

**California Department of Technology**  
**Billing System**

**CaITABS**  
**Training Manual**

**July 2016**



**California**  
**DEPARTMENT OF TECHNOLOGY**

This page has been intentionally left blank



## Table of Contents

<b>CalTABS - California Department of Technology Billing System</b> .....	<b>3</b>
<b>About CalTABS</b> .....	<b>3</b>
<b>Frequently Asked Questions</b> .....	<b>4</b>
<b>Navigation</b> .....	<b>7</b>
Login .....	7
Published Reports .....	10
Run Reports .....	18
Manage Favorite Reports.....	36
Favorite Reports .....	42
<b>Reports Description</b> .....	<b>45</b>
Report & Spreadsheet Parameters .....	45
<b>Glossary</b> .....	<b>46</b>
<b>Contact Information</b> .....	<b>46</b>



This page left intentionally blank.

## 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.



## Frequently Asked Questions

### Accessing CalTABS

*Q - How do I get my log on ID and who needs to approve it?*

A - To request a user id for the CalTABS system, please open a Remedy Work Order. The Service Desk can be contacted by phone at 916-464-4311 or e-mail to: [ServiceDesk@state.ca.gov](mailto:ServiceDesk@state.ca.gov)

Please include the following information when requesting a CalTABS user id: Approver – note the name of your department contact who approves your request for a CalTABS user id, your name, your e-mail address, your phone # and the billing code(s) that you need access for (i.e., AA).

*Q - Can employees access the CalTABS system from home?*

A - Yes, access to CalTABS is available via a web link from the following link: [HTTP://www.dts.ca.gov/CalTABS](http://www.dts.ca.gov/CalTABS)

*Q - What is the CalTABS link/webpage location?*

A - CalTABS Landing Page: [HTTP://www.dts.ca.gov/CalTABS](http://www.dts.ca.gov/CalTABS)

*Q - If we need a password reset or are unable to get to the login page, what should we do?*

A - Please contact the Office of Technology Services service desk at (916) 464-4311 or via e-mail to [ServiceDesk@state.ca.gov](mailto:ServiceDesk@state.ca.gov).

### Contact Information

*Q - Is there going to be a “Contact Us” tab within the application?*

A -The contact information is available on the “Nav – Help Features” page.

For billing inquiries or CalTABS assistance, please contact [Billing@state.ca.gov](mailto:Billing@state.ca.gov)  
Application Errors please contact [ServiceDesk@state.ca.gov](mailto:ServiceDesk@state.ca.gov) or **(916) 464 - 4311**

*Q - How can we get training on how to use the CalTABS and view the invoices?*

A - Hands on training classes were held in August 2012. The CalTABS Training Manual is available to view and download at: [www.dts.ca.gov/CalTabs](http://www.dts.ca.gov/CalTabs). Assistance in navigating and using the CalTABS system is also available by sending an e-mail to [Billing@state.ca.gov](mailto:Billing@state.ca.gov).



## GENERAL USER INFORMATION

Customer ID: Please use your customer id for 'Run Reports' with an 'X' in the third placeholder of the customer id.

For example: AAX

*Q - How long will the Published Reports (Invoice Summary and Invoice by Account Code) be available?*

A – Published Reports (Invoice Summary and Invoice by Account Code) will be available 4 years + 1 = 5 years total.

*Q - Will Prior Year information be available?*

A – Yes, Prior Year Invoice Summary and Invoice by Account Code will be available in an Excel report format.

*Q - Will we receive an e-mail notification when invoices are available each month?*

A – Yes, an e-mail will be sent to notify the CalTABS users when the monthly invoices are available to view. An e-mail notification will be sent each month.

*Q - Why do the Excel formatted reports not include totals?*

A- The Excel formatted reports are designed for the customer to sort, filter and add totals based on their reporting and analysis needs.

*Q - How are adjustments posted or processed?*

A – Adjustments are processed in subsequent months. The process is for customers to submit requests for adjustments to: [Billing@state.ca.gov](mailto:Billing@state.ca.gov). We then review the request and research if more information is needed from the service area to approve the adjustment. The adjustment is then processed once we receive the approval for the request. Adjustments appear under the X301 Request for Adjustment Report or the X300 Debit/Credit report under Run Reports/Invoice Detail Reports

*Q - Why are Tape Mount Charges Displayed in CPU Detail (C100)?*

A – Tape Mounts are part of the job costs and are included in the CPU detail so that all the job costs for a particular job name can be researched and totaled in a single report.



*Q – Why are data sets not included in the CPU detail report (C100)?*

A – Data sets are included in the S100 Mainframe Disk Storage Detail report for Disk storage. Tape Storage detail is included in the S213 Tape Storage Detail report.

*Q – Are the CGen costs identified by service codes?*

A – The CGen detail report has categories and no service codes are currently listed. The detail report headings are as follows:

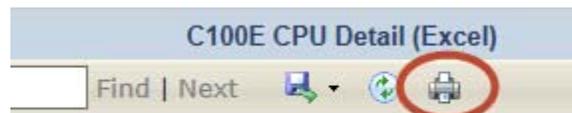
**Circuit; Comment; Install; Location; One Time; Adjust; Telco; Ihub; Otech; Retire; Total; Rec Name; And Install SR.**

We are working on creating a report that will identify Service Codes for the CGen charges.

*Q – Printing Reports in Excel format. The Excel formatted reports does not print on 8.5 x 11 paper.*

A – For Excel reports; these are formatted to print based on your printer definitions. You can select No Scaling and then select ‘Fit Sheet on One Page’; ‘Fit All Columns on One Page’; ‘Fit All Rows on One Page’

*Q – Print function using the Print Icon in the Detail reports.*



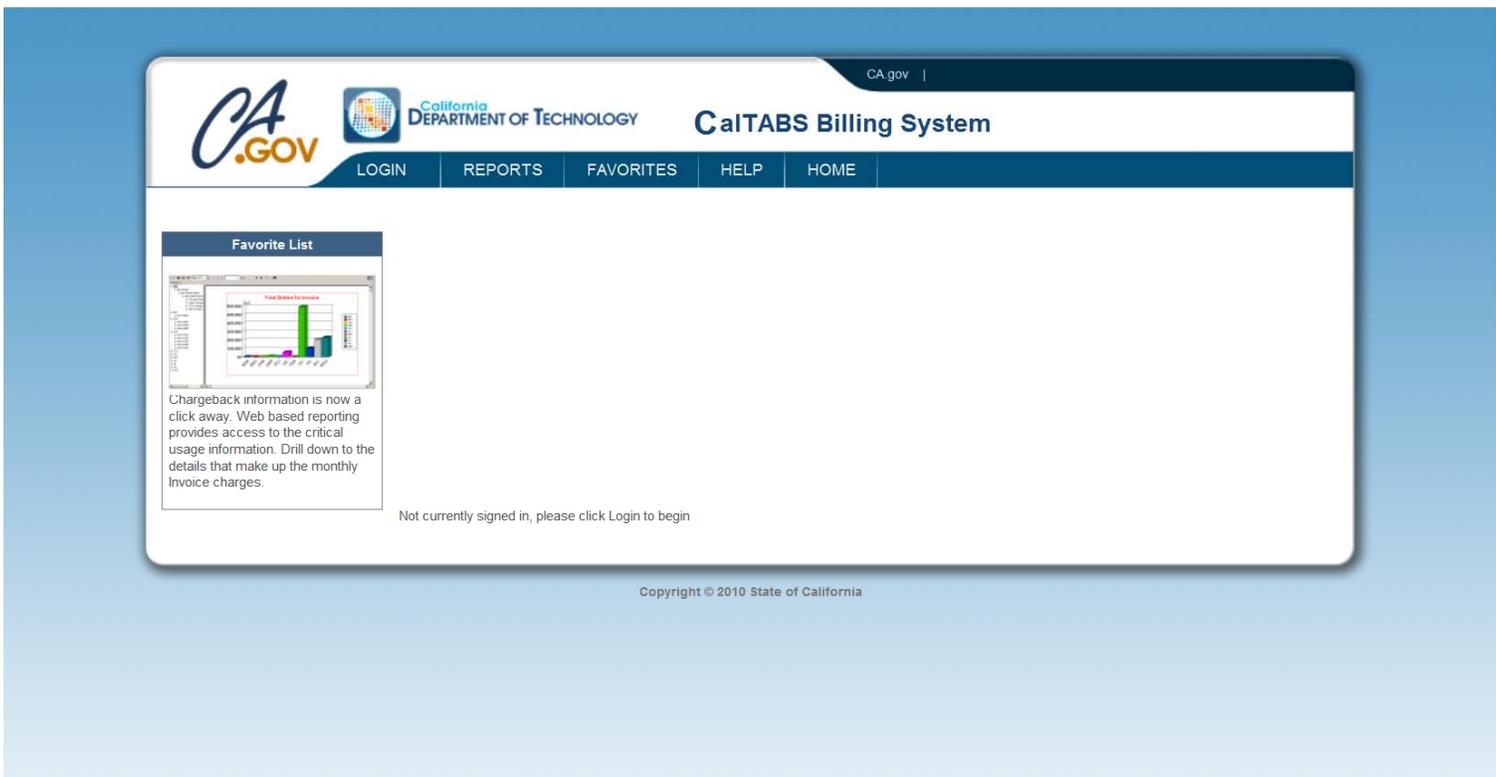
A - To print a report from the ‘Run Reports’, Invoice Detail Reports, select either the **PDF** or **Excel** formats and export to the appropriate format by selecting the Diskette Icon to **export** the report to PDF or Excel. After you export the report you can open it and then either print the report or do a save as to save it to your local drives/folder. To print the report in Excel, you may need to use ‘Fit to Page’ or Set Print Range’ so that the report will print on 8.5 X 11” paper

## Navigation

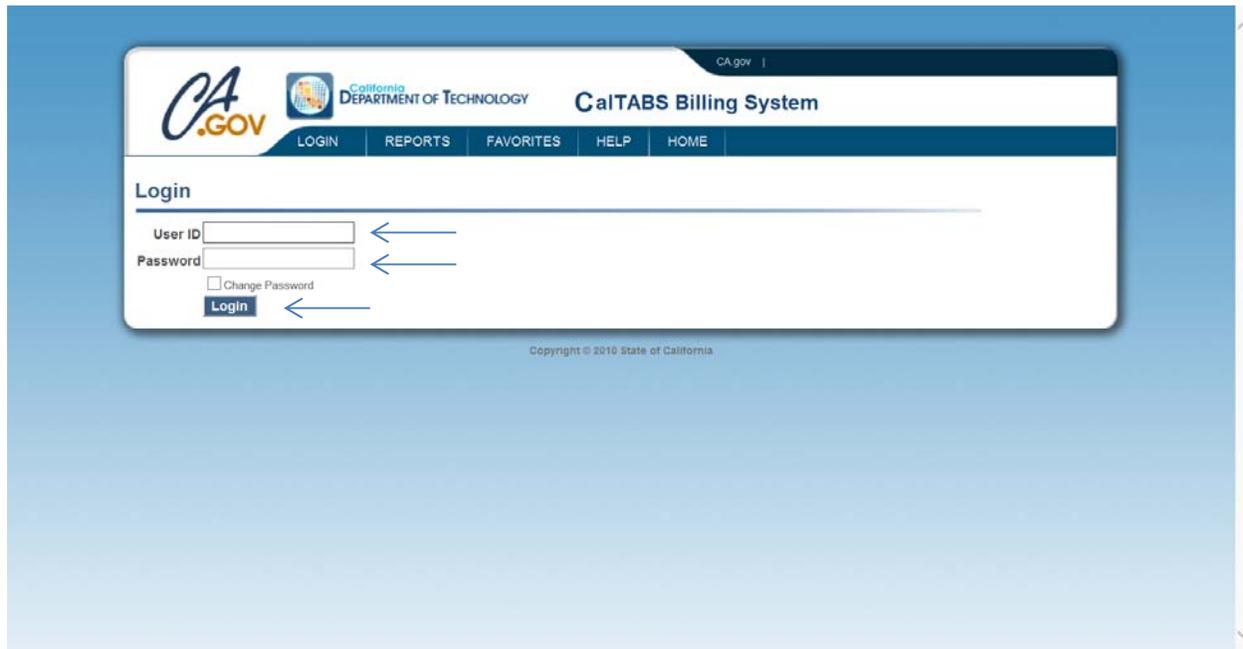
### Login

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.

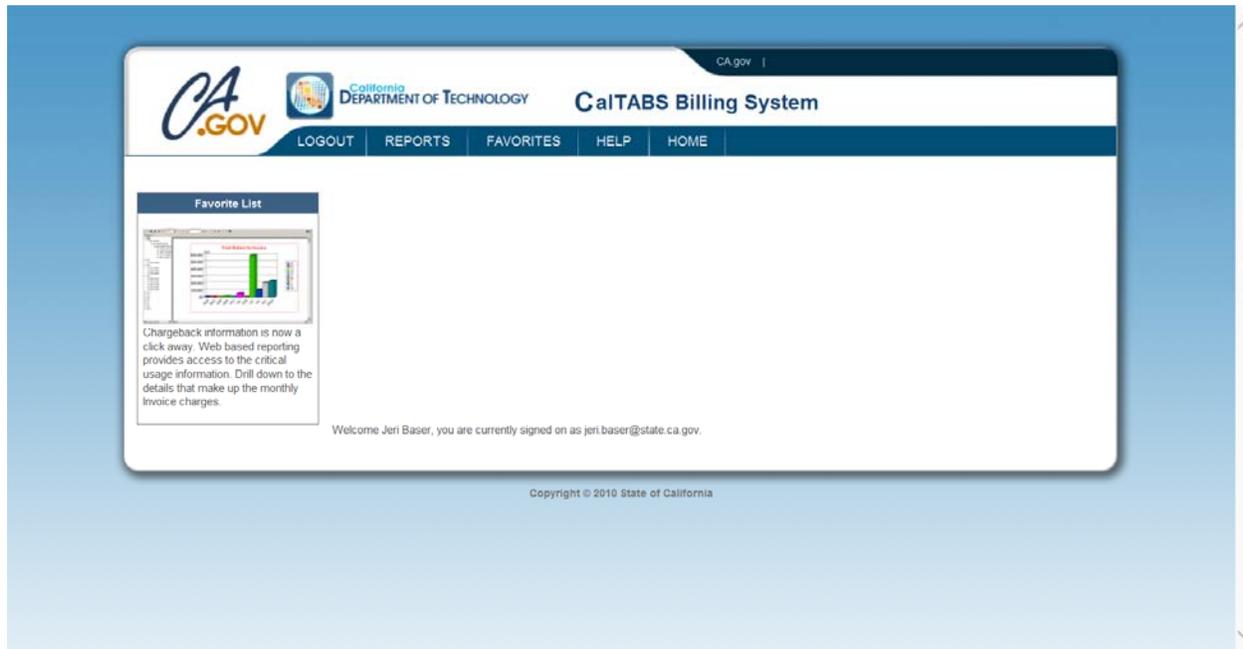
Access CalTABS from: <http://www.DTS.ca.gov/CalTABS>



Step	Action
1.	Point to the <b>Login</b> link.
2.	Click the <b>Login</b> link. 



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



Step	Action
8.	<b>End of Procedure.</b>

## Published Reports

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

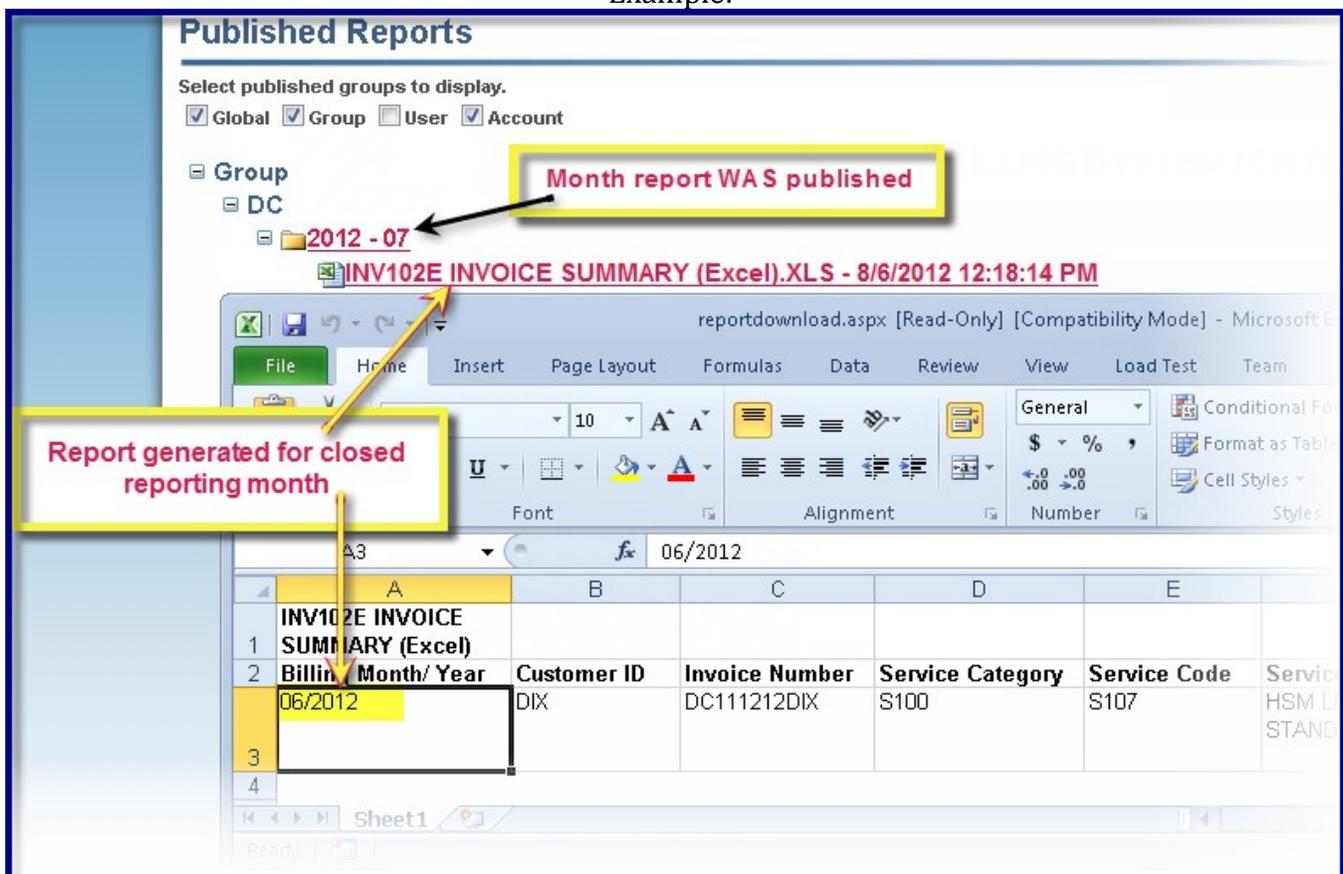
This section describes how to view a standard published report that has been generated. The term “report” also refers to spreadsheets.

**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:



**Published Reports**

Select published groups to display.  
 Global  Group  User  Account

Group  
 DC  
 2012 - 07

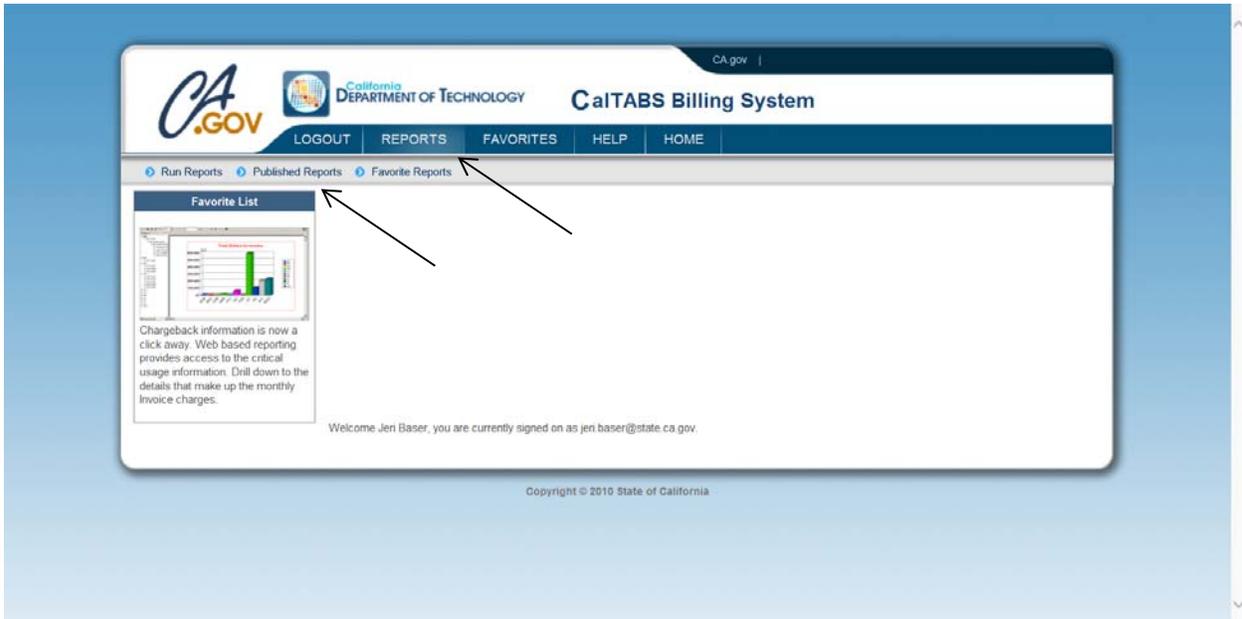
Month report WAS published

INV102E INVOICE SUMMARY (Excel).XLS - 8/6/2012 12:18:14 PM

reportdownload.aspx [Read-Only] [Compatibility Mode] - Microsoft Excel

Report generated for closed reporting month

Billing Month/ Year	Customer ID	Invoice Number	Service Category	Service Code	Service
06/2012	DIX	DC111212DIX	S100	S107	HSM U STAND



Step	Action
1.	Point to the <b>Reports</b> tab.
2.	Click the <b>Published Reports</b> link.



Published Reports are available in both Excel and PDF formats. Select the preferred format.

Published Reports

Select published groups to display.  
 Global  Group  User  Account

Group ←

DCRCR ←

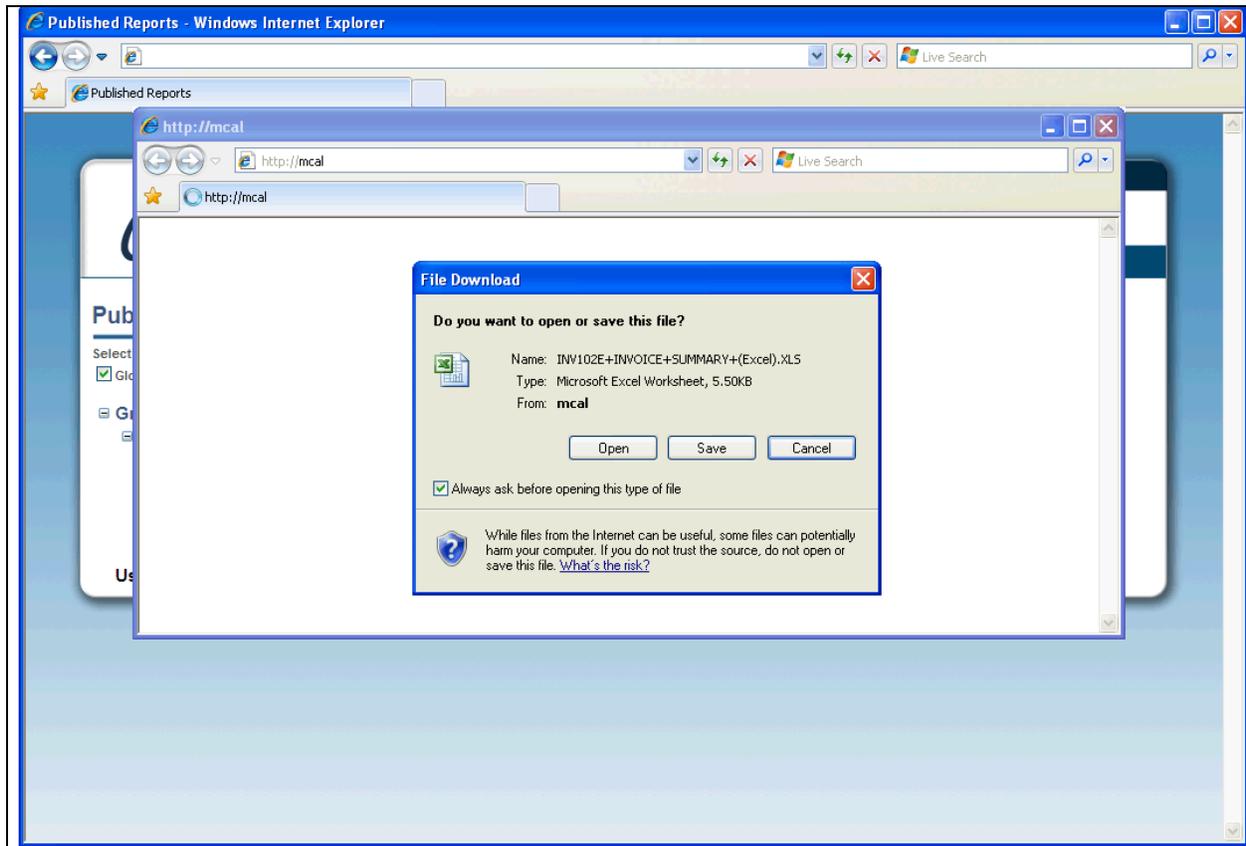
- 2012 - 11
- 2012 - 12
- 2013 - 01
- 2013 - 02
- 2014 - 07
- 2014 - 08
- 2014 - 09
- 2014 - 10 ←

- INV102E INVOICE SUMMARY (Excel).XLS - 10/8/2014 4:17:13 PM
- INV102P INVOICE SUMMARY (PDF).PDF - 10/8/2014 4:16:32 PM
- INV103E INVOICE BY ACCOUNT CODE (Excel).xls - 10/8/2014 7:57:40 PM
- SOA100P STATEMENT OF ACCOUNT (PDF).PDF - 10/14/2014 11:25:56 AM

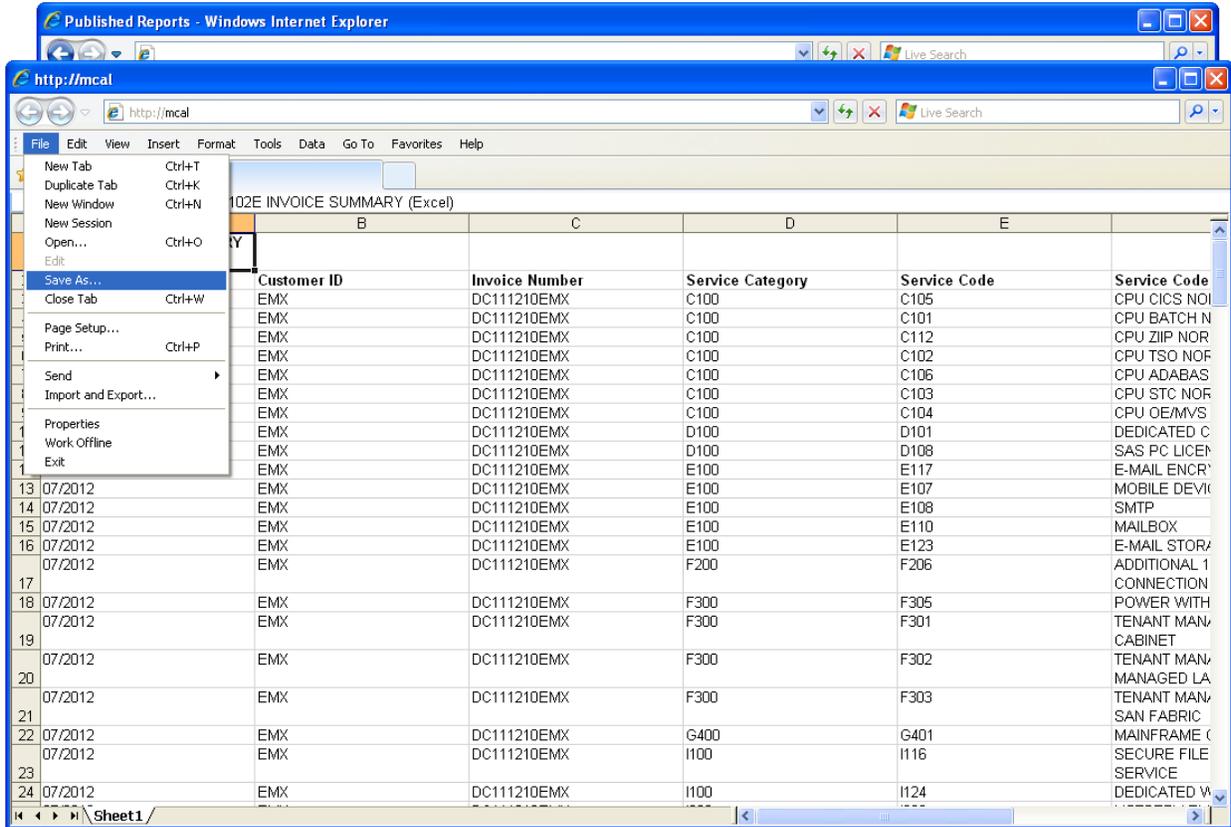
User

Copyright © 2010 State of California

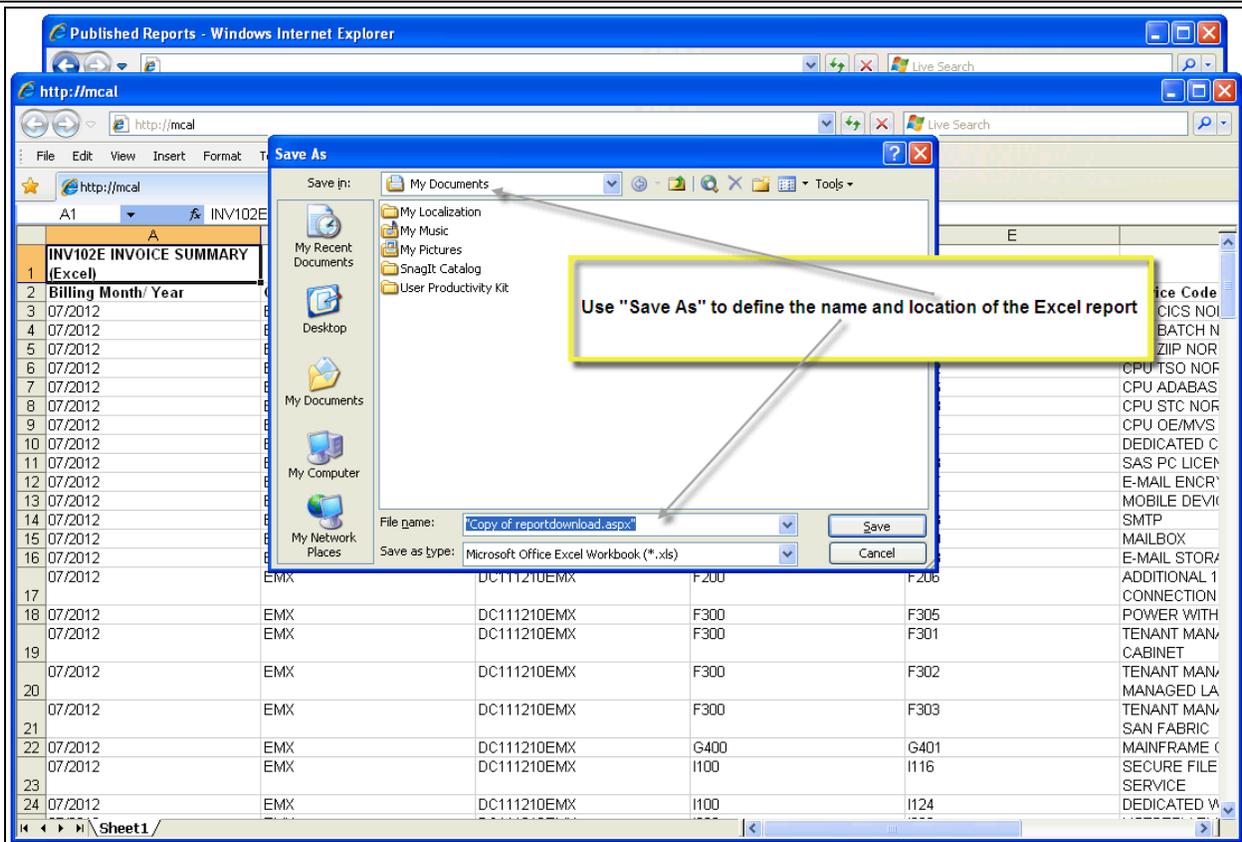
Step	Action
3.	Click the <b>Expand Group</b> link. 
4.	Click the <b>Expand DCRCR</b> button. 
5.	Click the <b>Expand 2014 - 10</b> button. 
6.	Click the <b>INV102E INVOICE SUMMARY (Excel).XLS - 10/8/2014 4:17:13 PM</b> link.



Step	Action
7.	Click the <b>Open</b> button. 



Step	Action
8.	Click the <b>File</b> menu. 
9.	Click the <b>Save As...</b> menu. 



Step	Action
10.	Click the <b>Save</b> 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 ZIP NOR
07/2012	EMX	DC111210EMX	C100	C102	CPU TSO NOF
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 STOR
07/2012	EMX	DC111210EMX	F200	F206	ADDITIONAL 1
07/2012	EMX	DC111210EMX	F300	F305	CONNECTION
07/2012	EMX	DC111210EMX	F300	F301	POWER WITH
07/2012	EMX	DC111210EMX	F300	F302	TENANT MAN/
07/2012	EMX	DC111210EMX	F300	F303	TENANT MAN/
07/2012	EMX	DC111210EMX	G400	G401	CABINET
07/2012	EMX	DC111210EMX	G400	G401	TENANT MAN/
07/2012	EMX	DC111210EMX	I100	I116	MANAGED LA
07/2012	EMX	DC111210EMX	I100	I124	TENANT MAN/
07/2012	EMX	DC111210EMX	I100	I116	SAN FABRIC
07/2012	EMX	DC111210EMX	I100	I116	MAINFRAME C
07/2012	EMX	DC111210EMX	I100	I124	SECURE FILE
07/2012	EMX	DC111210EMX	I100	I124	SERVICE
07/2012	EMX	DC111210EMX	I100	I124	DEDICATED V

Step	Action
11.	Click the <b>Close</b> button. 



The screenshot shows the CalTABS Billing System interface. At the top, there is a navigation bar with the CA.GOV logo, the California Department of Technology name, and the system title 'CalTABS Billing System'. Below the navigation bar are links for LOGOUT, REPORTS, FAVORITES, HELP, and HOME. The main content area is titled 'Published Reports' and includes a section for selecting published groups to display. The selected groups are Global, Group, User, and Account. A tree view shows the following structure:

- Group
  - DCRCR
    - 2012 - 11
    - 2012 - 12
    - 2013 - 01
    - 2013 - 02
    - 2014 - 07
    - 2014 - 08
    - 2014 - 09
    - 2014 - 10
      - INV102E INVOICE SUMMARY (Excel).XLS - 10/8/2014 4:17:13 PM
      - INV102P INVOICE SUMMARY (PDF).PDF - 10/8/2014 4:16:32 PM
      - INV103E INVOICE BY ACCOUNT CODE (Excel).xls - 10/8/2014 7:57:40 PM
      - SOA100P STATEMENT OF ACCOUNT (PDF).PDF - 10/14/2014 11:25:56 AM

Below the tree view, there is a 'User' field and a 'Copyright © 2010 State of California' notice.

Step	Action
12.	<b>End of Procedure.</b>



## 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.

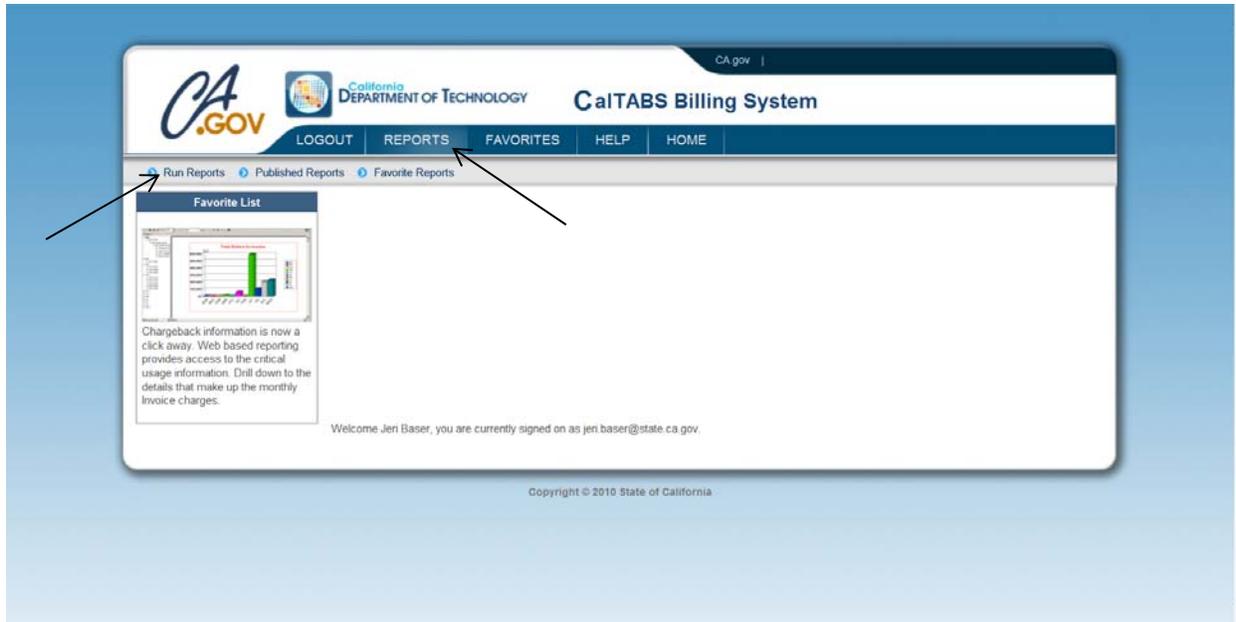
Invoice Detail Reports	For Invoice Service Codes:
* C100P CPU Detail (PDF) * * C100E CPU Detail (Excel) *	C101 - C108, C112, S205
* C105P CPU CICS Detail (PDF) * * C105E CPU CICS Detail (Excel) *	C105; provides CICS detail at jobname/user id level
* C105RP CPU CICS Detail (PDF) * * C105RE CPU CICS Detail (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
C300P Enterprise Linux (PDF) C300E Enterprise Linux (Excel)	C305 - C311
D101P Dedicated Charges Detail (PDF) D101E Dedicated Charges Detail (Excel)	D101, D110, D114, D115
E100P Statewide E-Mail Detail (PDF) E100E Statewide E-Mail Detail (Excel)	E107 - E112, E123, E124, E125, E126, E128, E129, E130, E131, E132
E200P California E-Mail Service (PDF) E200E California E-Mail Services (PDF)	E201 - E233, E241, E242, E244, E245



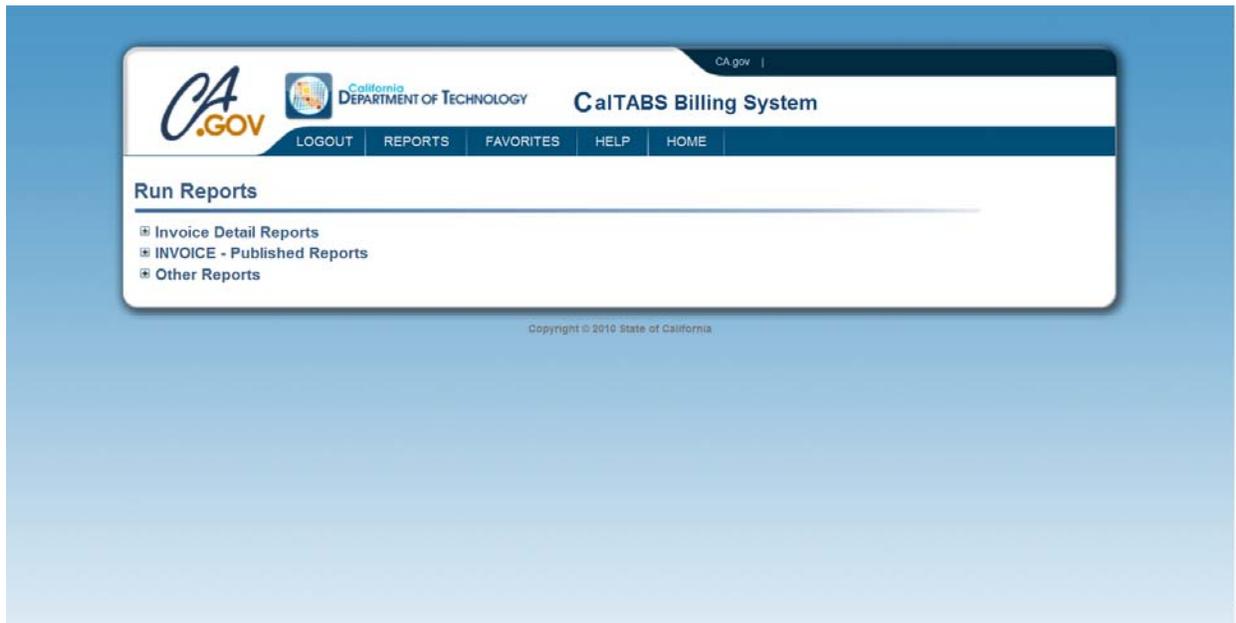
Invoice Detail Reports	For Invoice Service Codes:
F300P Tenant Managed Service Detail (PDF) F300E Tenant Managed Service Detail (Excel)	F206, F301, F302, F303, F305, F310, F311, N607
G100P Consulting Services Detail (PDF) G100E Consulting Services Detail (Excel)	Detail for Consulting Service Codes starting 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, I211, I212
K100P ITSM (PDF) K100E ITSM (Excel)	K101 - K125
L100P CalCloud (PDF) L100E CalCloud (Excel)	L101 – L420
M100P Mid Range Server Detail (PDF) M100E Mid Range Server Detail (Excel)	D112, I114, I115, I116, I117, I118, I119, I124, I206, I207, I208, I209, I210, I211, I212, M101 – M120, M201 – M212, M301 – M304, M401 – M411, M501 – M525, M601 – M639, N606, N611, N610, N613, N614, N617N N618, S208, S210, S216, S217, S218, X118, X125 – X130
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, N604, N605, N606, N607, N611, N615, N617, N618, N619, N620, N701 - N797; N801- N810
T700P CGEN Detail (PDF) T700E CGEN Detail (Excel)	T101 - T199; T201 - T299; T301 - T399; T401 - T499; T501 - T504; T601 - T699; T701 - T799, T801 – T813



Invoice Detail Reports	For Invoice Service Codes:
N209P VPN Detail (PDF) N209E VPN Detail (Excel)	N209
N601P AAMVANet Detail (PDF) N601E AAMVANet Detail (Excel)	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, R111 - R116; R201, R301 - R311
*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
X301P Billing Adjustment (Debit/Credit) Detail (PDF) X301E Billing Adjustment (Debit/Credit) Detail (Excel)	D105, D108 – D111, D120, D129, D201 – D207, H101 – H103, H201 – H202, H302 – H304, ISA1, K201, K301 - K312, K401 – K416, N605, N675, G7XX Codes (for IT Procurement and IT Telecomm prior to Sept 2014), X124  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.
<p style="color: red;">* 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. *</p>	



Step	Action
1.	Point to the <b>Reports</b> tab.
2.	Click the <b>Run Reports</b> link.



Step	Action
3.	Click the <b>Expand Invoice Detail Reports</b> link. 



CA.GOV | CA.gov | California DEPARTMENT OF TECHNOLOGY | CaITABS Billing System

LOGOUT | REPORTS | FAVORITES | HELP | HOME

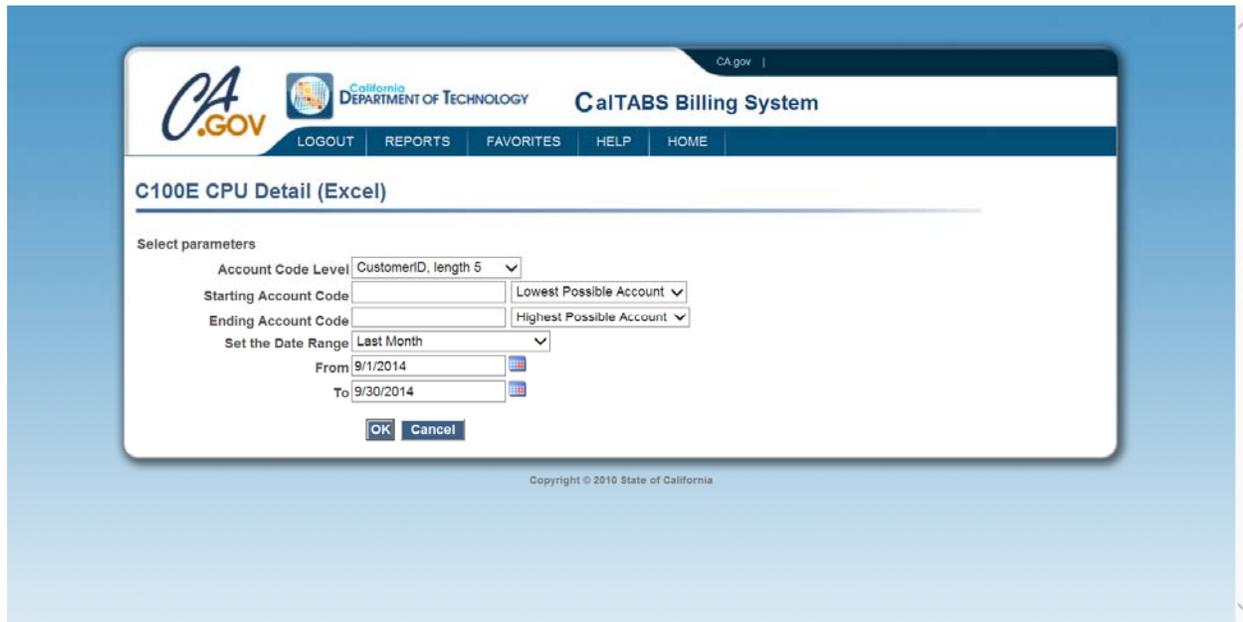
### Run Reports

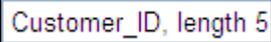
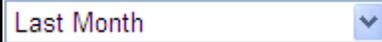
- Invoice Detail Reports
  - C100P CPU Detail (PDF)
  - C100E CPU Detail (Excel) ←
  - C105P CPU CICS Detail (PDF)
  - C105E CPU CICS Detail (Excel)
  - C105RP CPU CICS Detail by Region (PDF)
  - C105RE CPU CICS Detail by Region (Excel)
  - C106P CPU ADABAS Detail (PDF)
  - C106E CPU ADABAS Detail (Excel)
  - C108P CPU DB2 Detail (PDF)
  - C108E CPU DB2 Detail (Excel)
  - D101P Dedicated Charges Detail (PDF)
  - D101E Dedicated Charges Detail (Excel)
  - E100P Statewide E-Mail Detail (PDF)
  - E100E Statewide E-Mail Detail (Excel)
  - E200P California E-Mail Service (PDF)
  - E200E California E-Mail Service (Excel)
  - F300P Tenant Managed Services Detail (PDF)
  - F300E Tenant Managed Services Detail (Excel)
  - G100P Consulting Services Detail (PDF)
  - G100E Consulting Services Detail (Excel)
  - H400P Geographic Information Systems Detail
  - H400E Geographic Information Systems Detail
  - I100P Shared Web Services Detail (PDF)
  - I100E Shared Web Services Detail (Excel)
  - M100P Mid Range Server Detail (PDF)
  - M100E Mid Range Server Detail (Excel)
  - M700P Server Based Computing Detail (PDF)
  - M700E Server Based Computing Detail (Excel)
  - N600P CSGNet Detail (PDF)
  - N600E CSGNet Detail (Excel)
  - T700P CGEN Detail (PDF)
  - T700E CGEN Detail (Excel)
  - N209P VPN Detail (PDF)
  - N209E VPN Detail (Excel)
  - N210P Remote Lan Dial Detail (PDF)
  - N210E Remote Lan Dial Detail (Excel)
  - N601P AAMVANet Detail (PDF)
  - N601E AAMVANet Detail (Excel)
  - P100P Print Detail (PDF)
  - P100E Print Detail (Excel)
  - R100P Disaster Recovery Detail (PDF)
  - R100E Disaster Recovery Detail (Excel)
  - S100P Mainframe Disk Storage Detail (PDF)
  - S100E Mainframe Disk Storage Detail (Excel)
  - S102P Dedicated Disk Storage Detail (PDF)
  - S102E Dedicated Disk Storage Detail (Excel)
  - S103P ADABAS Disk Storage Detail (PDF)

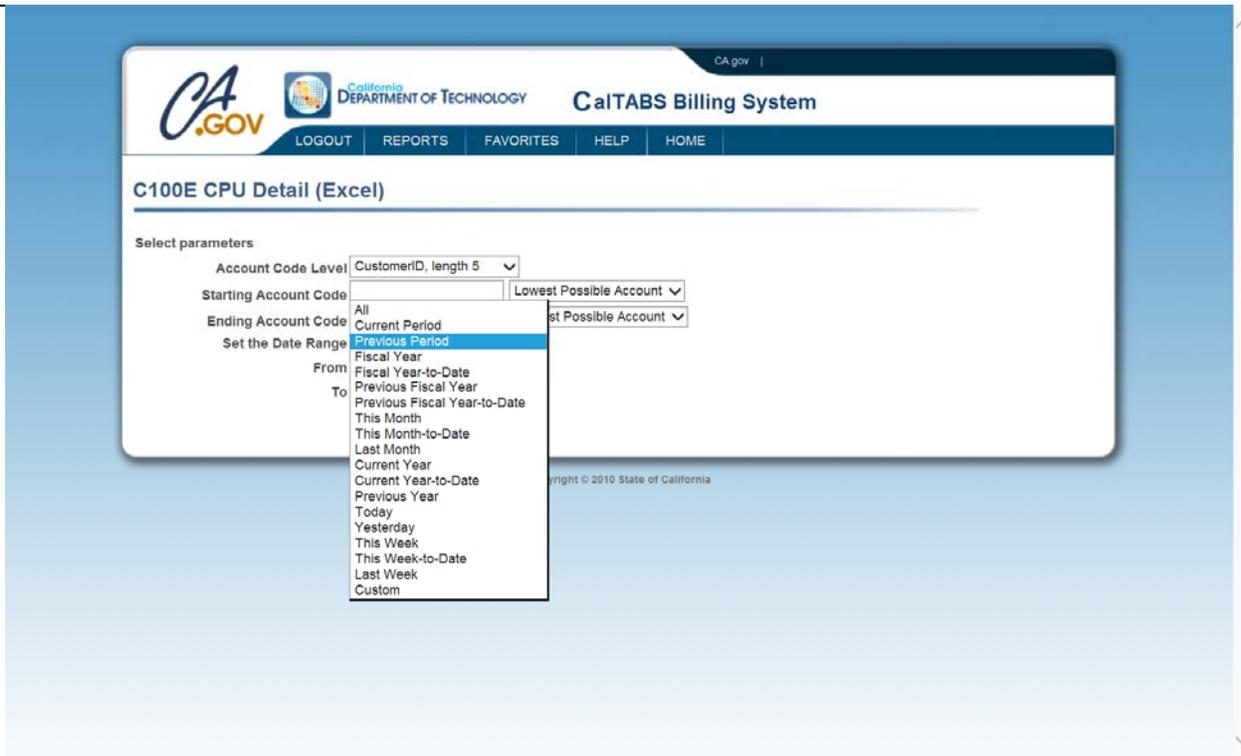
The reports are DESIGNED to view, save or print in either **PDF for Excel** format; however once the report is generated, it can be exported as a PDF, Excel or Word document.

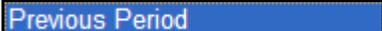
Copyright © 2010 State of California

Step	Action
4.	Click the <b>C100E CPU Detail (Excel)</b> link. <b>C100E CPU Detail (Excel)</b>



Step	Action
5.	Click the <b>Account Code Level</b> list. 
6.	Press <b>[Enter]</b> .
7.	Click the <b>Customer_ID, length 5</b> list item. 
8.	Press <b>[Enter]</b> .
9.	Click the <b>Set the Date Range</b> list. 



Step	Action
10.	Click the <b>Previous Period</b> list item. 
11.	Click the <b>OK</b> button. 



**Warning**  
Do NOT click the "Last Page" button when the ? is displayed. This may result in a significant delay processing the request

**In this example, the report generated using "Customer\_ID" resulted in multiple pages of data.**

**The "?" mark indicates that a report has multiple pages**

Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date	U
201204	S205	EAX	EAX675P	TAPE MOUNT	DCSRDEA	SY4P	04/23/2012	05/04/2012	€
201205	S205	EAX	EAX675P	TAPE MOUNT	DCSRDEA	SY4P	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.



**CPU  
DETAIL  
REPORT**

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	TAPE MOUNT	DCSRDEA	SY4P	05/20/2012	05/25/2012
201205	C103	EAX	EAX675P			SY4P	05/20/2012	05/31/2012
201204	C103	EAX	EAX675P			SY4P	04/23/2012	05/04/2012
201204	C103	EAX	EAX675P			SY4P	04/23/2012	05/20/2012
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	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			SY4P	05/20/2012	05/28/2012
201205	C103	EAX	EAX675P			SY4P	05/20/2012	05/30/2012
201204	C103	EAX	EAX675P			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
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
201205	C103	EAX	EAX675P	CPU STC NORMALIZED	DCSRDEA	SY4P	05/20/2012	05/23/2012

Step	Action
13.	<i>Information only.</i>



View Report - C100E CPU Detail (Excel) - Windows Internet Explorer

View Report - C100E CPU Detail (Excel)

C100E CPU Detail (Excel) Publish Return Help

1284 of 12847 100% Find | Next

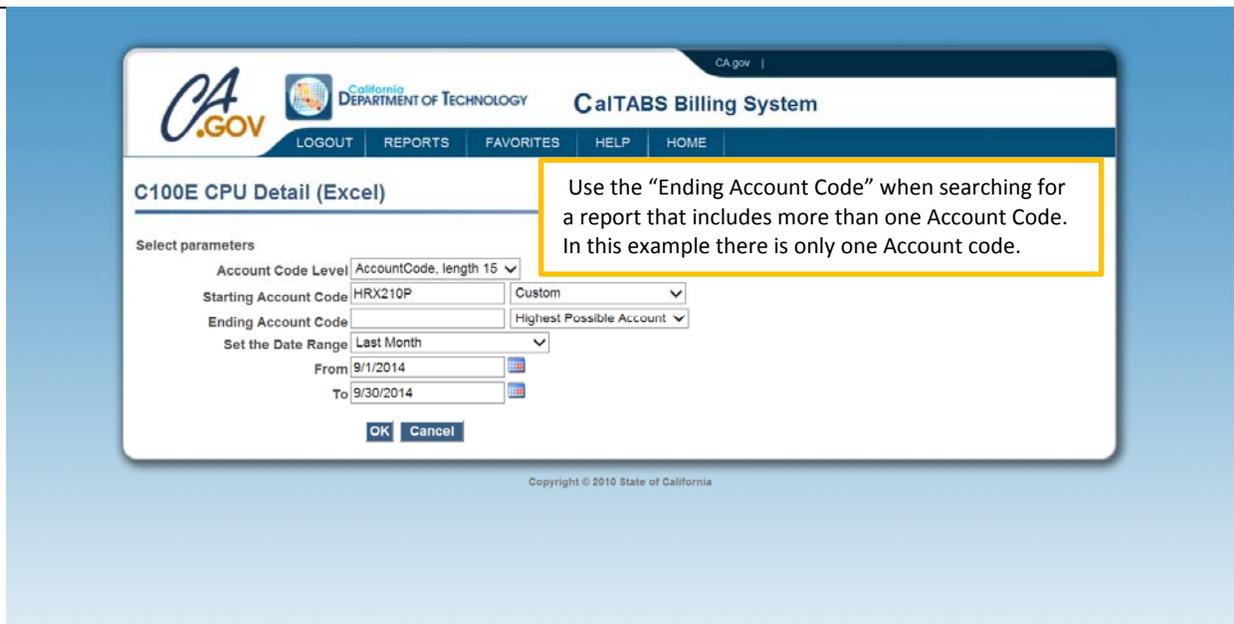
**CPU  
DETAIL  
REPORT**

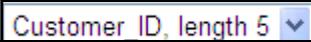
Billing Date	Service Code	Customer ID	Account Code	Service Description	Job Name	System ID	Start Date	End Date	
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR216	SY5P	05/21/2012	05/21/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR216	SY5P	05/31/2012	05/31/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED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

The reports that should be generated using the Account, length 15 are flagged noted with a red asterisk on the info page of "Run Reports" module.

Account Code "HRX210P" will be used in the next attempt.

Step	Action
14.	Click the <b>Return</b> link. <a href="#">Return</a>



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



View Report - C100E CPU Detail (Excel) - Windows Internet Explorer

View Report - C100E CPU Detail (Excel)

C100E CPU Detail (Excel) Publish Return Help

1 of 2 ? 100% Find | Next

CPU  
DETAIL  
REPORT

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	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/16/2012	05/16/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/09/2012	05/09/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/21/2012	05/21/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/31/2012	05/31/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/22/2012	05/22/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/01/2012	05/01/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/03/2012	05/03/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/17/2012	05/17/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/10/2012	05/10/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/15/2012	05/15/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/08/2012	05/08/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/18/2012	05/18/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/07/2012	05/07/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR212	SY5P	05/07/2012	05/07/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/04/2012	05/04/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/22/2012	05/22/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR215	SY5P	05/01/2012	05/01/2012	F

Step	Action
20.	Click the <b>Export</b> button. 



Although the "C100E CPU Detail (Excel)" document may be exported in any of 3 formats, in this example the reported data has been DESIGNED for the Excel export format.

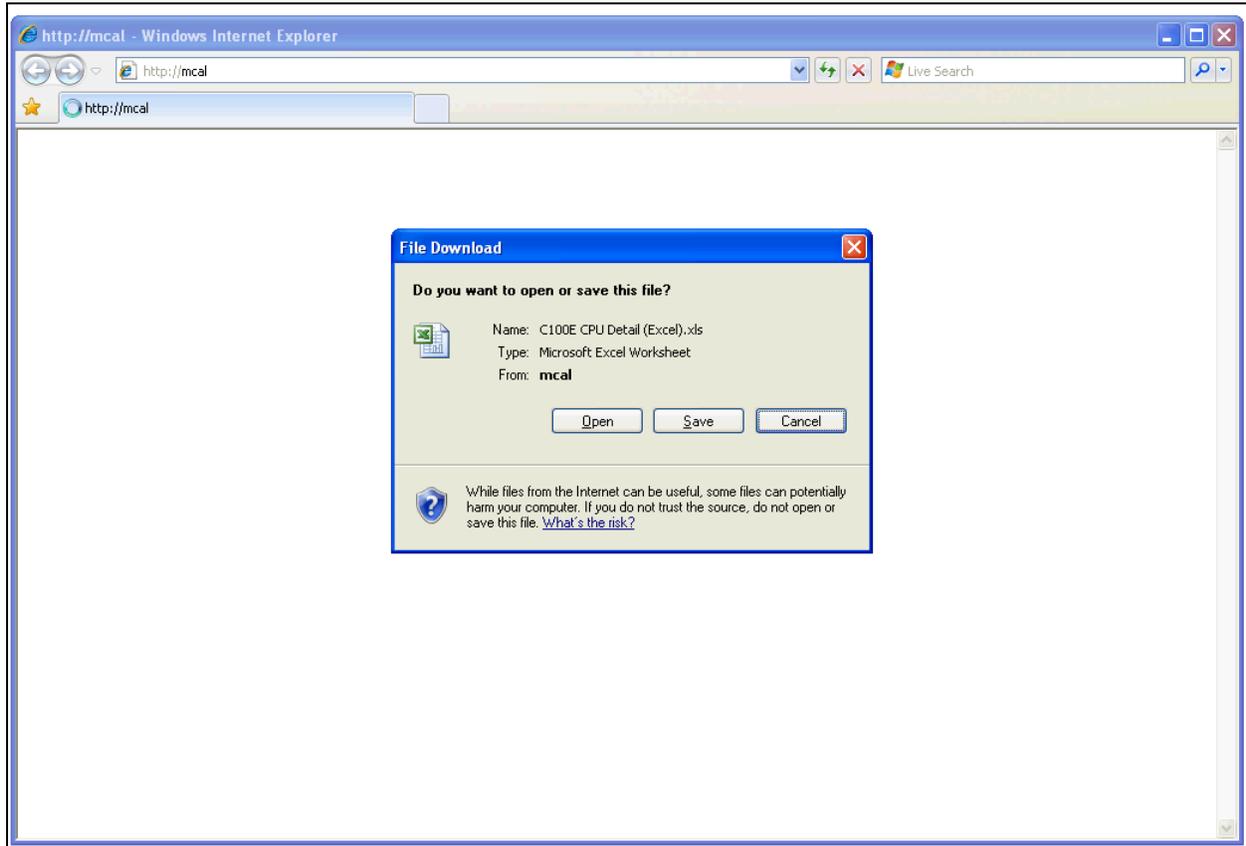
C100E CPU Detail (Excel)

1 of 1 100% Find | Next

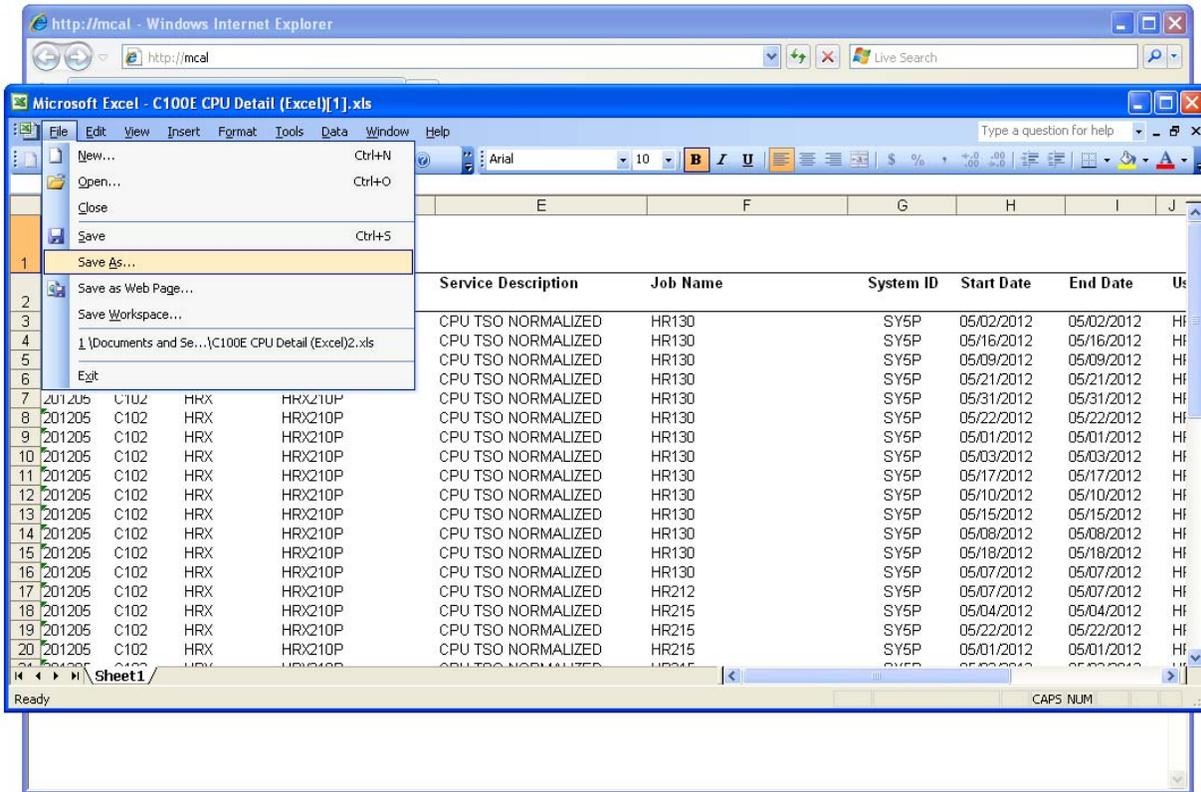
Excel PDF Word

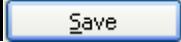
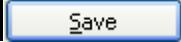
Billing Date	Service Code	Customer ID	Account Code	Service Description	Job	System ID	Start Date	End Date	User
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/02/2012	05/02/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED	HR130	SY5P	05/16/2012	05/16/2012	F
201205	C102	HRX	HRX210P	CPU TSO NORMALIZED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

Step	Action
21.	Click the <b>Excel</b> link. 



Step	Action
22.	Click the <b>Open</b> button. 



Step	Action
23.	Click the <b>File</b> menu. 
24.	Click the <b>Save As...</b> menu. 
25.	Click the <b>Save</b> button. 
26.	Click the <b>Close</b> 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 <b>Return</b> link. <b>Return</b>



CA.GOV | California DEPARTMENT OF TECHNOLOGY | CaITABS Billing System

LOGOUT | REPORTS | FAVORITES | HELP | HOME

### C100E CPU Detail (Excel)

Select parameters

Account Code Level: AccountCode, length 15

Starting Account Code: HRX210P

Ending Account Code: Highest Possible Account

Set the Date Range: Last Month

From: 9/1/2014

To: 9/30/2014

OK Cancel

Copyright © 2010 State of California

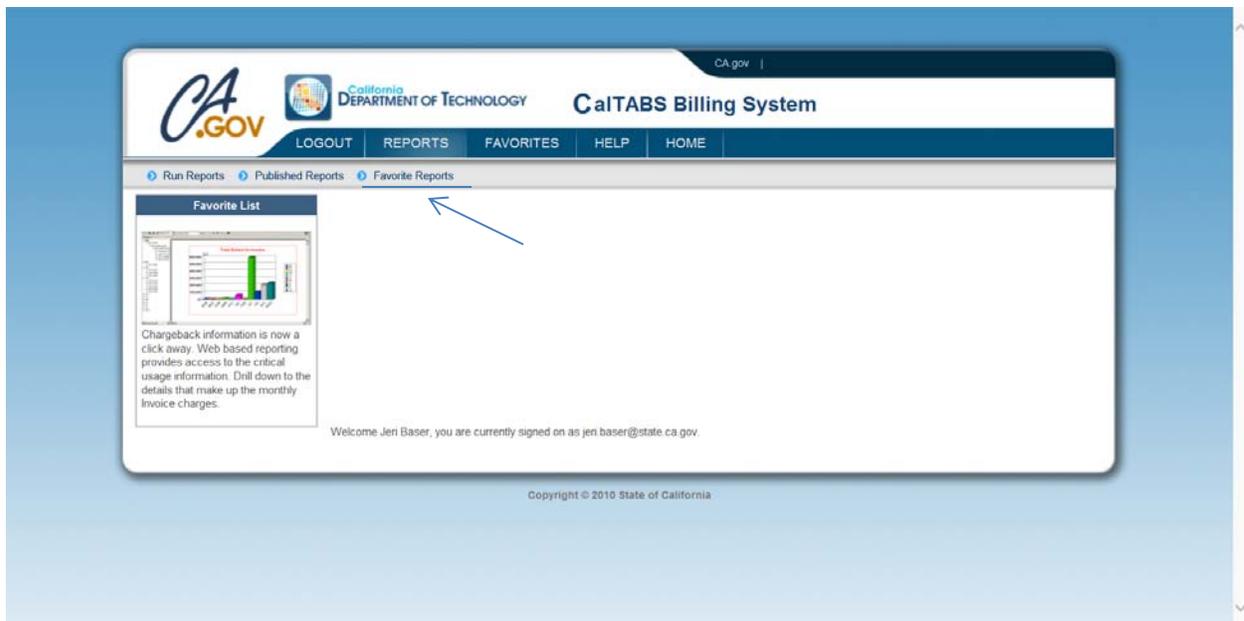
Step	Action
28.	<b>End of Procedure.</b>



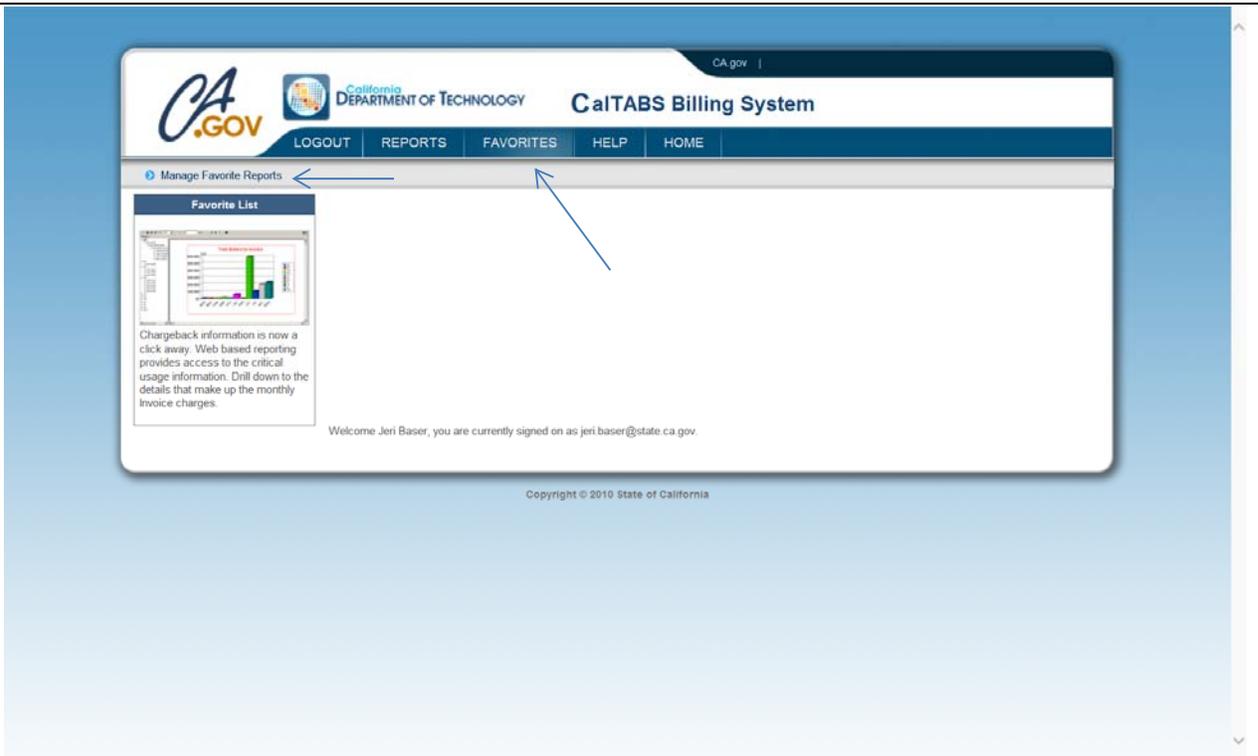
## Manage Favorite Reports

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.

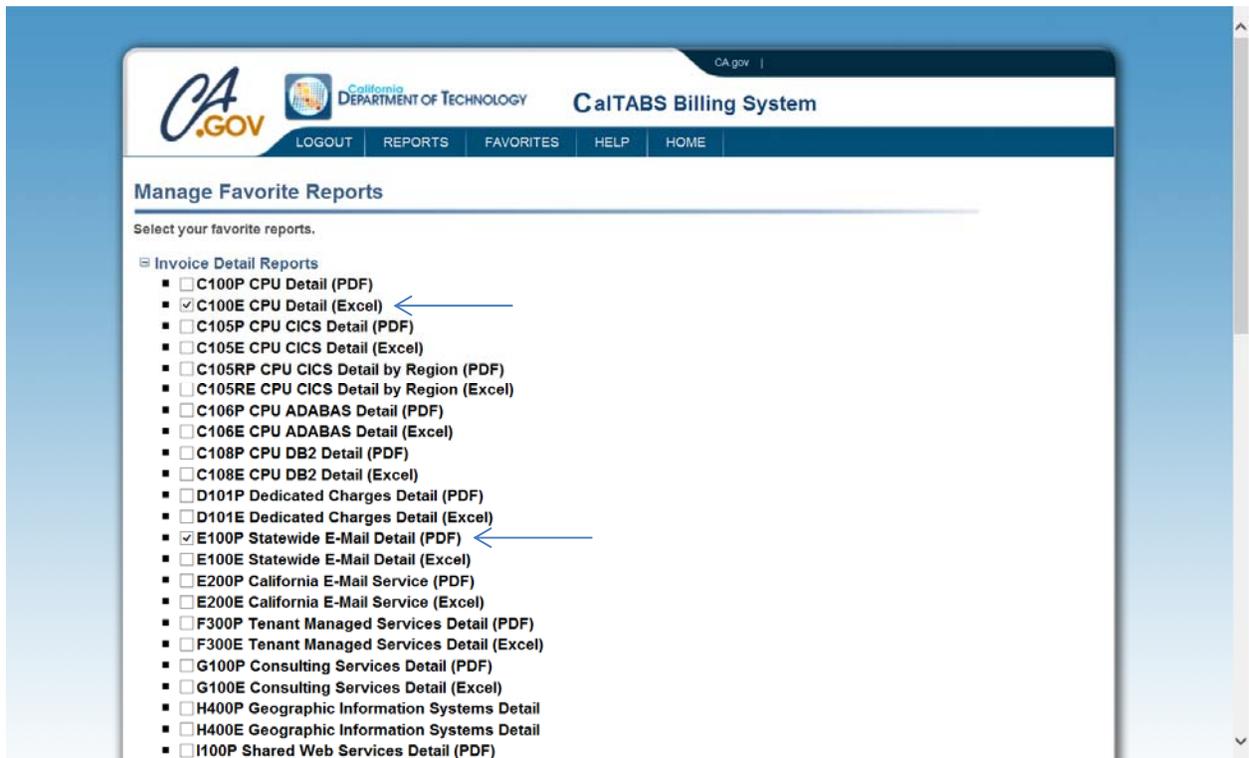
This section describes how to save and remove a favorite report. The term “report” also refers to spreadsheets.



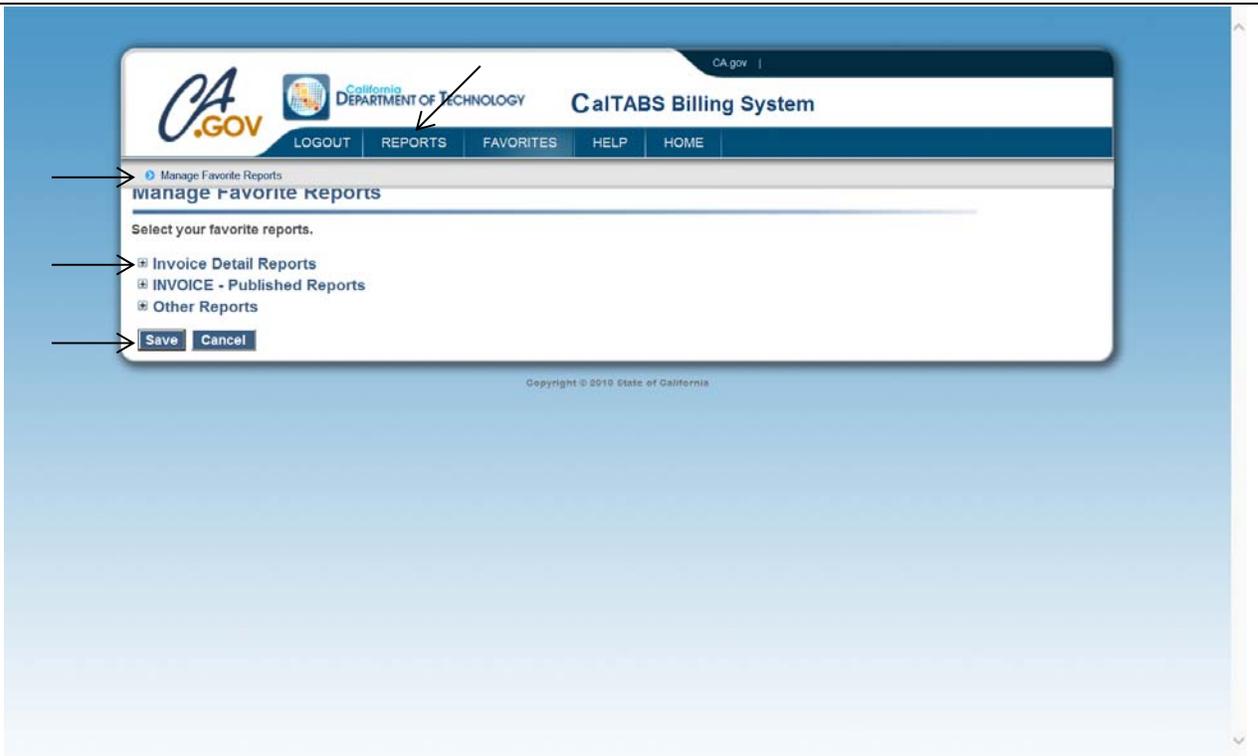
Step	Action
1.	Point to the <b>Reports</b> tab.
2.	Click the <b>Favorite Reports</b> link. <a href="#">Favorite Reports</a>



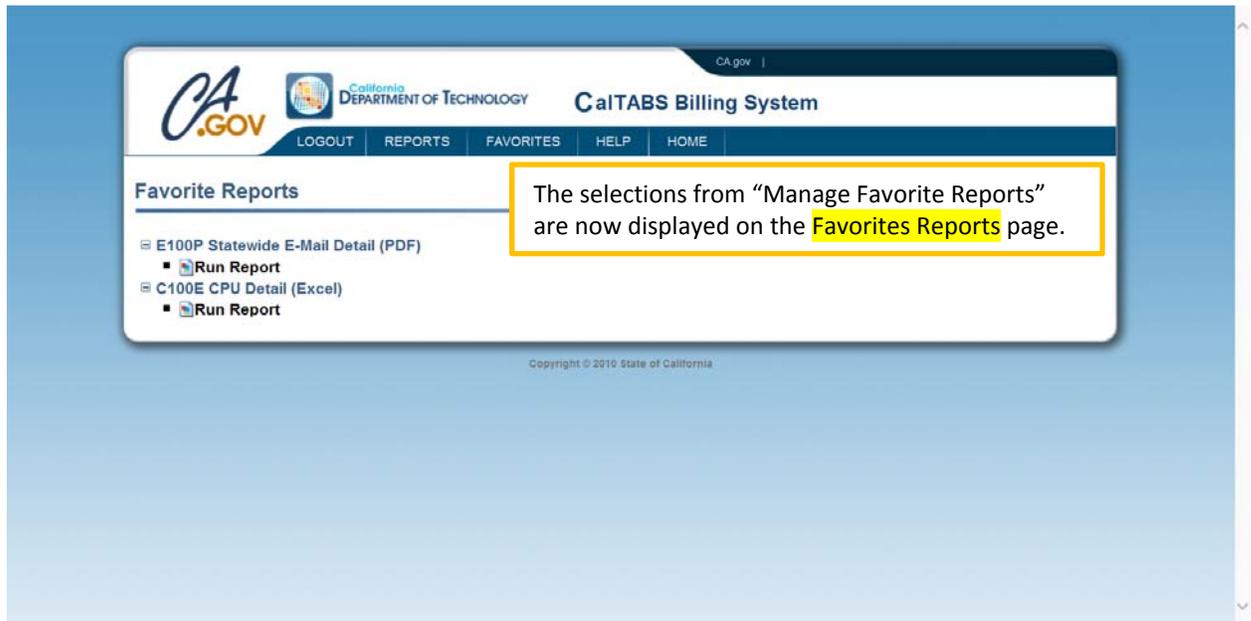
Step	Action
3.	Point to the <b>Favorites</b> tab.
4.	Click the <b>Manage Favorite Reports</b> link.



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



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



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

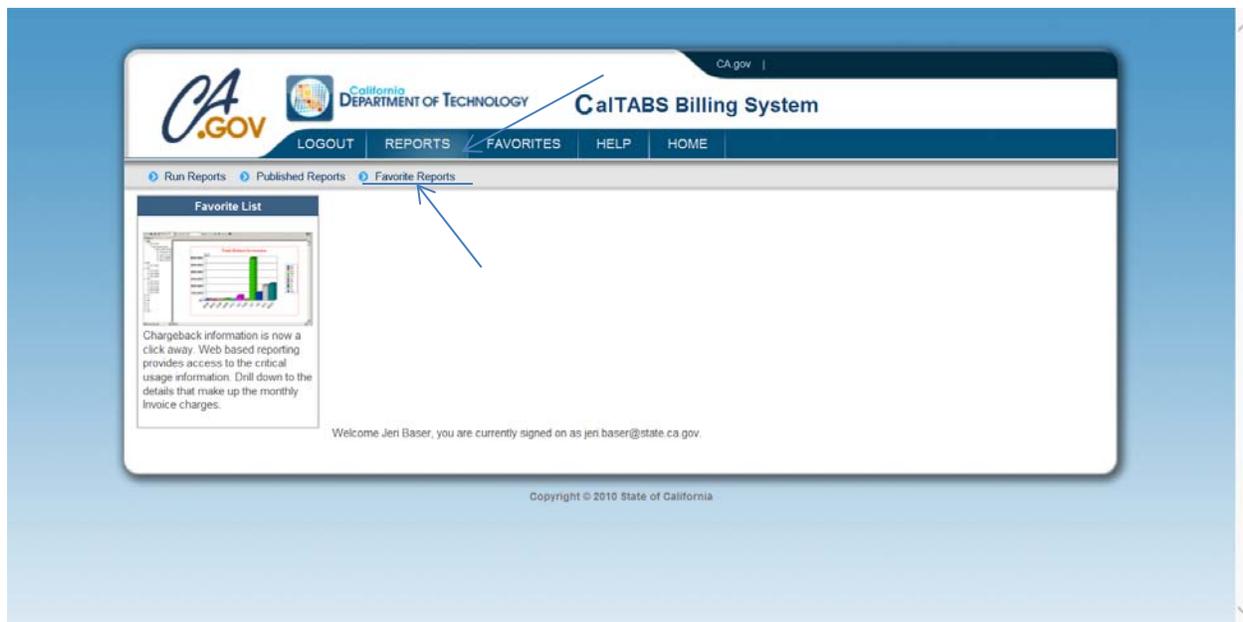


Step	Action
16.	<b>End of Procedure.</b>

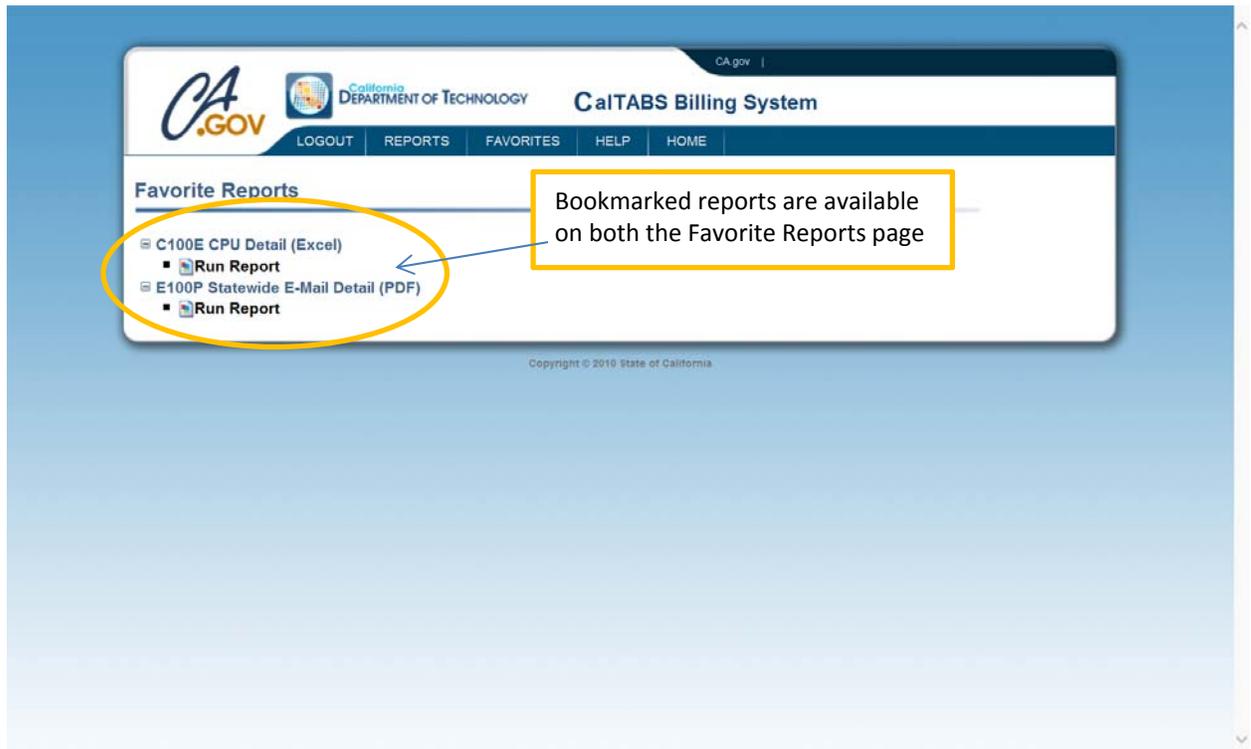
## Favorite Reports

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

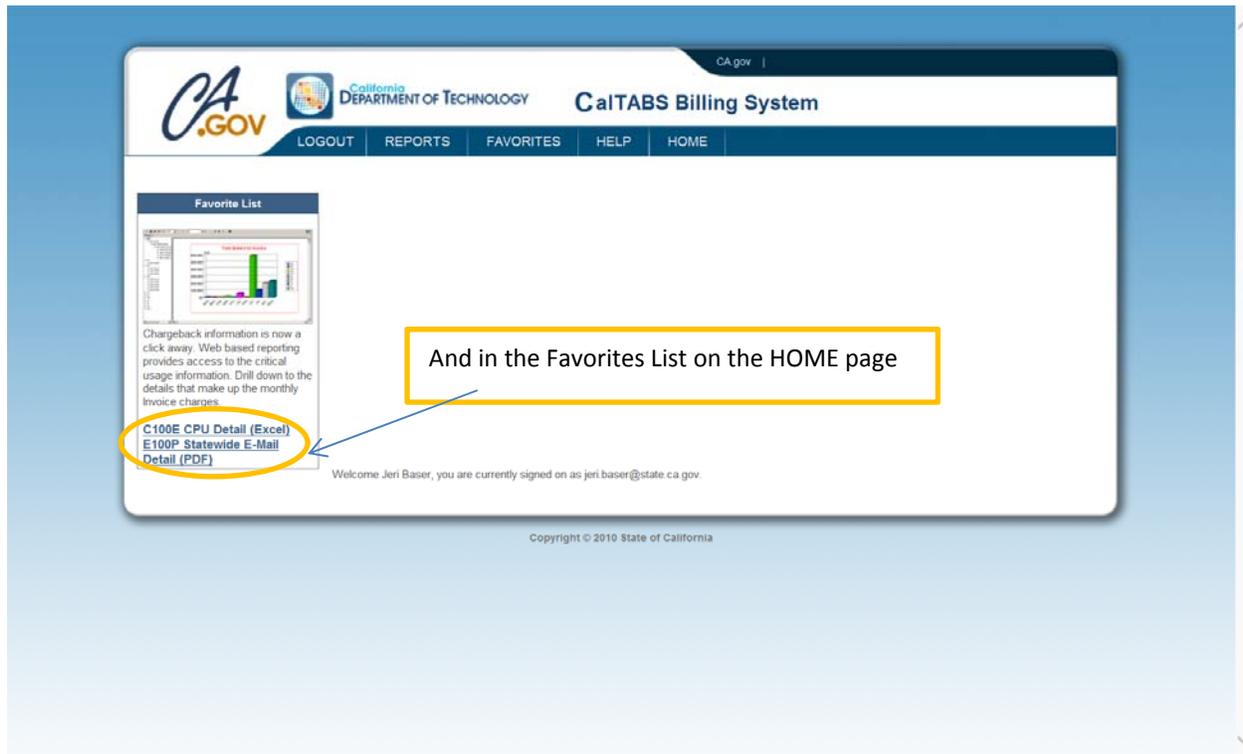
This section describes how to access a saved favorite report. The term “report” also refers to spreadsheets.



Step	Action
1.	Point to the <b>Reports</b> tab.
2.	Click the <b>Favorite Reports</b> link. <a href="#">Favorite Reports</a>



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



Step	Action
7.	<b>End of Procedure.</b>



## 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
<b>Account Code Level</b>	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
<b>From and To</b>	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.
<b>Set the Date Range</b>	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.
<b>Starting and Ending Account Code</b>	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.



## Glossary

ADABAS	Adaptable <i>DATA</i> <i>BASE</i> System
CalTABS	<i>California</i> <i>Technology</i> <i>Agency</i> <i>Billing</i> System
CICS	<i>Customer</i> <i>Information</i> <i>Control</i> System
TUAM	<i>Tivoli</i> <i>Usage</i> and <i>Accounting</i> <i>Manager</i>
VPN	<i>Virtual</i> <i>Private</i> <i>Network</i>

## Contact Information

For billing inquiries, please contact [ciobilling@state.ca.gov](mailto:ciobilling@state.ca.gov)

For all other questions please contact [ServiceDesk@state.ca.gov](mailto:ServiceDesk@state.ca.gov) or (916) 464 – 4311