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DTS-W Billing Forum

WITS2001 Survival Kit

May 2004

An Integral Component of DoD Worldwide Communications



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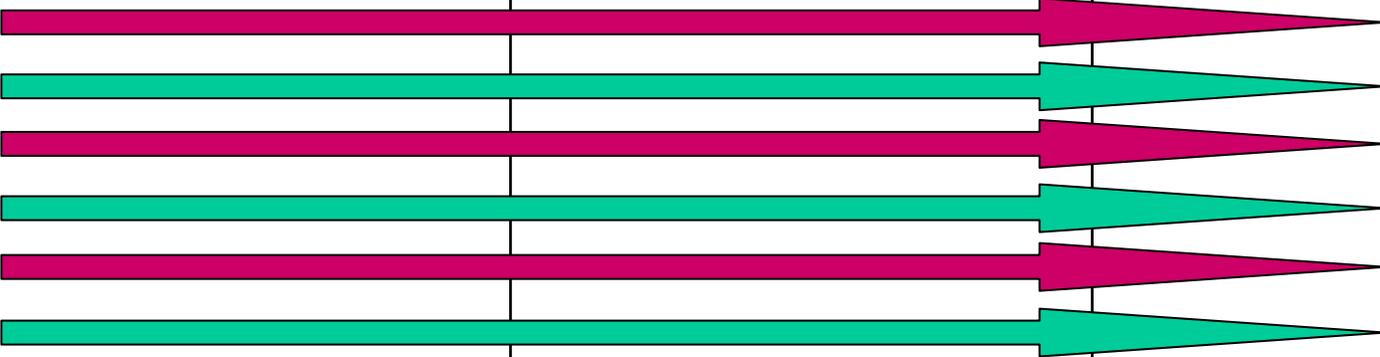


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“The Transition” – BAC to TOPS Customer Number

<i>From</i> – DoD/DTS-W	<i>To</i> – Verizon	<i>To</i> – GSA/TOPS	
4-digit Billing Account Code (BAC) 0003 – 0033 – 0134 1001 – 4041 – 5020 – 6149	5-digit ‘Agency’ 10003 – 10033 – 10134 11001 – 14041 – 15020 – 16149	6-digit Billing Office Account Code (BOAC) 37K003 – 37K033 – 37K134 37L001 – 370041 – 37P020 – 37Q149	
If your 4-digit DTS-W BAC begins with: <div style="text-align: center; margin-top: 10px;">  </div>	Verizon placed a “1” in front of all DoD/DTS-W created BAC’s.	GSA’s TOPS billing system requires a 6-digit BAC.	
“0” “1” “2” “4” “5” “6”			Equals “K” Equals “L” Equals “M” Equals “O” Equals “P” Equals “Q”
www.dtsw.army.mil			



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WITS2001 Establishment/Change Form (JDTS-W TSCO Form 019)

- ▶ The WITS2001 Establishment/Change Form is used by GSA to establish or change your agency information for the TOPS billing system.
- ▶ Uses of the form include:
 - Providing or modifying your fund citation;
 - Servicing Defense Finance and Accounting Service (DFAS);
 - Changing or adding a new Certifying Officer; and
 - Change of Address, etc.



MEMORANDUM FOR GENERAL SERVICES ADMINISTRATION
NATIONAL CAPITAL REGION
FEDERAL TECHNOLOGY SERVICES
NETWORK SERVICES DIVISION

GSA Revenue Management Center
7th & D St. SW
Room 6124
ATTN: Bonita Bratton (Fax) - 202-205-2812
Washington DC 20407-2812

SUBJECT: Establishment/Change of WITS2001 Accounting Data for Contract
GS11K00BJD0005

The following information is submitted for the establishment/modification of
WITS2001 Account.

- a. **Requesting Agency Name/Address:** US Government Agency
1700 N. Moore Street - Ste 1475
Arlington, VA 22209-1947
- b. **Budget/Certifying Officer/Phone/Fax/e-mail address:** Must List Your Name/Title is Optional
703-691-2193/703-693-7331/dtswcarecenter@hqda.army.mil
- c. **Agency Bureau Code: (check one)**
NAVY - 1700; ARMY - 2100; AIR FORCE - 5700; DoD - 9700; USMC - 1730;
NAF Agency = 9700; ACOE - (9600) (9900); DOJ = 1500; Other - _____;
- d. **Line of Accounting/Fund Citation Code:**
2142020.00002010130950233AFMODWITSPHN200404944837K888
- e. **Billing Account Code (s) (BACs):**
37KXXX, 37KXX1, 37KXX2, 37KXX3, 37LXX7, 37LXX9, 37PXX2, 37QXXX
- f. Pay Office DFAS Field Site (OPLOC) DoD Activity Addressing Code (DODAAC). For proper code visit: <http://www.dfas.mil/library>

OPLOC: DFAS-IN
DODAAC: W81MTB

Name and Signature of DAR: _____

***This document can be found on the DTS-W web site
(http://www.dtsw.army.mil/assets/docs/forms/dtsw_account_change_form.doc) and will
assist you in accounting for your telecommunication funding allocation(s).***

***Also, as the subject line states, "any" changes to your WITS2001 accounting data,
including changes to POC, Official Agency Names or Addresses, BAC(s), appropriations,
etc. can be made using this form and then sending it to GSA for update.***



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Sample 299x

- ▶ **The 299x is the WITS2001 Customer Billing Control Report (Non-IPAC) and should include the following:**
 - Your Line of Accounting (LOA)/fund citation;
 - Your signature certifying that the invoice is valid and correct for your DFAS operating location (OPLOC) to process a disbursement; and
 - If necessary, the dispute tracking number* and the disputed amount marked on your agency's file copy, pending resolution.

- ▶ **Invoices are accessible online at GSA's Telecommunications Ordering and Pricing System (TOPS) web site, <https://topsbill.ftsbilling.gsa.gov>**

***(assigned by Verizon 800-381-3444, option 5)**





WITS2001
Customer Billing Control Report (Non-IPAC)
February 2004



Run Date: 2/24/2004

Bill No: BD206335

SAMPLE

USA DEPT

US Government Agency
 , Washington, DC 22209

Remit To:
 General Services Administration
 Finance Division
 P.O. Box 845933
 Dallas, TX 75284-5933

Customer Number: 37K888

Agency Location Code: NON-IPAC Agency Location Code: 47-00-0017

Agency Bureau Code: 2110 Account Symbol to Receive Credit: 47F3875(007) 299x

Level of Accounting Code: **214202.00002010130950233AFMODWITSPHN200404944837K888** ←

Vendor Charges	Usage	Monthly Recurring	Non Recurring	Total
Switched Voice Services (incl NSEP)		\$69,226.28	\$0.00	\$69,226.28
Circuit Switched Data Services		\$0.00	\$0.00	\$0.00
Data Services (DTS, FRS, ATM, SMDS, IAS, TLS, ALS, UNI)		\$2,979.42	\$0.00	\$2,979.42
Teleconferencing Services (Audio, Video)		\$0.00	\$0.00	\$0.00
Training and Professional Services (OTH)		\$43,621.85	\$3,511.52	\$47,133.37
Customer Premises Equipment (incl HWY/IV)		\$1,826.82	\$0.00	\$1,826.82
Other Services (OTH nontraining/prof svcs, ODC, etc)		\$9,034.16	\$27,218.64	\$36,252.80
Message Units	\$2,363.63			\$2,363.63
Regulatory Pass Through Charges (PTT)		\$310.95		\$310.95
Taxes and Surcharges				\$2,216.18
Tolls and Tariff Charges	\$13.35			\$13.35
Total Vendor Charges	\$2,376.98	\$126,999.48	\$30,730.16	\$162,322.80
GSA Adjustments (incl Credits/Debits)				\$0.00
Total Charges				\$162,322.80

For questions concerning this report, please contact Barbara Thomas at 202-708-7960

This is your 299x, it should include...

- *Your line of accounting (LOA);*
- *Your signature certifying that the invoice is valid and correct for your agency (for servicing DFAS); and*
- *Dispute information amounts marked on your agency file copy (if any)*



DAR Appointment Process Change

- ▶ The DAR appointment process has changed. The new two-page DAR Appointment form is included in this packet and is also posted on the DTS-W web site in the Library section, under Forms, <http://www.dtsw.army.mil/resources/forms.asp>.
- ▶ DTS-W's Customer Care Center (CCC) has replaced Defense Contracting Command-Washington (DCC-W) as the WITS2001 Administrative Contracting Officer (ACO) for escalating customer discrepancies/disputes.
- ▶ The "Authorizing Official" must sign the DAR Appointment Form to acknowledge authority of the appointed DAR to obligate Federal government appropriations (see Obligation Document).
- ▶ All required/supporting forms can be found in the Library section of the DTS-W web site, under Forms.





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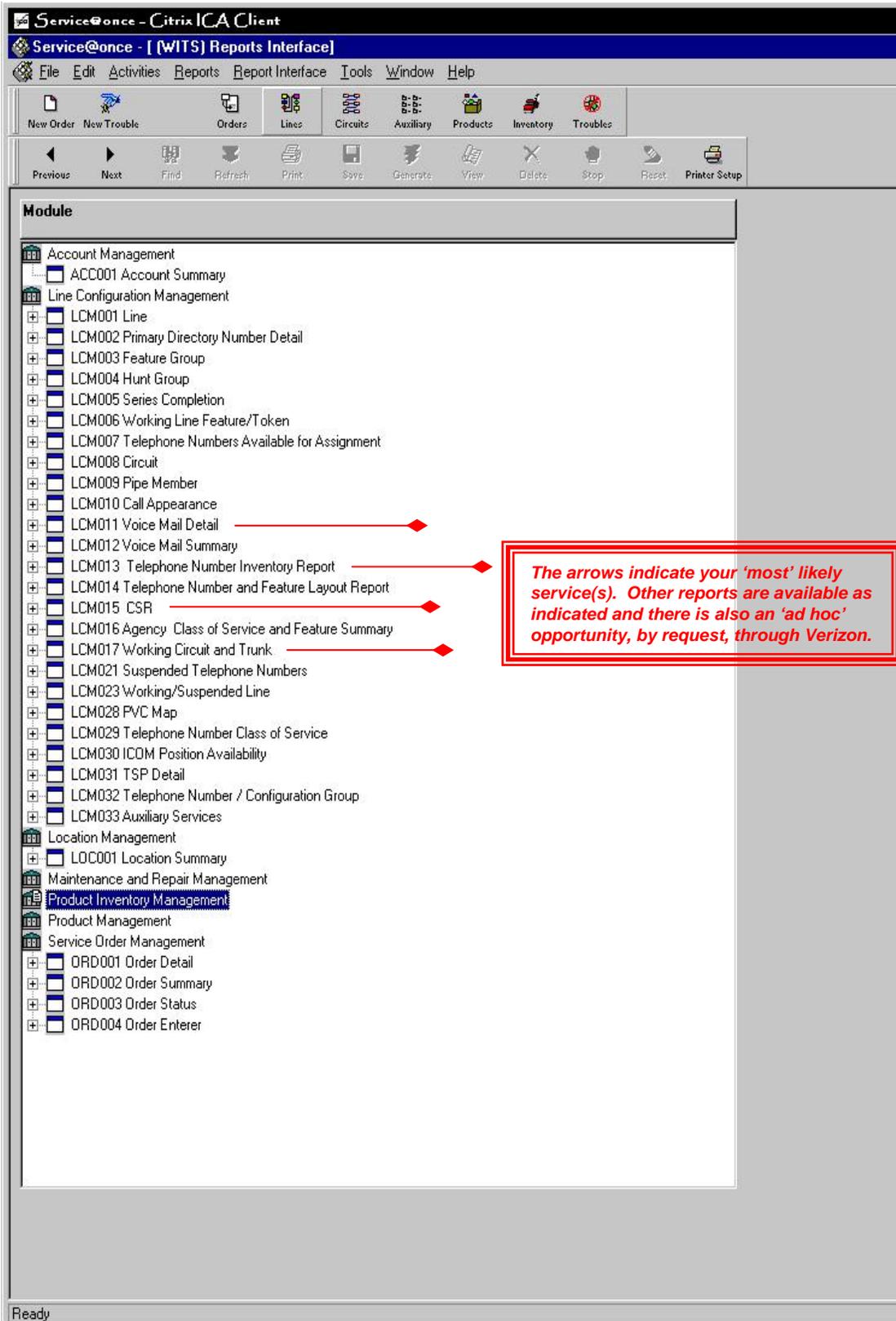
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Service@once Inventory Management Reporting

- ▶ **Service@once is Verizon's ISDN and analog telephone ordering and provisioning system designed specifically for federal agencies.**
- ▶ **A snapshot of the Reports Interface "Screen" in Service@once representing your billable inventory is shown on the next page.**







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Dispute Submission Process

- ▶ **Submit discrepancies/disputes with TOPS invoices to the Verizon Customer Service Center (CSC) within 30 days by calling 800-381-3444, option 5.**
- ▶ **When submitting discrepancies/disputes, “be prepared” to submit supporting documentation to back up your claim.**
- ▶ **Note the dispute tracking number and amount on the invoice in dispute. “Pay” all non-disputed charges within 30 days.**
- ▶ **Verizon will attempt to resolve your dispute within 60 calendar days, unless a Verizon representative contacts you to request additional time or information.**
- ▶ **The escalation procedure for disputes not resolved within 60 calendar days or with an approved time extension will be handled by the GSA/DoD ACO for centralized billing or the agency ACO if you are a direct bill (Verizon) customer.**
- ▶ **ACO disputes will be resolved according to IAW FAR 52.233-1 (Disputes).**





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Resources

▶ Verizon Customer Service Center (CSC)

- Phone: 1-800-381-3444
- Option 3 – DoD Customers
- Option 5 – Billing Disputes
- Option 6 – Helpdesk – password resets, BAC(s) access

▶ TOPS Customer Service

- Phone: 1-877-944-TOPS – password resets, BOAC(s)/Customer Number access
- Web Site: <https://topsbill.ftsbilling.gsa.gov>

▶ DTS-W Customer Care Center

- Phone: 703-697-2193 – Point of contact for all customer inquiries
- Option 1 – Pentagon
- Option 2 – Fort Belvoir
- Option 3 – All others
- E-mail: dtswcarecenter@hqda.army.mil

▶ DoD Telephone Directory Assistance

- Phone: 703-696-3774

▶ DoD Directory Updates

- Phone: 703-696-3774
- E-mail: directory.update@hqda.army.mil

▶ DoD Operator/Information

- Phone: "0" or 703-545-6700

▶ Audio Conference Bridge Scheduling

- Phone: 703-696-8637





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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