P Dedicated Charges Detail (PDF) D101E Dedicated Charges Detail (Excel)	D101
E100P Statewide E-Mail Detail (PDF) E100E Statewide E-Mail Detail (Excel)	E107, E108, E109, E110, E111, E123, E124, E125, E126, E128, E129, E130, E131, E132
E200P California E-Mail Service (PDF) E200E California E-Mail Services (PDF)	E201, E202, E203, E204, E205, E206, E207, E208, E209, E210, E211, E212, E213, E214, E215, E216, E217, E218, E219, E220, E221, E222, E223, E224, E225, E226, E228, E229, E230, E231, E232, E233, E241, E242, E244, E245
F300P Tenant Managed Service Detail (PDF) F300E Tenant Managed Service Detail (Excel)	F206, F301, F302, F303, F305, F310, F311
G100P Consulting Services Detail (PDF) G100E Consulting Services Detail (Excel)	Detail for Consulting Service Codes starting with G2XX – G7XX
H400P Geographic Information Systems Detail (PDF) H400E Geographic Information Systems Detail (Excel)	H401 - H404
I100P Shared Web Services Detail (PDF) I100E Shared Web Services Detail (Excel)	I201, I202, I203, I204, I205, I206, I212

Invoice Detail Reports	For Invoice Service Codes:
M100P Mid Range Server Detail (PDF) M100E Mid Range Server Detail (Excel)	D112, I114, I115, I116, I117, I118, I119, I124, I206, I207, I208, I209, M101, M102, M103, M104, M105, M108, M109, M110, M111, M201, M202, M203, M204, M205, M206, M301, M401, M402, M403, M404, M405, M406, M407, M411, M501, M505, M506, M512, M513, M514, M601, M602, M610, M612, M613, M614, M616, M617, M620, M621, M622, M623, M624, M627, N606, N611, S208, S210, S216, S217, S218, X118
M700P Server Based Computing Detail (PDF) M700E Server Based Computing Detail (Excel)	M701, M702, M703, M704, M705, M706, M708, M710, M712, M714, M715, M716
N600P CSGNet Detail (PDF) N600E CSGNet Detail (Excel)	D114, D115, N603, N604, N605, N701 - N765; N801 – N810
T700P CGEN Detail (PDF) T700E CGEN Detail (Excel)	T101 - T199; T201 - T299; T301 - T399; T401 - T499; T501 - T504
N209P VPN Detail (PDF) N209E VPN Detail (Excel)	N209
N210P Remote Lan Dial Detail (PDF) N210E Remote Lan Dial Detail (Excel)	N210
N601P AAMVANet Detail (PDF) N601E AAMVANet Detail (Excel)	N601, N602, N621, N622, N623, N624, N625
P100P Print Detail (PDF) P100E Print Detail (Excel)	P103, P104, P107
R100P Disaster Recovery Detail (PDF) R100E Disaster Recovery Detail (Excel)	R101, R201, R111 - R116; R301 - R311
* S100P Mainframe Disk Storage Detail (PDF) * * S100E Mainframe Disk Storage Detail (Excel) *	S101

Invoice Detail Reports	For Invoice Service Codes:
S102P Dedicated Disk Storage Detail (PDF) S102E Dedicated Disk Storage Detail (Excel)	S102
* S103P ADABAS Disk Storage Detail (PDF) * * S103E ADABAS Disk Storage Detail (Excel) *	S103
* S107P HSM Disk Storage Detail (PDF) * * S107E HSM Disk Storage Detail (Excel) *	S107
* S213P Tape Storage Detail (PDF) * * S213E Tape Storage Detail (Excel) *	S205, S213,
X104P Courier Detail (PDF) X104E Courier Detail (Excel)	X104 - X105
X113P DMV Access Detail (PDF) X113E DMV Access Detail (Excel)	X113
X114P SCO Access Detail (PDF) X114E SCO Access Detail (Excel)	X114
X301P Billing Adjustment (Debit/Credit) Detail (PDF) X301E Billing Adjustment (Debit/Credit) Detail (Excel)	D108, D110, D111,D126, D127, D128, D201, D202, D203, D204, D205, D206, D207, G7XX Codes (for IT Procurement and IT Telecomm prior to Sept 2014). Please note that the Debit/Credit invoice detail report can contain any service code for billing debits and credits. The debit/credit is used for manual billing entries and debits and credits.
* For those reports identified with an asterisk, users must enter a specific 6 - 15 character Account Code in order to search for and generate valid reportable data. The data for these specific reports is excessive and must be narrowed down by using the 6 - 15 character Account Code criteria.*	

Note: The date range is limited to 1 month at a time. Daily increments can also be used as search criteria.

Glossary

ADABAS	***A***daptable ***DA***ta ***BA***se ***S***ystem
CalTABS	***Cal***ifornia ***T***echnology ***A***gency ***B***illing ***S***ystem
CICS	***C***ustomer ***I***nformation ***C***ontrol ***S***ystem
TUAM	***T***ivoli ***U***sage and ***A***ccounting ***M***anager
VPN	***V***irtual ***P***rivate ***N***etwork

Contact Information

For billing inquiries, please contact ciobilling@state.ca.gov
For all other questions please contact ServiceDesk@state.ca.gov or (916) 464 - 4311