



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



DTS-W Billing Forum

Fort Belvoir Customers Survival Kit

May 2004

An Integral Component of DoD Worldwide Communications



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Table of Contents

- ▶ Billing Account Codes (BACs)
 - Establishing a BAC
 - Transferring Equipment Between BACs
 - Abolishing a BAC
- ▶ DTS-W Billing Services
- ▶ Sample Obligating Document (OSA Form 20)
- ▶ Sample DA Form 4445-R (1080 Bill)
- ▶ Sample Usage Report
- ▶ DTS-W Change Form (TSCO and Certifying Officer)
- ▶ Check Paying Customers
- ▶ Sample DD Form 1131 (Cash Collection Voucher)
- ▶ Direct Billing
- ▶ Consolidated Cingular Wireless Bill
- ▶ Skytel Pager Bill
- ▶ List of Wireless Vendors, Contract Numbers and Billing Type
- ▶ FTS2001 Bill
- ▶ Fort Belvoir Customers
 - WITS2001 for Fort Belvoir Customers
 - Supporting Agencies Outside of Fort Belvoir
 - Fort Belvoir Bills
- ▶ List of Acronyms



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Billing Account Codes

- ▶ **Establishing a Billing Account Code (BAC) is the first step to doing business with DTS-W.**
- ▶ **A BAC is a DTS-W system-generated number that identifies each organization for billing and accounting purposes. All DoD agencies are required to have a valid BAC to conduct business with DTS-W and its contracted vendors.**
- ▶ **DTS-W generates vouchers from charge detail reports that list fees from its vendors. After generating the vouchers, DTS-W charges back the appropriate fees to its customers. BACs allow Defense Finance and Accounting Service (DFAS) to debit each customer's account in the appropriate amount.**
- ▶ **When DTS-W requests telecommunication services from vendors on behalf of a customer, DTS-W and the vendors use the BAC to identify the customer that is responsible for remitting payment for the incurred charges.**
- ▶ **The following few pages are excerpts from the DTS-W Customer Handbook and explain the processes for:**
 - Establishing a new BAC;
 - Transferring equipment between BACs; and
 - Abolishing a BAC.

Billing Account Codes (BACs)

Establishing a Billing Account Code (BAC) is the first step to doing business with DTS-W.

A BAC is a DTS-W system-generated number that identifies each organization for billing and accounting purposes. All DoD agencies are required to have a valid BAC to conduct business with DTS-W and its contracted vendors.

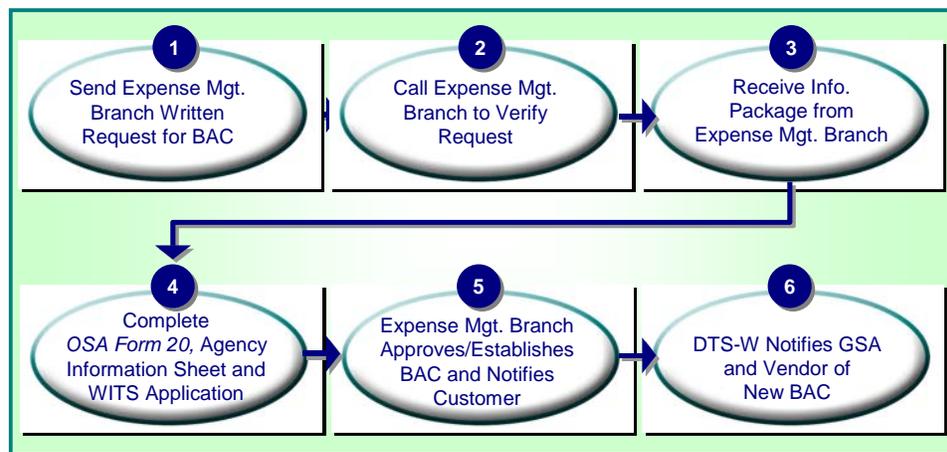
DTS-W generates vouchers from charge detail reports that list fees from its vendors. After generating the vouchers, DTS-W charges back the appropriate fees to its customers. BACs allow Defense Finance and Accounting Service (DFAS) to debit each customer's account in the appropriate amount.

When DTS-W requests telecommunication services from vendors on behalf of a customer, DTS-W and the vendors use the BAC to identify the customer that is responsible for remitting payment for the incurred charges.

The next few pages describe the processes to establish, transfer, and abolish BACs.

Establishing a New BAC

The six-step process to establish a new BAC is charted and described below.



- 1 Fax a written request to DTS-W at (703) 696-8415, including:
 - Name of organization;
 - TSCO name, address, telephone number, fax number, and e-mail address;
 - TSCO voicemail (yes or no); and
 - All other BACs and associated Location Groups (LG), if known.
- 2 Call the DTS-W Customer Care Center at (703) 697-2193 to verify receipt of request.
- 3 DTS-W will send an information package including *OSA Form 20* and instructions for completing the form.
- 4 The Budget/Certifying Officer completes an *OSA Form 20* for each BAC requested, including the fund site for each application, as well as an agency information sheet and WITS2001 application.

- 5 DTS-W establishes a BAC after approving the request and processing the form. A signed *OSA Form 20* with the assigned BAC is then forwarded to the Budget/Certifying Officer notifying the customer that the new BAC is established.
- 6 DTS-W notifies GSA and vendors of all new BACs established and the authorized TSCOs and/or DARs associated with them.

Establishing a new BAC can take up to 14 business days. Please plan ahead and initiate the process early.

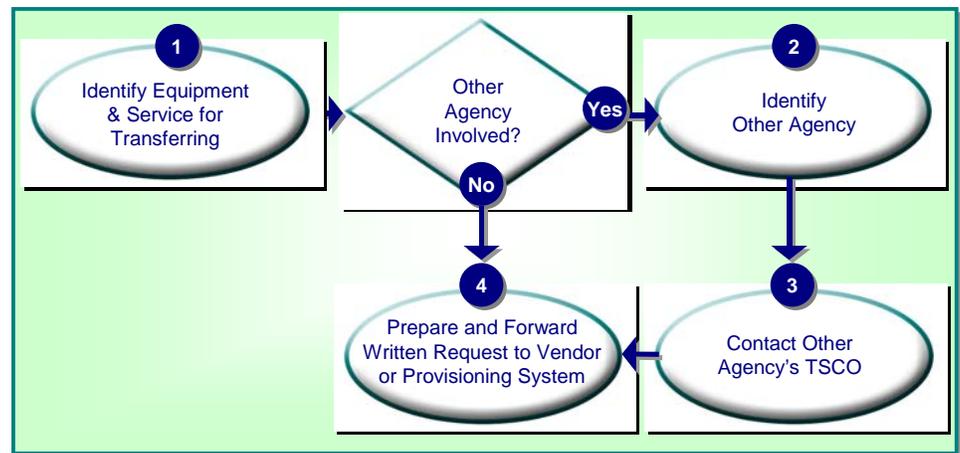
Transferring Equipment Between BACs

Customers transfer BACs to change ownership of telecommunication equipment and services from one BAC to another. Agencies usually request BAC transfers when they:

- Split into multiple activities with separate fund sites
- Abolish a BAC
- Discover they are paying for lines, equipment, or services that are being used by another activity
- Change locations with another office.

If the BAC transfer involves two agencies, TSCOs from both the gaining and losing agencies must authorize the written document requesting the transfer.

The four-step process to transfer equipment under a BAC is charted and described below.



- 1 Identify the equipment and service that require transferring.
- 2 Identify the other organization involved, if applicable.
- 3 Contact other organization's TSCO to obtain concurrence.
- 4 Prepare and forward a written request to the vendor or provisioning system.
 - Include both TSCO signatures: one acknowledging acceptance and one authorizing the transfer.
 - Customer receiving the new equipment and service provides the Job Order Number (JON)*, except for cellular and pager

transfers, which require a JON from the losing BAC.

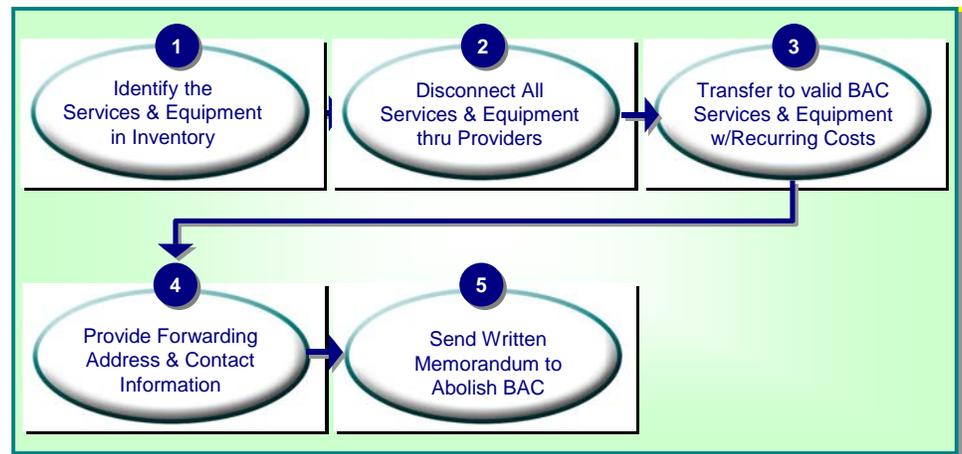
***See Appendix I for a description of Job Order Numbers.**

Abolishing a BAC

Agencies abolish BACs when one or more of the following occurs:

- They merge with another existing activity
- The organization was temporary and the mission has been completed
- The organization relocates to an area outside of the NCR.

The five-step process to abolish a BAC is charted and described below.



- 1 Call the DTS-W Customer Care Center, (703) 697-2193, and work with a Customer Care Manager to identify the services and equipment in your organization's inventory.
- 2 Place a service order with the appropriate service providers to disconnect all services and equipment:
 - DAR/TSCOs can disconnect telephone lines, circuits, fax, and modem lines directly through Service@once without intervention by DTS-W.
 - DAR/TSCOs can work directly with vendors to disconnect pagers and cellular services, but are also required to fax a written notification of the change to DTS-W at (703) 696-8415.
 - DAR/TSCOs are also required to fax a written request to DTS-W at (703) 696-8415 to disconnect toll-free services and calling cards.
- 3 Transfer telecommunication services and equipment issued with recurring costs to a valid BAC.
- 4 Provide your DTS-W Customer Care Manager with an accurate phone number and address, where bills can be forwarded. Monthly bills are usually sent two months behind.
- 5 Fax a written memorandum to DTS-W at 703/696-8415 to abolish the BAC.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



OSA Form 20 for DTS-W Telecommunications

- ▶ **Reminder: For the following DTS-W services and equipment, customers are required to submit the OSA Form 20.**
- ▶ **FTS2001 Services - CONUS long distance, OCONUS long distance**
 - Toll Free Service (800, 866, 877, 888)
 - Calling Cards
 - 700 Service (VTC, etc.)
- ▶ **Common charges associated with operational support of DTS-W and the remaining network infrastructure that supports the entire DoD customer base**
- ▶ **Fort Belvoir, if applicable**
- ▶ **Pager Services (Skytel)**
- ▶ **Cellular Services (direct pay option not included)**
- ▶ **All other services procured through DTS-W (e.g., purchase orders)**

OSA Form 20

RESERVATION OF FUNDS FOR TELECOMMUNICATIONS SERVICES		Order No.: 1	Amendment No.: 2
		Date: 3	
Ordering Agency: Has Address Changed? Yes <input type="checkbox"/> No <input type="checkbox"/> 4	Supplying Agency: DEFENSE TELECOMMUNICATIONS SERVICE-WASHINGTON ATTN: RESOURCES BRANCH RETURN TO: SUITE 1475 1700 N. MOORE STREET ARLINGTON, VA 22209 5		
Submit Billings to: Has Address Changed? Yes <input type="checkbox"/> No <input type="checkbox"/> 6	Funds Chargeable: 7		
Request telecommunication service be furnished through Defense Telecommunications Service-Washington for the period indicated below. The estimate cost of this order will be adjusted at such time as the original amount is found to be inadequate or excessive. At the date of expiration for obligation of the funds to which this order is charged, the amount of the order will be adjusted to the amount of the charges accrued on that date.			
DESCRIPTION OF SERVICES TO BE PERFORMED: For telecommunications services furnished through the Department of Defense consolidated telephone system during the period shown below.			
Period Covered By This Order: 8	Amount of This Order: 9		
Estimated Costs For The Fiscal Year: (By Quarter)			
QTR:	AMOUNT:		
1.....			
2.....			
3.....	RETURN NLT: 10		
4.....			
FY Total:.....			
I certify that the services listed above are properly chargeable to the cited funds, the available balance of which is sufficient to cover the cost thereof.			
Typed Name and Grade of Certifying Officer: 11	Signature of Certifying Officer: _____ Date: _____		
Point-of-Contact: 12	13		
Telephone Number			
Services will be furnished as requested, subject to revision of estimated costs as actual use of the service indicated.			
Defense Telecommunications Service-Washington 14	Signature: DTS-W 15 Date: _____		

The following is a detailed explanation of OSA Form 20 and what information is required for the form to be processed:

BLOCK #1 – Order Number. This block contains a 9-digit number. The first four digits indicate the fiscal year. The next four digits indicate the customer identification or Billing Account Code (BAC). The last digit indicates the quarter of the fiscal year. For example, Order Number 200400121 would be FY 2004, BAC 12, 1st Quarter. **Note:** Leave this block blank when requesting a new BAC.

BLOCK #2 – Amendment Number. This block is used only when adjustment to the original form is necessary, per quarter. For example: If \$15,000 were obligated each quarter, the total amount would be \$60,000. During the fiscal year any increase or decrease in telecommunications activity will change the obligation amount and require an amended Form 20 to be initiated.

BLOCK #3 – Date. Identifies the actual date the form was completed and forwarded to you, the customer, for processing.

BLOCK #4 – Ordering Agency Address. This block contains the official name and address of the agency receiving the telecommunications service. Any corrections to the agency name or address must be made in this block, "yes" checked and should be the same as the TSCO (ordering agent).

BLOCK #5 – Supplying Agency. Describes where the Forms 20 should be returned for processing, as well as supporting documents.

BLOCK #6 – Submit Billings To. This block contains the organization name and address of the certifying/budget/comptroller office. Applicable vendor invoices will be mailed to this address. Again, any corrections to the agency name or address must be made in this block and "yes" checked.

Block #7 – Fundschargeable. This block contains the fund citation/line of accounting from which monthly billings will be paid or reimbursed. Any corrections or changes must be made clearly and concisely in this block. Please make sure to identify your Document Reference Number (DRN) and the Fiscal Station Number (FSN) so that DFAS, IN can charge your fund site correctly.

BLOCK #8 – Period Covered by this Order. This area will be preprinted with the actual dates that the OSA Form 20 will cover, i.e., 1 Oct 03 - 31 Dec 03. Under "QTR" and "AMOUNT" will be the quarterly amounts DTS-W recommends be reserved (based on previous years' spending.) Additionally, no changes will be made to prior quarters once that quarter ends. Once reservations for each of the first three quarters is past, they are "final". Prior quarters will not be adjusted because the funds are cumulative and adjustments can be made in the fourth quarter.

FOR EXAMPLE:

QTR	AMOUNT
1	\$15,000 \$16,500
2	\$15,000
3	\$15,000
4	<u>\$15,000</u>
FY TOTAL	\$61,500

(Changes/adjustments must be coordinated/justified to DTS-W keeping in mind "unbilled " service.)

BLOCK #9 – Amount of this Order. The actual amount to be obligated for the quarter is entered in this space.

BLOCK #10 – Return NLT Date. This block indicates the date that the OSA Form 20 is due back to DTS-W. Delay in returning the Form 20 will result in a "Hold Status" and no orders will be processed.

BLOCK #11 – Typed Name and Grade of Certifying Officer. The name and telephone number of the certifying officer will be annotated in this block.

BLOCK #12 – Point of Contact. An additional name and telephone number of a representative for your agency must appear in this block to resolve any discrepancies with the Form 20.

BLOCK #13– Signature of Certifying Officer. Signature of official identified in Block #10.

BLOCK #14 – Defense Telecommunications Service - Washington. This block is preprinted with the name of the 'FUNDING' point of contact at DTS-W.

BLOCK #15 – Signature & Date: DTS-W. Signature of official authorized to accept order. (Used only by DTS-W).

APR-04 0000
Page No. 0001

VOUCHER FOR TRANSFERS BETWEEN APPROPRIATIONS AND/OR FUNDS (AR 37/27)

D.O. VOUCHER NO. BU VOUCHER NO. PAID BY CHECK NO. COLLECT VOUCHER NO.
* ACCOUNTS OF *

* *

* *

BILLED OFFICE (MAIL TO): BILLING OFFICE (FORWARD THROUGH YOUR SERVICING F&AO TO:)
* *

* *

DTS-W DFAS-Indianapolis
* *
1700 N. Moore St., Suite 1475 8899 East 56th Street Dept. 3120
* *
Arlington, VA 22209-1903 Indianapolis, In 46249-3120

BILLED ACCOUNTING CLASSIFICATION ORDER NUMBER
BILLING AMOUNT
NO.

BILLING ACCOUNTING
CLASSIFICATION
ARTICLES OR SERVICES
21 4 2020 0000 22-3050 049448

21 4 2020 22-2010 435212.00000 233F MIPR04PHONES01
T270 023185
04005561 45,392.35

THIS AMOUNT 45,392.35

PAY

CERTIFICATE OF OFFICE BILLED

I CERTIFY THAT THE ABOVE ARTICLES WERE RECEIVED AND ACCEPTED OR THE SERVICES PERFORMED AS STATED AND SHOULD BE CHARGED TO THE APPROPRIATION(S) AND/OR FUND(S) AS INDICATED ABOVE; OR THAT THE ADVANCE PAYMENT REQUESTED IS APPROVED AND SHOULD BE PAID AS INDICATED.

DATE 16-APR-04

CERTIFYING OFFICER

TELECOMMUNICATIONS-ACCOUNTING

AUTHORIZED ADMINISTRATIVE OR

CHIEF, DEFENSE

(TITLE)

DA FORM 4445-R
APPROVED BY TREASURY - OCT. 1975
FOR USE IN LIEU OF SF 1080


```
*****  
*  
* The purpose of the Telephone Usage Report is to assist DTS-W customers in the *  
* detection of fraud, waste and abuse; therefore, at customer request, it is *  
* provided as soon as preliminary data becomes available. It does not include *  
* additional processing charges from DITCO and GSA that will be reflected on your *  
* monthly telephone services bill (DA Form 4445-R). *  
*  
*****
```

TELEPHONE USAGE REPORT BAC SUMMARY

BILLING AGENCY 0000

MAR 04

SVC CODE	BPD	CALL TYPE	BILL TYPE	# CALLS	# MINUTES	COST	SVC TOTAL
-----	-----	-----	-----	-----	-----	-----	-----
321	FEB 04	DDLD	FTS	53336	184,449.70	4,603.95	4,603.95
324	FEB 04	800 SVC	FTS	24406	76,777.40	1,657.04	1,657.04
331	FEB 04	ISVS	FTS	478	5,829.90	1,835.19	1,835.19

CODES AND DESCRIPTIONS

DESCRIPTION FOR SERVICE CODE, CALL TYPE AND BILL TYPE COMBINATION:

SVC CODE	CALL TYPE	BILL TYPE	DESCRIPTION
-----	-----	-----	-----
0007	MU	MU	BA MESSAGE UNITS
0014	DAC	DAC	BA LOCAL DIRECTORY ASSISTANCE
0029	EAC	EAC	BA EXTENDED AREA CALLS
0321	DDLD	FTS	DECCO FTS2001 DDLD
0322	CRDTCRD	FTS	DECCO FTS2001 CREDIT CARD
0324	800 SVC	FTS	DECCO FTS2001 800 SERVICE
0331	OCONUS	FTS	DECCO FTS2001 OCONUS

DESCRIPTION FOR RATE CLASS CODE:

RATE CLASS	DESCRIPTION
-----	-----
DAY	DAY RATE
DISC	DISCOUNT OVERSEAS
ECON	ECONOMY OVERSEAS
EVE	EVENING RATE
LNITE	LATE NIGHT
NIGHT	NIGHT RATE
REGOS	REGULAR OVERSEAS
SPEC	SPECIAL INTRASTATE
WKEND	WEEKEND

BILL TYPE	DESCRIPTION
-----	-----

DAC	LOCAL DIRECTORY ASSISTANCE
EAC	VIRGINIA EXTENDED AREA CALLING
FTS	FTS2001 SERVICES
MU	LOCAL MESSAGE UNITS
TOLL	COMMERCIAL TOLL SERVICES

I HAVE VERIFIED TO THE BEST OF MY ABILITY
 THAT THE CALLS REFLECTED ON THE ATTACHED
 PRINTOUT WERE FOR OFFICIAL BUSINESS AND
 IN THE BEST INTEREST OF THE GOVERNMENT.

TELEPHONE SERVICE CONTROL OFFICER

TELEPHONE USAGE REPORT BAC PHONE SUMMARY

BILLING AGENCY 0000

MAR 04

BILLED NUMBER	MU CNT	MU COST	EAC CNT	EAC COST	DAC CNT	DAC COST	FTS CNT	FTS COST	TOLL CNT	TOLL COST
800-377-1723							21321	1386.89		
800-526-7101							1092	99.40		
800-637-6175							3	.06		
301-295-0003							40	.76		
301-295-0006							72	4.51		
301-295-0014							19	.21		
301-295-0032							3	.25		
301-295-0035							44	1.87		
301-295-0039							3	.02		
301-295-0041							2	.10		
301-295-0043							1	.03		
301-295-0048							32	.89		
301-295-0053							3	.06		
301-295-0085							3	.16		
301-295-0088							14	1.31		
301-295-0091							12	.29		
301-295-0095							9	.11		
301-295-0500							776	37.75		
301-295-1000							1	.06		
301-295-2100							90	9.96		
301-295-4000							69	1.89		
301-295-4500							591	20.73		
301-295-4600							500	21.49		
301-295-4700							206	7.47		
301-295-5000							394	17.04		
301-295-5200							3	.35		
301-295-5500							4406	55.55		
301-295-5800							19	.50		
301-295-6400							347	15.74		
301-295-6800							19	.62		
301-295-0111							7	.29		
301-295-0118							3	.06		
301-295-0139							1	.01		
301-295-0142							33	.91		
301-295-0153							10	1.23		

301-295-0158	2	.13
301-295-0162	1	.01
301-295-0167	1	.01
301-295-0172	5	.01



DEFENSE

TELECOMMUNICATIONS SERVICE WASHINGTON



DTS-W OFFICIAL ACCOUNT CHANGE FORM

Please complete this request for change to update your personal and Billing Account Code (BAC) profiles on record with DTS-W and linked to your secure web account. After completing the form, please fax it to the DTS-W Customer Care Center at (703) 693-7331. With any questions related to this form, please contact the DTS-W Customer Care Center by phone at (703) 697-2193 or email at dtswarecenter@hqda.army.mil. Thank you.

<p>Change of TSCO: ADD____ DELETE____</p> <p>Change of Certifying/Budget Officer: ADD____ DELETE____ *If replacing a contact please provide deletion information on this form. Thank you.</p> <p>Agency Name: _____</p> <p>Agency Address: _____ _____</p> <p>Email Address: _____@_____</p> <p>Phone Number: _____ Fax Number: _____</p> <p>BAC(s): _____</p> <p>Your name (Print): _____</p> <p>Your Signature: _____</p> <p>Authorizing Official (Print): _____</p> <p>Authorizing Signature: _____</p>	<p>Change of TSCO: ADD____ DELETE____</p> <p>Change of Certifying/Budget Officer: ADD____ DELETE____ *If replacing a contact please provide deletion information on this form. Thank you.</p> <p>Agency Name: _____</p> <p>Agency Address: _____ _____</p> <p>Email Address: _____@_____</p> <p>Phone Number: _____ Fax Number: _____</p> <p>BAC(s): _____</p> <p>Your name (Print): _____</p> <p>Your Signature: _____</p> <p>Authorizing Official (Print): _____</p> <p>Authorizing Signature: _____</p>
<p>Change of TSCO: ADD____ DELETE____</p> <p>Change of Certifying/Budget Officer: ADD____ DELETE____ *If replacing a contact please provide deletion information on this form. Thank you.</p> <p>Agency Name: _____</p> <p>Agency Address: _____ _____</p> <p>Email Address: _____@_____</p> <p>Phone Number: _____ Fax Number: _____</p> <p>BAC(s): _____</p> <p>Your name (Print): _____</p> <p>Your Signature: _____</p> <p>Authorizing Official (Print): _____</p> <p>Authorizing Signature: _____</p>	<p>Change of TSCO: ADD____ DELETE____</p> <p>Change of Certifying/Budget Officer: ADD____ DELETE____ *If replacing a contact please provide deletion information on this form. Thank you.</p> <p>Agency Name: _____</p> <p>Agency Address: _____ _____</p> <p>Email Address: _____@_____</p> <p>Phone Number: _____ Fax Number: _____</p> <p>BAC(s): _____</p> <p>Your name (Print): _____</p> <p>Your Signature: _____</p> <p>Authorizing Official (Print): _____</p> <p>Authorizing Signature: _____</p>

IF ADDITIONAL CHANGES TO YOUR ACCOUNT ARE NEEDED, PLEASE COMPLETE AN ADDITIONAL FORM.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Check Paying Customers

- ▶ Customers who are non-disbursed and have no appropriated line of accounting on their Form 20s are required to pay for their telecommunications services by check.
- ▶ Check paying customers can go to the secure side of the DTS-W web site (www.dtsw.army.mil) to print the Form 4445-R and can complete a Form DD 1131 Cash Collection Voucher, making sure to identify the bills they are paying by fiscal year.
- ▶ Check paying customers should send a check and a copy of the 4445-R or DD1131 to:
 - DFAS-INDY, Defense Network Operations (DNO)
 - 8899 East 56th Street
 - Department 3120 (Accounting DIV III)
 - Attn: Lora Clayborne
 - Indianapolis, Indiana 46249

CASH COLLECTION VOUCHER		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
3. RECEIVING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. RECEIVED AND FORWARDED BY <i>(Printed Name, Title and Signature)</i>				d. DATE <i>(YYYYMMDD)</i>
c. TELEPHONE NUMBER <i>(Include Area Code)</i> : COMMERCIAL: _____ DSN: _____				
4. DISBURSING OFFICE				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. DISBURSING OFFICER <i>(Printed Name, Title and Signature)</i>				d. DISBURSING STATION SYMBOL NUMBER
c. TELEPHONE NUMBER <i>(Include Area Code)</i> : COMMERCIAL: _____ DSN: _____				e. DATE <i>(YYYYMMDD)</i>
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL				



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Direct Billing for Wireless Services

- ▶ **Customers purchase cellular services using one of the following methods:**
 - SmartPay Purchase Cards for charges less than \$2,500; or
 - Agency Purchase Order (PO) for charges over \$2,500.

- ▶ **Customers are required to place Purchase Orders through Defense Automated Requisition Tracking System (EDARTS), the new online ordering system.**

- ▶ **The Defense Contracting Command-Washington (DCC-W) established the EDARTS portal to provide contracting support for all defense customers.**

- ▶ **The EDARTS web site is: <http://eoaa.hqda.pentagon.mil>.**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Consolidated Cingular Wireless Bill

- ▶ **Electronic data (service orders, old and new equipment) is submitted to DTS-W and the data is downloaded into DTS-W's Financials & Asset Management System (FAMS).**
- ▶ **Customer invoices are processed by the 15th of each month.**
- ▶ **DTS-W's Accounting Technicians are required to validate payment prior to vouchering and forwarding to DFAS-IN for processing.**
- ▶ **Customers can view their monthly Cingular Wireless bill from the secure side of DTS-W's web site (<http://www.dtsw.army.mil>).**
- ▶ **Customers can contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to establish a user name and password for access to DTS-W's secure web site.**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Consolidated Cingular Wireless Bill (Continued)

▶ Important Wireless Services Reminders:

- When changing a wireless account from direct (vendor) billing to consolidated billing services via DTS-W, please contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to provide an update of your essential account information, including BAC, Point of Contact (POC), Job Order Number (JON), etc.
- When receiving a service order from the vendor, please be sure to validate and sign the service order to ensure proper and efficient processing of your account.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Skytel Bill for Paging Services

- ▶ Customers place service requests through the Skytel web site: <http://tsr.skytel.com/dtswtsweb/welcome.asp>).
- ▶ If funds are available, the order is processed directly through the online system.
- ▶ If the funds are not available, Skytel will not be able to process the order until the customer provides DTS-W with the additional funds needed.
- ▶ The vendor will send the customer a notification to acknowledge the Receipt of Goods for acceptance.
- ▶ After the acknowledgement is sent, the customer will be billed for the services ordered.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Skytel Bill (Continued)

- ▶ **DTS-W will only process charges that are valid and consistent through all sections of an invoice.**
- ▶ **Fallout due to incorrect charges, service order signatures not received and/or a BAC listed that does not own the pagers, will be returned to the vendor for correction.**
- ▶ **For charges or credits resulting from discrepancies discovered after an invoice has been processed and a voucher generated, the vendor will remit a credit payment to the Government via a check made out to DTS-W and the respective BAC.**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Skytel Bill (Continued)

- ▶ The Skytel Pager Bill is submitted electronically and data is downloaded to FAMS.
- ▶ Invoices are processed by the 15th of each month.
- ▶ DTS-W's Accounting Technicians validate payment prior to vouchering and forwarding the invoice to DFAS-IN for processing.
- ▶ Customers can view their monthly bills (the 4445-R) from the secure side of DTS-W's web site (<http://www.dtsw.army.mil>).
- ▶ Customers can contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to establish a user name and password for access to DTS-W's secure web site.



DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Wireless Vendors, Contract Number & Billing Type

▶ Cellular Vendors

<u>Vendor</u>	<u>Contract Number</u>	<u>Billing Type</u>
AT&T	DASW01-01-D-0023	Direct
Cingular Wireless	DASW01-01-D-0017 DASW01-01-D-0014	Direct Consolidated
Nextel	DASW01-01-D-0016	Direct
Sprint PCS	DASW01-01-D-0015	Direct
T-Mobile	DAAB32-02-A-A021	Direct
Verizon	DASW01-01-D-0018	Direct

▶ Paging Vendors

<u>Vendor</u>	<u>Contract Number</u>	<u>Billing Type</u>
Metrocall	DASW01-02-D-0010	Direct
Skytel	DASW01-02-D-0009 DASW01-02-D-0008	Direct Consolidated



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



FTS2001 Bill

- ▶ **FTS2001 services include:**
 - FTS2001 Calling Cards
 - 800 Service
 - Direct Dialed Long Distance
 - Dedicated PRI
 - MCI_IDDD-International
 - MCI Audio Conferencing

- ▶ **The Customer Cost and Obligation Reports (invoices) are received from Defense Information Technology Contracting Office (DITCO) within the first week of each month.**

- ▶ **The report is reviewed to identify any abnormalities and then sent to the Project Management team for validation.**

- ▶ **The FTS2001 Fallout Report is received within the first week of each month.**

- ▶ **The FTS2001 Fallout is reviewed using the Service@once system and then reconciled in FAMS.**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



FTS2001 Bill (Continued)

- ▶ Customers review the FTS2001 Bill Register Report for prior year charges from DITCO.
- ▶ FTS2001 data is submitted from the vendor electronically and the data is downloaded into FAMS.
- ▶ Invoices are processed by the 15th of each month.
- ▶ DTS-W's Accounting Technicians validate payments prior to vouchering and forwarding to DFAS-IN for processing.
- ▶ Customers can view their monthly bills (the 4445-R) from the secure side of DTS-W's web site (<http://www.dtsw.army.mil>).
- ▶ Customers can contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to establish a user name and password for access to DTS-W's secure web site.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Fort Belvoir Customers

- ▶ **Fort Belvoir was added to the Washington Interagency Telecommunications Services 2001 (WITS2001) contract in October 2001.**
- ▶ **Verizon is the single source for Fort Belvoir's telecommunications needs and administers, operates and maintains all required services.**
- ▶ **DTS-W provides WITS2001 contract oversight for Verizon-Fort Belvoir in coordination with the Fort Belvoir Director of Information Management (DOIM).**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON

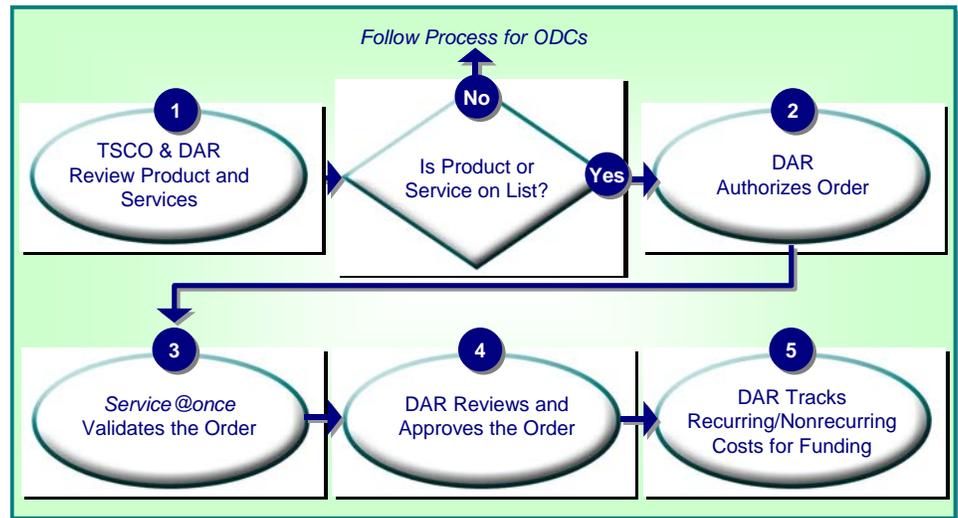


Fort Belvoir Customers (Continued)

- ▶ The Fort Belvoir DOIM/Enterprise Operations & Maintenance (EOM) office acts as the single Telecommunications Service Control Officer (TSCO) at Fort Belvoir.
- ▶ All services and equipment must be ordered through the TSCOs in that office.
- ▶ Fort Belvoir customers order voice telecommunications services through Netplus.
- ▶ DTS-W pays for WITS2001 services for Fort Belvoir customers and the monthly charges can be found on the 4445-R.
- ▶ Customers can view the monthly bills from the secure side of DTS-W's web site (<http://www.dtsw.army.mil>)
- ▶ Customers can contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to establish a user name and password for access to DTS-W's secure web site.

Ordering Process

The process to order local voice, video, and data products and services is charted and described below.



- 1 The TSCO reviews local voice, video, and data products and services through the WITS2001 web site at <http://www.WITS2001.com>, by clicking the [Service@once](#) link and reviewing the list of products and services.

If the product or service the TSCO requires is not on the list, then the TSCO will follow the process for Other Direct Costs (ODCs).

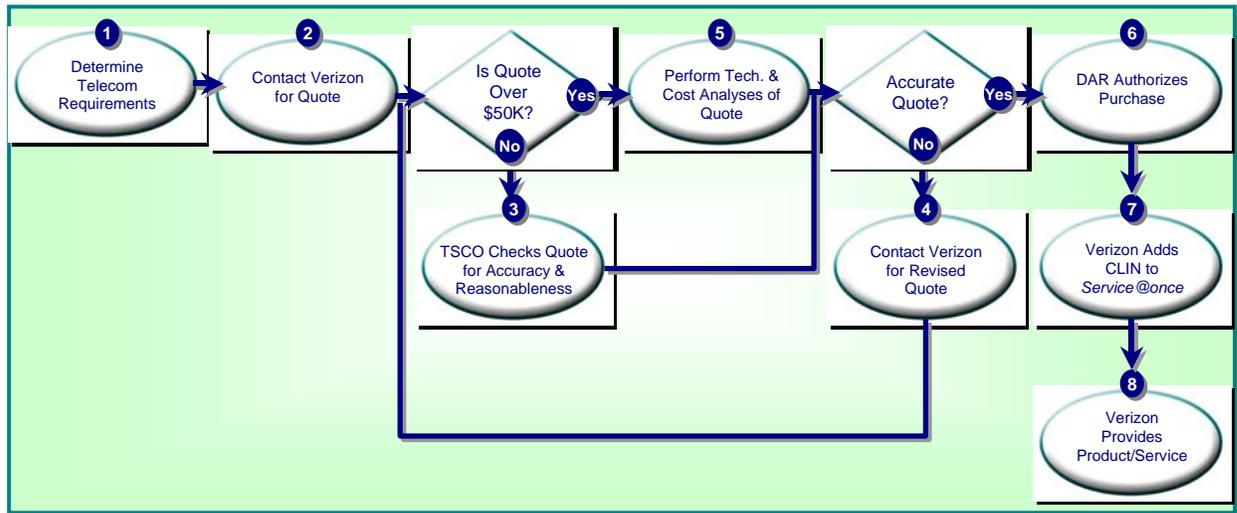
- 2 TSCOs and DARs can place orders online. TSCOs validate and DARs authorize orders before they can be processed.
- 3 If the order cannot be validated, [Service@once](#) will generate an error report.
- 4 Using the order number, the DAR reviews and approves the order online.
- 5 DARs check recurring and nonrecurring costs and track the charges internally for funding purposes.

Customers can also place orders through the Verizon WITS2001 Customer Service Center by calling (800) 381-3444 or faxing orders to (202) 776-0458. Verizon will process the order once it has been approved. Verizon charges a \$25 service order fee per order for using this service.

Other Direct Costs

Other Direct Costs (ODCs) are generally one-time orders for products and services that are not commonly used or offered under the WITS2001 contract. Should an ODC suddenly increase in demand, DTS-W will coordinate to add the product or service to the WITS2001 contract.

The process for submitting an ODC is charted and described below:



- 1 The TSCO or DAR assesses the organization they represent to determine its telecommunications requirements.
- 2 The TSCO or DAR contacts their organization's Verizon Corporate Account Manager to get a price and labor quote for the required product or service.
- 3 If the ODC quote is under \$50,000, the TSCO checks the quote for accuracy and price reasonableness.
- 4 If the quote is not accurate, Verizon is contacted for a revised quote.
- 5 If the ODC quote is over \$50,000, DCC-W performs a cost analysis and DTS-W performs a technical analysis; during the technical analysis, DTS-W checks the ODC for accuracy (e.g., installation included or not included in quote).
- 6 If the quote is accurate, the DAR authorizes the purchase of the product or service, certifies the purchase, and sends the authorization to Verizon.
- 7 Verizon adds a Product Code to the [Service@once](#) database.
- 8 Verizon provides the customer with the requested product or service.

DTS-W or DCC-W ensures that products being ordered frequently are added to the WITS2001 contract.

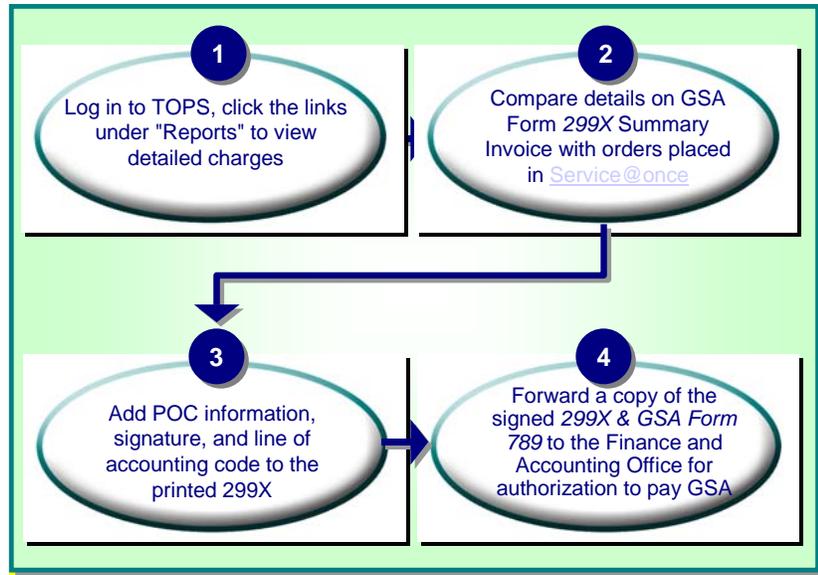
Funding Process

The DAR is responsible for tracking the internal spending of the organization they represent and reconciling/certifying monthly invoices.

Billing Process

WITS2001 invoices are posted online monthly. Once an account is established through the application process, it is the DAR's responsibility to:

- Monitor internal spending
- Log into GSA's TOPS web site to reconcile and certify the monthly invoices (*GSA Form 789*) sent by GSA.



- 1 After logging in to TOPS, the first site on the page is a *GSA Form 299X* summary invoice with subtotals. Click the links under "Reports" to view detailed charges.
- 2 Compare details on *GSA Form 299X* Summary Invoice with orders placed in Service@once.
- 3 Manually add point of contact information, signature, and line of accounting code to the printed *299X*.
- 4 Forward a copy of the signed *299X* & *GSA Form 789* to the Finance and Accounting Office for authorization to pay GSA.

For questions regarding the invoice, call the GSA Billing Service Center at (202) 708-5933.



DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Supporting Agencies Located Outside Fort Belvoir

- ▶ Agencies within Fort Belvoir may have offices physically located outside of Fort Belvoir.
- ▶ These agencies are required to order telecommunications services for these offices directly through the WITS2001 contract for local voice, video and data services (<http://www.wits2001.com>).
- ▶ The TSCO or Designated Agency Representative (DAR) places an order in Service@once.
- ▶ The TSCO must validate the order and the DAR must authorize the order before it can be processed.
- ▶ The DAR then goes into the TOPS web site (<https://topsbill.fts.billing.gas.gov>) to pull the invoice and send it to DFAS-IN for payment.
- ▶ The following three pages are excerpts from the DTS-W Customer Handbook and provide information on the WITS2001 ordering, billing and funding processes.



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Fort Belvoir Bills

- ▶ **Electronic data is received on the 1st of the month.**
- ▶ **The Contracting Officer's Representative validates the monthly charges using the cost per unit on the contract.**
- ▶ **Services paid for on the invoice include:**
 - **Non-Recurring Charges (Service Order);**
 - **Message Units;**
 - **Directory Assistance Calls;**
 - **Monthly Recurring Costs;**
 - **Primary Rate Interface;**
 - **Fort Belvoir Other Charges; and**
 - **Systems Maintenance Charges.**



★ DEFENSE

TELECOMMUNICATIONS SERVICE
WASHINGTON



Fort Belvoir Bills (Continued)

- ▶ Monthly charges are put into FAMS for processing.
- ▶ BAC changes, cancellations and corrections for duplicate service orders are also put into FAMS.
- ▶ Invoices are processed by the 15th of each month.
- ▶ DTS-W's Accounting Technicians validate payments prior to vouchering and forwarding to DFAS-IN for processing.
- ▶ Customers can view their monthly bills (the 4445-R) from the secure side of DTS-W's web site (<http://www.dtsw.army.mil>).
- ▶ Customers can contact the DTS-W Customer Care Center at (703) 697-2193 or dtswcarecenter@hqda.army.mil to establish a user name and password for access to DTS-W's secure web site.



DEFENSE

TELECOMMUNICATIONS SERVICE WASHINGTON



List of Acronyms

ACO	Administrative Contracting Officer
ALC	Agency Location Code
AO	Action Officer
AT&T	American Telephone and Telegraph
ATM	Asynchronous Transfer Mode
BAC	Billing Account Code
BO	Budget Officer
BOAC	Billing Office Account Code
BOD	Business Operations Division
BRI	Basic Rate Interface
CCC	Customer Care Center
CD-ROM	Compact Disk – Read Only Memory
CLIN	Contract Line Item Number
CONUS	Continental United States
CO	Certifying Officer
COR	Contracting Officer Representative or Change Order Request
CSC	Customer Service Center
DA	Department of the Army
DAR	Designated Agency Representative
DDLD	Direct Dial Long Distance
DFAS	Defense Finance and Accounting Service
DISA	Defense Information Systems Agency
DISN	Defense Information Systems Network
DITCO	Defense Information Technology Contracting Office
DoD	Department of Defense
DSN	Defense Switched Network
DCC-W	Defense Contracting Command – Washington (Formerly Defense Supply Services – Washington)
DTS-W	Defense Telecommunications Service – Washington
EOM	Enterprise Operations and Maintenance
FPLL	Full Product Line List
FTS2001	Federal Telecommunications Systems 2001
GPO	Government Printing Office
GSA	General Services Administration
HQDA	Headquarters, Department of the Army
ID	Identification
IDDD	International Direct Distance Dialing
IDIQ	Indefinite Delivery Indefinite Quantity
IMO	Information Management Officer
IPAC	Interagency Payment and Collections
ISDN	Integrated Services Digital Network
IVR	Interactive Voice Response
JON	Job Order Number
JUTCPS	Joint Uniform Telephone Communications Precedence System
Kbps	Kilobytes per second
LAN	Local Area Network
LG	Location Group
LOA	Line of Accounting
MCI	Microwave Communications Incorporated
MIPR	Military Interdepartmental Purchase Request
NCR	National Capital Region
NIPRnet	Nonclassified Internet Protocol Router Network
OAASA	Office of the Administrative Assistant to the Secretary of the Army
OCONUS	Outside of the Continental United States

ODC	Other Direct Costs
OPLOC	Operating Location
OSA	Office of the Secretary of the Army
OSS	Operations Systems Support
PBX	Private Branch Exchange
PM	Program Manager
PO	Purchase Order
POC	Point of Contact
PRI	Primary Rate Interface
SMDS	Switched Multi-megabit Data Service
SO	Service Order
SOW	Statement of Work
TOPS	Telecommunications Ordering and Pricing System
TSC	Technical Service Center
TSCO	Telecommunications Service Control Officer
TSR	Telecommunication Service Request
WITS2001	Washington Interagency Telecommunications Services 2001
VOIP	Voice Over Internet Protocol