



# CAS User Manual

ITD Comms Billing System



# CAS – What’s it all about?

- CAS or Communications Accounting System is an ITD in house system which allows users to monitor there ITD related costs in the following areas: Internet, mobiles, landlines (phones) and mobiles
- Users only have access to there specific areas (by PL/RE or SP code)
- Users have the ability to look at usage and “end date” and change cost codes within there area
- CAS can be used as a cost saving tool - e.g. Mobile phone reports might reveal reduction/increase in mobile plans is appropriate
- There are 3 areas within CAS which users access : view billing, view usage

Here is how you get there :

[https://secure.une.edu.au/pls/cas/cas\\_view\\_page](https://secure.une.edu.au/pls/cas/cas_view_page)

Your login should be your usual Internet login and password.

# Navigating CAS

- When you first login you should see a screen similar to the one below.
- To navigate between different screens to perform functions use the left hand menu

- Communications Accounting System

- CAS Main Menu

## View Billing

- [View Billing](#)
- [View Usage](#)
- [Maintenance](#)

Billing Date From :

- Format: DD-MON-YYYY
- Billing Date To :
- Format: DD-MON-YYYY
- Service Type
- Account Code :
- Service ID :

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# View Billing

- This screen provides you with information on how much you will be billed for a particular service. It can be a useful tool for decision making on such things as increasing/decreasing mobile plans
- This information can be filtered by service, by account code (eg PLXXXX) (case sensitive) or by individual service (eg extension number or internet account)
- I will now outline below how to populate each individual field
- BILLING DATE TO/FROM : The required format for these fields are DD-MON-YYYY for example 01-DEC-2008  
The selected date range will refer to the previous months data as the data refers to when the billing occurred (i.e. retrospectively) therefore for example if you wish to see information relating to November 2008 the billing date range would be 01-DEC-2008 to 31-DEC-2008 (when the previous months data was processed).
- SERVICE TYPE : There are currently 4 areas which users require information: INTERNET,MOBILE,MODEM & PHONE. You can either select a service or leave this field blank and populate the Account Code field with a PL/RE or SP code for an overview of all the services under that code.
- ACCOUNT CODE: By populating this field you can view billing within a particular PL/RE/SP code. You only need to type PLXXXX to obtain information within this code
- SERVICE ID : here you can select an individual service i.e. Internet account or extension number – you will need to populate the service type field to activate this service
- The LOOKUP function starts the process & “TO EXCEL” imports to a spreadsheet to send on or manipulate.



# View Usage

- When you click on the View Usage screen you should see :

Communications Accounting System

User:XXX

## View Usage

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- [Maintenance](#)

Usage Date From :

Format: DD-MON-YYYY

Usage Date To :

Format: DD-MON-YYYY

Service Type

Account Code :

Charge Type

Service

This gives a greater breakdown than view billing and can be used as a monitoring tool for example excessive usage

- I will now outline how to populate each field within View Usage
- As with View Billing the required format for USAGE DATE FROM/TO is DD-MON-YYYY or for example 01-DEC-2008
- SERVICE TYPE : here you can select an individual service type generally speaking these will be either INTERNET,PHONE, MOBILE or MODEM
- ACCOUNT CODE: by typing in your PL/SP/RE code you can find out details for all Communications Usage under that code. To use this function you only need to type the first six digits in the example of a PL e.g. PLXXXX
- CHARGE TYPE : generally speaking you would leave this blank – as we are only concerned with USAGE which by selecting the other filter options you will obtain this information
- SERVICE ID : here you can drill down to obtain information on individual phone lines , internet accounts etc rather than filtering by ACCOUNT CODE

# Example of View Usage

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## View Usage

Usage Date From : 01-FEB-2009      Format: DD-MON-YYYY  
 Usage Date To : 28-FEB-2009      Format: DD-MON-YYYY  
 Service Type: PHONE      Telephone account (non mobile)  
 Account Code :  
 Charge Type :  
 Service ID : 3911

Service ID	Service Type	Account Code	Charge Type	Billing Date	Notes	Call Origin	Call Start	Length	Call To	Cost Amount
3911	PHONE	PL15200000873310	FIXED1	090309			090228			13.50
3911	PHONE	PL15200000873310	CALL	090309			090202 : Local (NDD1) 02-Feb to 28-Feb			1.90
3911	PHONE	PL15200000873310	CALL	090309			090203	2:59	XXXXXXXXXX	1.27
3911	PHONE	PL15200000873310	CALL	090309			090210	0:24	XXXXXXXXXX	0.26
3911	PHONE	PL15200000873310	CALL	090309			090219	5:16	XXXXXXXXXX	2.16
3911	PHONE	PL15200000873310	CALL	090309			090226	2:40	XXXXXXXXXX	0.84
3911	PHONE	PL15200000873310	CALL	090309			090220 : 13 Calls 20-Feb to 28-Feb			0.13
3911	PHONE	PL15200000873310	CALL	090309			090204	10:22	XXXXXXXXXX	1.43
3911	PHONE	PL15200000873310	CALL	090309			090225	7:09	XXXXXXXXXX	0.99

Please Note the information in "Call To" would usually contain the actual numbers called but has been deliberately "X" 'ed out. Whilst this usage report shows numbers called Internet Usage shows the daily usage and not individual websites visited.

# Maintain Services to Cost Codes

- Maintain Services to cost codes is an area where you can view and edit details of where Communication Services are charged too.
- Services can also be “end dated” – This will remove the service from the billing system. However, it is essential that this service is also actually physically cancelled as well – usually via the servicedesk ([helpdesk@une.edu.au](mailto:helpdesk@une.edu.au))  
I cannot stress the importance enough of physically cancelling any account/lines etc. It creates an “error” in the billing system which I then have to research and often results in you continuing to be charged for a service you no longer use.
- I will now explain how to populate the fields
- SERVICE ID : for INTERNET/MODEM this will be the user ID of the individual e.g. in my case rwillso34 (no spaces or gaps)  
for PHONES if it is an external line the last 4 digits of the phone number (exclude the 6773)  
for MOBILES enter the full 10 digit mobile with no spacing – If you are unsure of the mobile number but you know for example the 1<sup>st</sup> four digits you can type that in and it will give you the range within your area - e.g. if you type in 0400 it will bring up all the mobiles with 0400 under your cost code area
- SERVICE TYPE this is where you select the type of service you wish to view/edit – typically these services are INTERNET , PHONE,MOBILE or MODEM
- COST CODE for a more general overview of your accounts enter your PL/RE/SP - If you have already entered a SERVICE ID you do not need to enter information in this field
- At this stage press the LOOK UP button if the information you have input is valid it should provide you with details of the COST CODE START DATE – if the service has an end date it means it has been ended (at least in the billing system if not physically). If you have entered the correct information it should provide you with the ability to either “EDIT” , “REMOVE” or “END & START”
- the EDIT function can be used to end date a service using the DD-MMM-YYYY format if a person leaves the University
- We request that you do not use the REMOVE function as it permanently deletes the record of this service and removes any history.
- the END & START function – this function is where you wish to change a cost code to a cost code within your access areas . Eg if you have access rights to PL1520 & PL1530 and a member of staff’s internet is being billed to PL1520 and it is more appropriate they are charged to PL1530 – both the dates and the cost code fields are able to be edited in this function

# Finally.....

- If you need access to new codes or access to a changed RE code or have any other issues relating to CAS do not hesitate to contact me on ext. 3911
- Any requests for changes or end dating that you cannot do (because you do not have access to the PL/RE/SP code) should in the first instance go to [helpdesk@une.edu.au](mailto:helpdesk@une.edu.au) . This ensures we have a full service history should there be an issue down the track.