NetPlus End User Access & Instructions

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

NCDIT Billing System

NCDIT has a new billing system. The new system is a NetPlus product and is an on-line application. The NetPlus Customer Care Portal (CCP) can be used to review, print, or download monthly invoices and reports.

The NetPlus CCP will be accessed online using your NCID username and password.

Obtaining Access to the NetPlus CCP

1. To obtain access to the NetPlus CCP, please access the NetPlus CCP via the following link. → https://ncdit.ventraq.com/CustomerCarePortal/

2. This step will create your account with "**~DUMMY**" as a placeholder account in the NetPlus CCP.

3. Logout of the NetPlus CCP by using the "**Logout**" button. Do not close the browser. By using the "**Logout**" button, your account will be reset to capture any permission updates and system notifications.

4. Next, submit an access request via ServiceNow. Specify the account(s) for your access requirement.

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Accessing the NCDIT Service Portal:

The NCDIT Service Portal can be accessed only by state and local government employees from https://ncgov.servicenowservices.com/sp_dit.

Employees must have a valid NCID and user record within the Service Portal. The Service Portal is not available to private businesses and citizens. These customers should call the NCDIT Service Desk at (919) 754-6000 or (800) 722-3946.

NCDIT Billing System

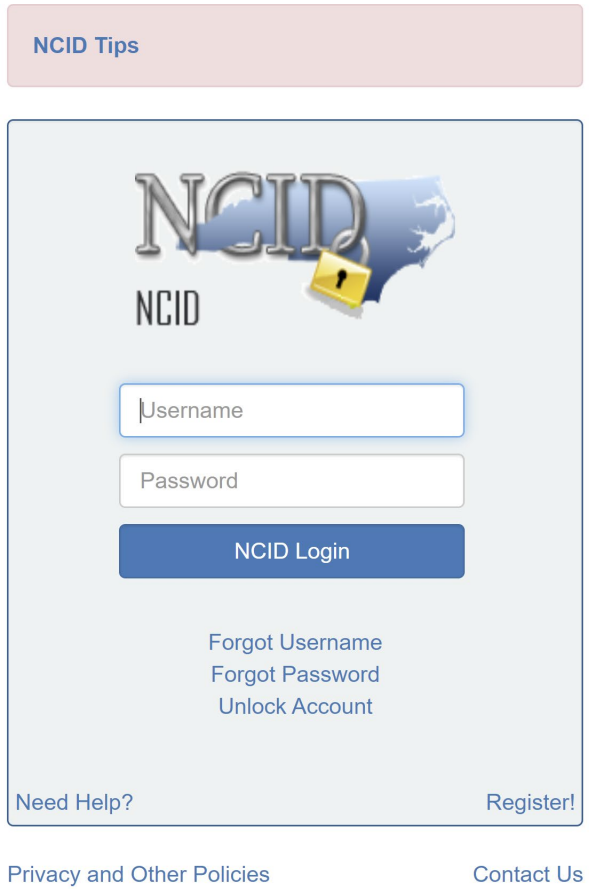
Use the following hyperlink to access the NetPlus CCP.

https://ncdit.ventraq.com/CustomerCarePortal/

Log in using your NCID.

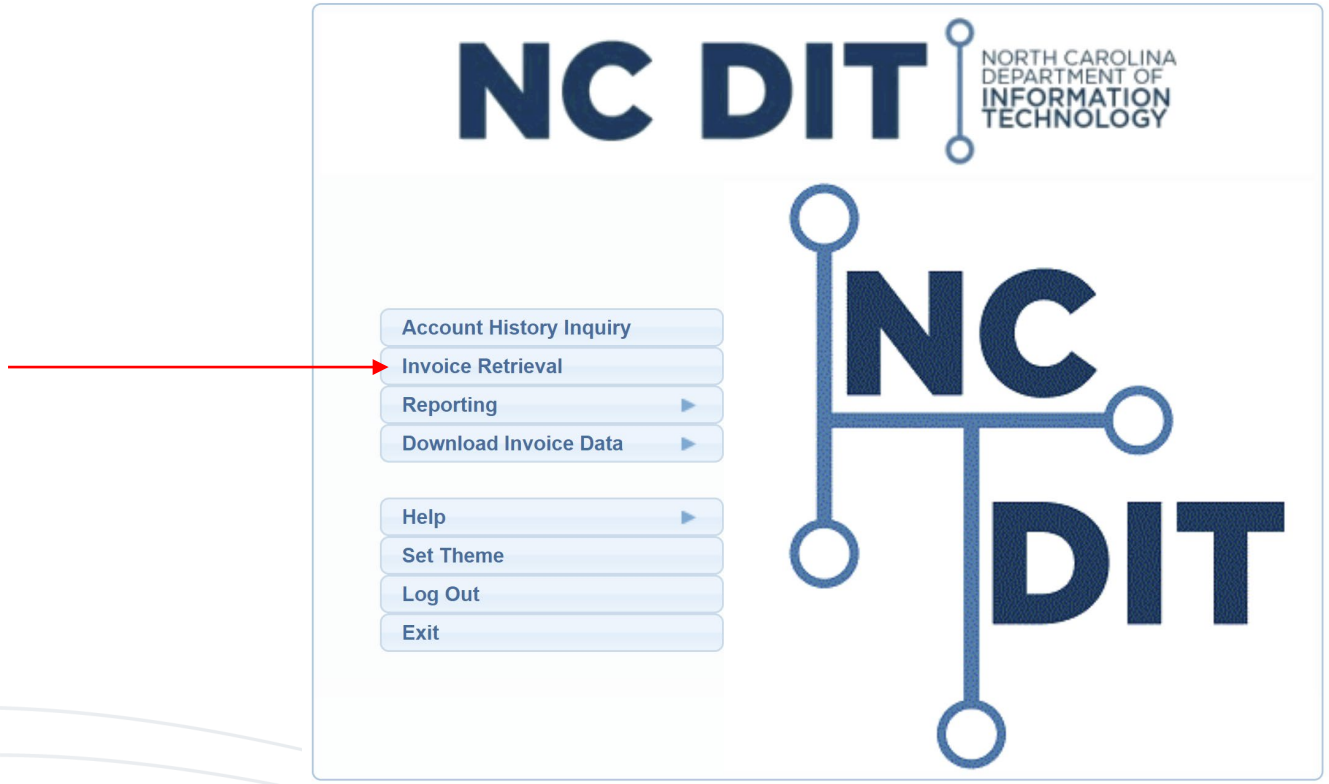
You may need to log in twice to the NetPlus CCP for your NCID username and password to fully take effect in the NetPlus CCP.

If an error occurs, press the F5 key.



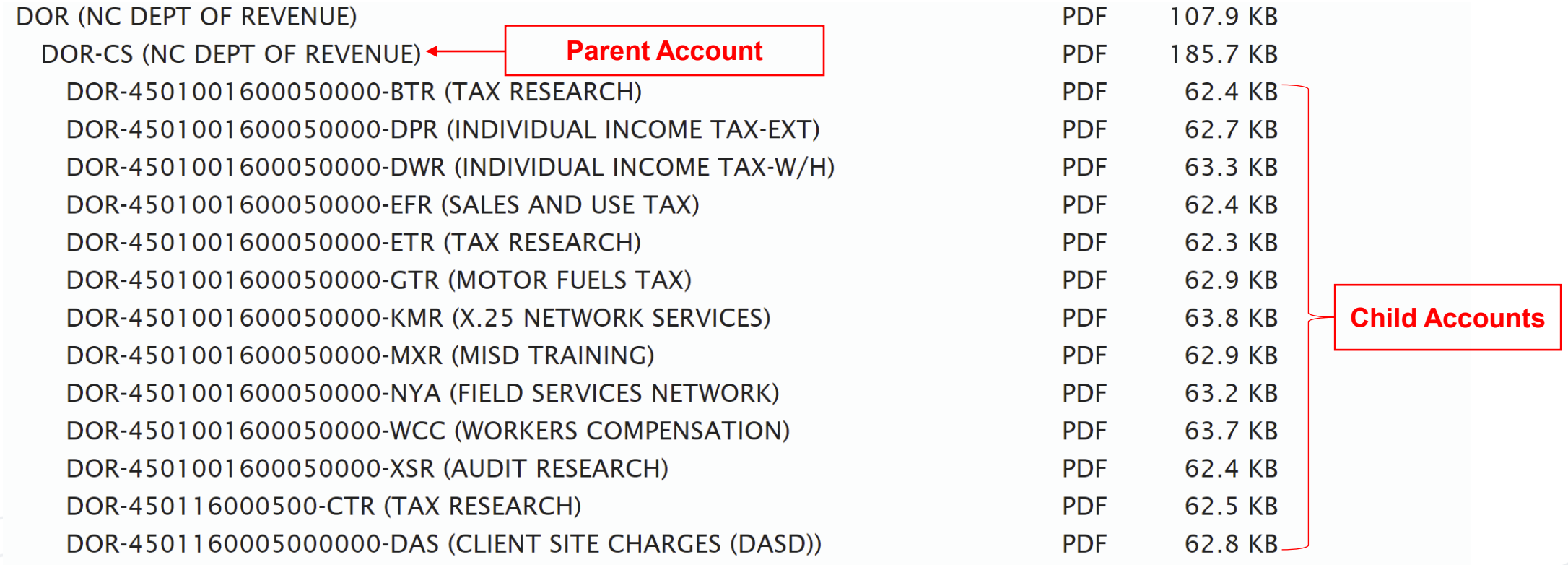
NCDIT Billing System

This screen menu will be presented. Select the “Invoice Retrieval” option to review the invoice(s).



NCDIT Billing System

Based on your access permissions, a list of accounts will be presented. Select the account for review.



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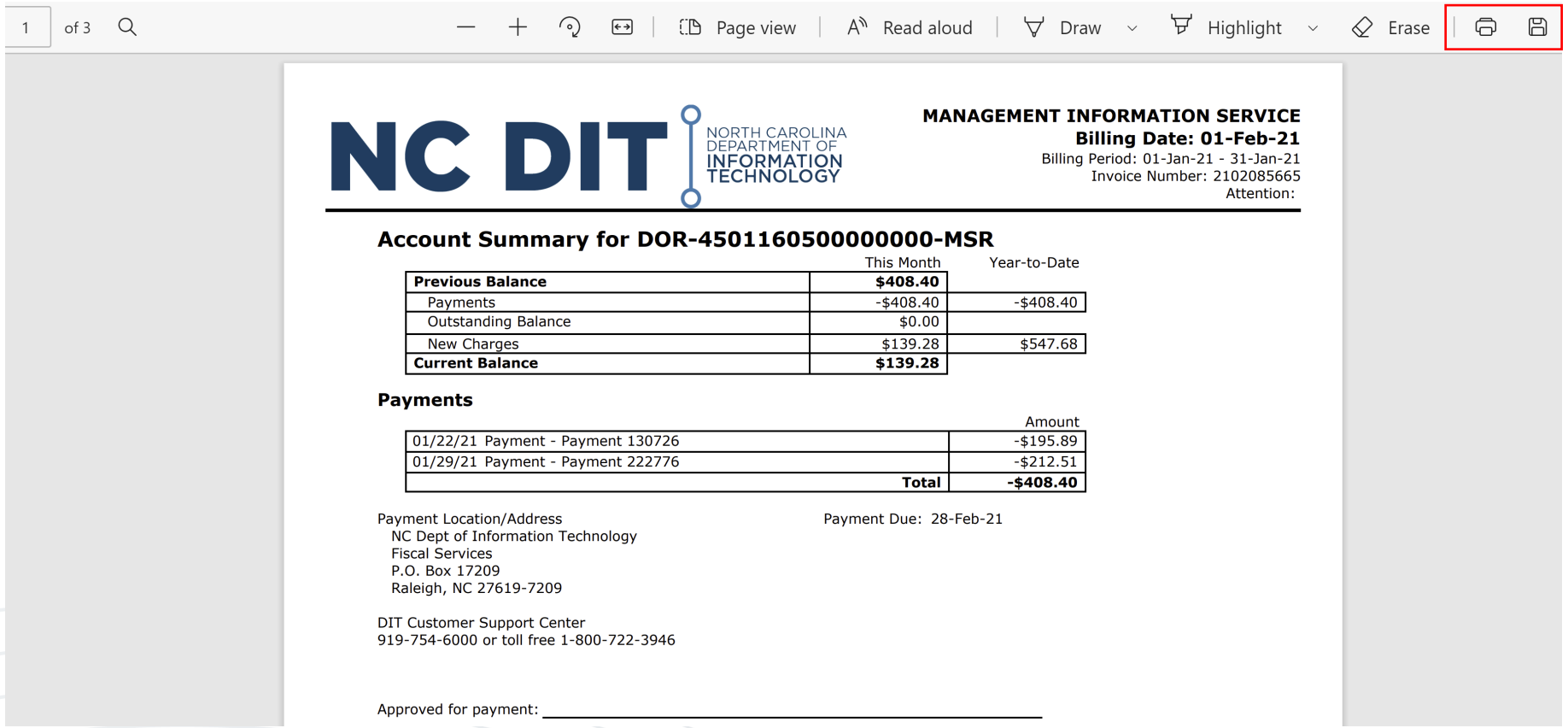
The invoice will populate in a new web browser. The invoice can be saved or printed.



NC DIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

MANAGEMENT INFORMATION SERVICE
Billing Date: 01-Feb-21
Billing Period: 01-Jan-21 - 31-Jan-21
Invoice Number: 2102085665
Attention:

Account Summary for DOR-4501160500000000-MSR

	This Month	Year-to-Date
Previous Balance	**$408.40**	
Payments	-$408.40	-$408.40
Outstanding Balance	$0.00	
New Charges	$139.28	$547.68
Current Balance	**$139.28**	

Payments

	Amount
01/22/21 Payment - Payment 130726	-$195.89
01/29/21 Payment - Payment 222776	-$212.51
Total	**-$408.40**

Payment Location/Address
NC Dept of Information Technology
Fiscal Services
P.O. Box 17209
Raleigh, NC 27619-7209

Payment Due: 28-Feb-21

DIT Customer Support Center
919-754-6000 or toll free 1-800-722-3946

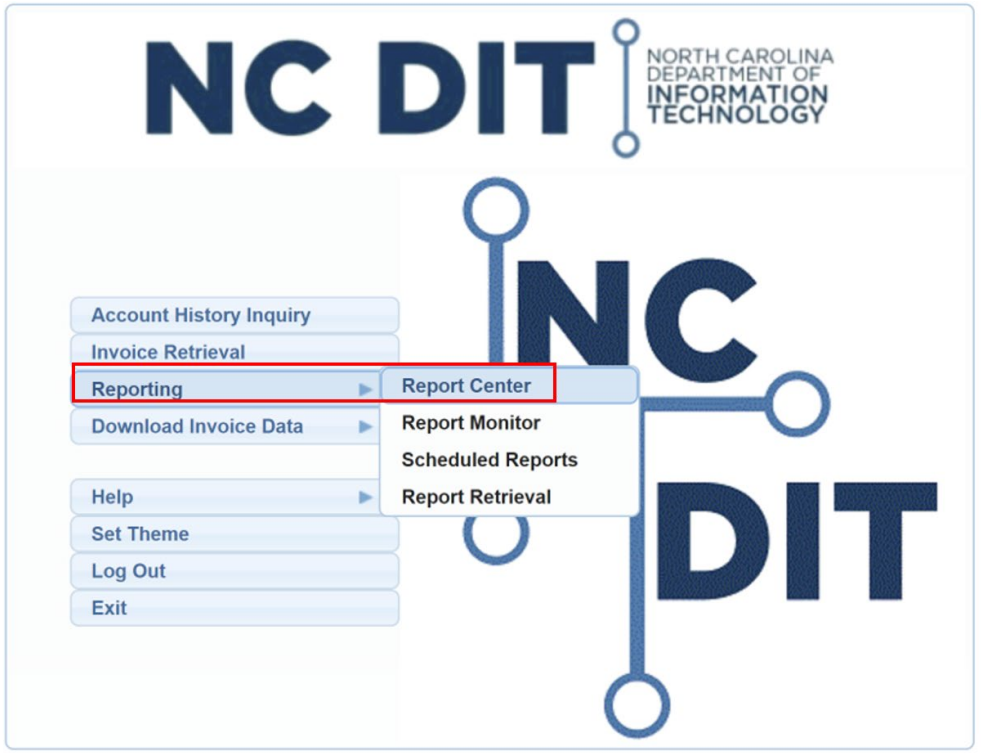
Approved for payment: _____

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

NCDIT Billing System

Reports in various formats provide other options.

From the menu screen, select **Reporting → Report Center.**



NCDIT Billing System

Reports in various formats provide other options.

Select the **Accounts & Billing → Billed Usage Analysis Report**.

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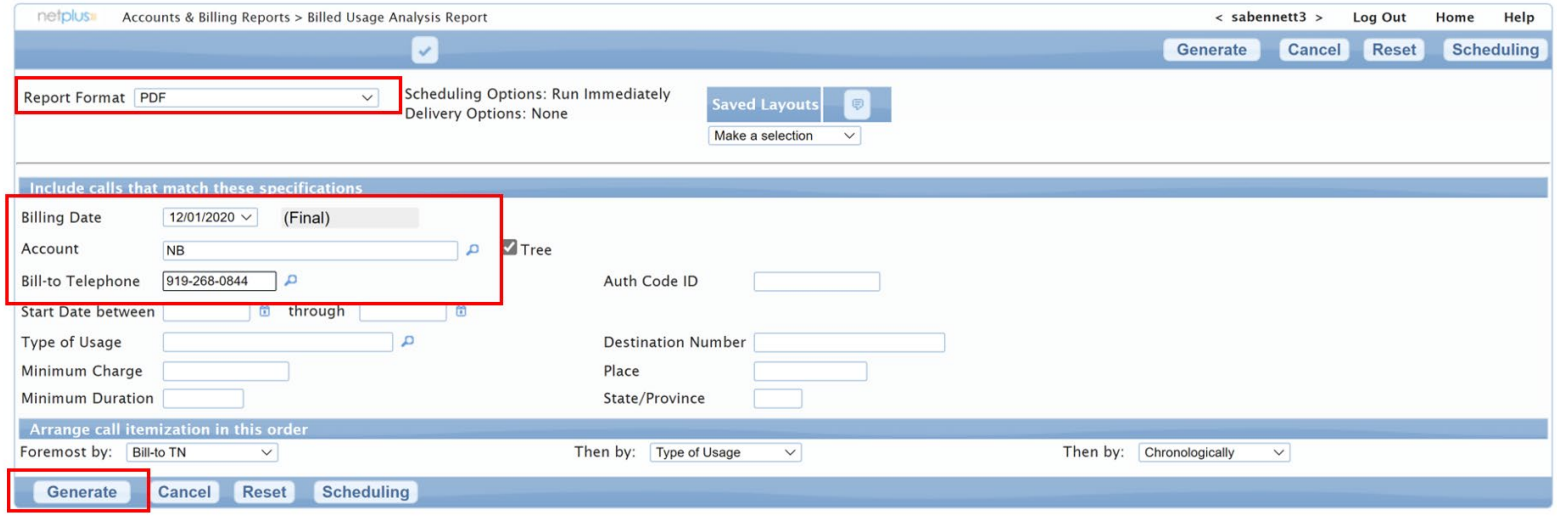
NCDIT Billing System

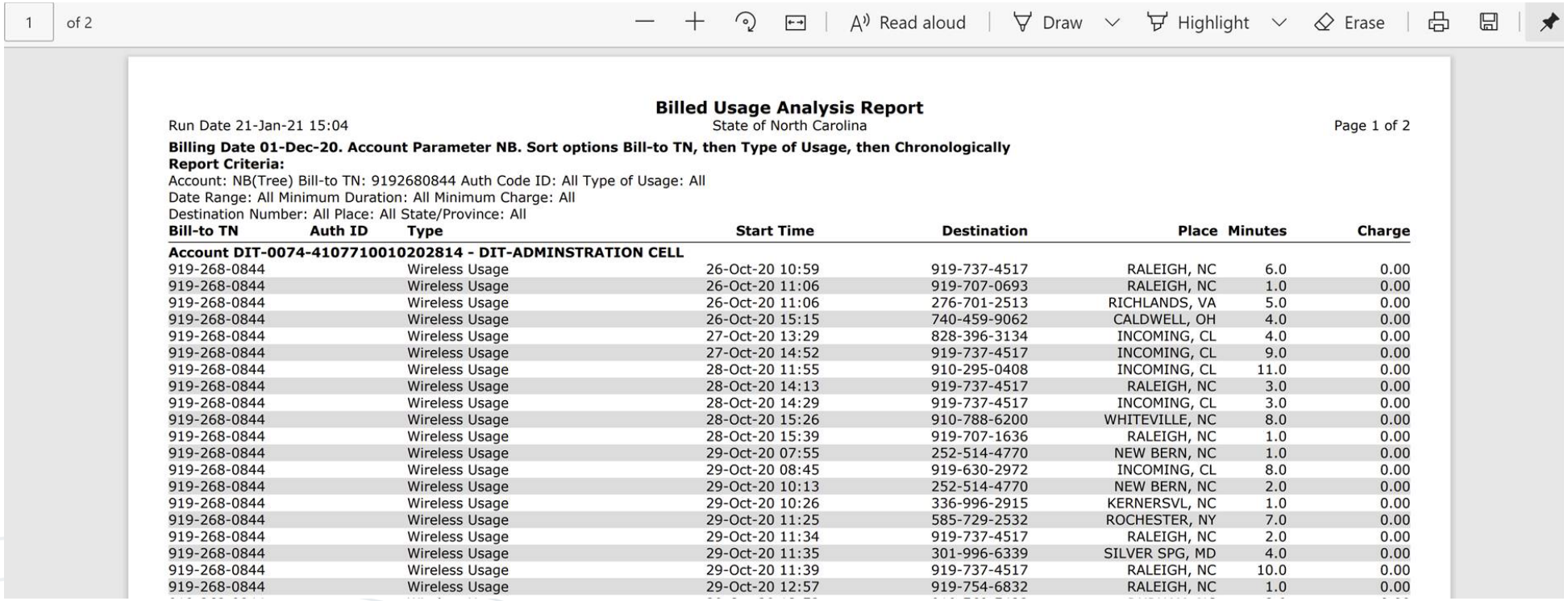
Update the following fields to generate the report.

- **Report Format:** Use the dropdown menu and select your desired format.
- **Billing Date:** Use the dropdown menu and select the billing date. You should always choose a date that is accompanied by the term “(Final)” distinction.
- **Account:** Specify the account for the report.
- **Bill-to Telephone:** If you want a report for a specific number, enter that telephone number. If you want the report to capture all numbers associated with the Account, do not populate this field.



NCDIT Billing System

The report will be displayed. The display will vary depending on the Report Format that was previously selected. The report can be saved, printed, or emailed as attachment.



Billed Usage Analysis Report

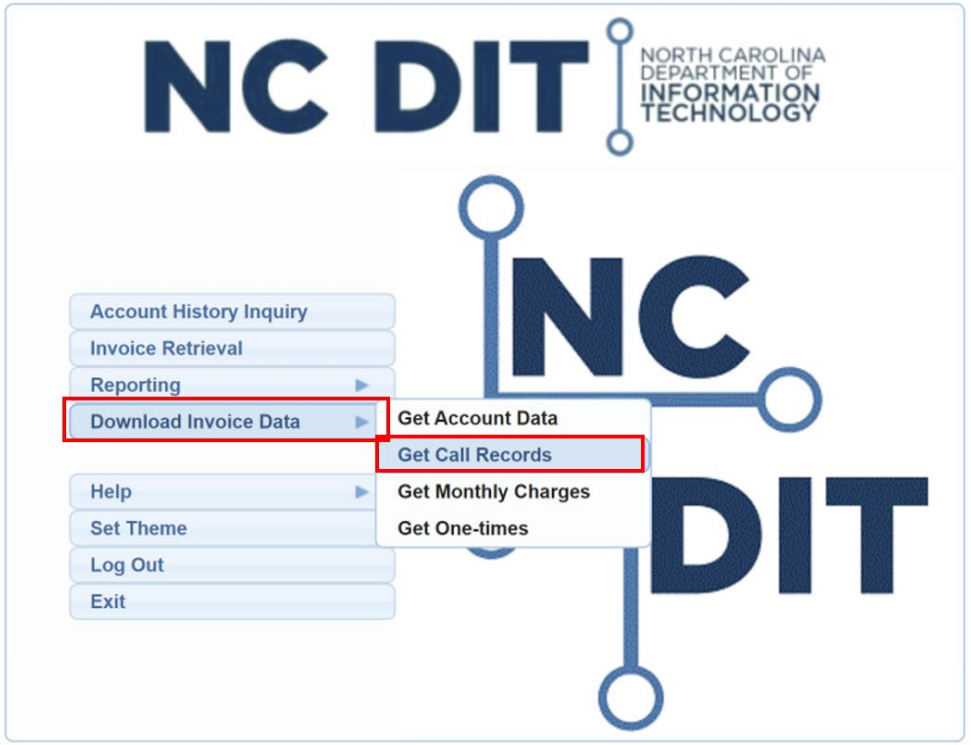
Run Date 21-Jan-21 15:04 State of North Carolina Page 1 of 2

Billing Date 01-Dec-20. Account Parameter NB. Sort options Bill-to TN, then Type of Usage, then Chronologically
Report Criteria:
Account: NB(Tree) Bill-to TN: 9192680844 Auth Code ID: All Type of Usage: All
Date Range: All Minimum Duration: All Minimum Charge: All
Destination Number: All Place: All State/Province: All

Bill-to TN	Auth ID	Type	Start Time	Destination	Place	Minutes	Charge
Account DIT-0074-4107710010202814 - DIT-ADMINSTRATION CELL							
919-268-0844		Wireless Usage	26-Oct-20 10:59	919-737-4517	RALEIGH, NC	6.0	0.00
919-268-0844		Wireless Usage	26-Oct-20 11:06	919-707-0693	RALEIGH, NC	1.0	0.00
919-268-0844		Wireless Usage	26-Oct-20 11:06	276-701-2513	RICHLANDS, VA	5.0	0.00
919-268-0844		Wireless Usage	26-Oct-20 15:15	740-459-9062	CALDWELL, OH	4.0	0.00
919-268-0844		Wireless Usage	27-Oct-20 13:29	828-396-3134	INCOMING, CL	4.0	0.00
919-268-0844		Wireless Usage	27-Oct-20 14:52	919-737-4517	INCOMING, CL	9.0	0.00
919-268-0844		Wireless Usage	28-Oct-20 11:55	910-295-0408	INCOMING, CL	11.0	0.00
919-268-0844		Wireless Usage	28-Oct-20 14:13	919-737-4517	RALEIGH, NC	3.0	0.00
919-268-0844		Wireless Usage	28-Oct-20 14:29	919-737-4517	INCOMING, CL	3.0	0.00
919-268-0844		Wireless Usage	28-Oct-20 15:26	910-788-6200	WHITEVILLE, NC	8.0	0.00
919-268-0844		Wireless Usage	28-Oct-20 15:39	919-707-1636	RALEIGH, NC	1.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 07:55	252-514-4770	NEW BERN, NC	1.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 08:45	919-630-2972	INCOMING, CL	8.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 10:13	252-514-4770	NEW BERN, NC	2.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 10:26	336-996-2915	KERNERSVL, NC	1.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 11:25	585-729-2532	ROCHESTER, NY	7.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 11:34	919-737-4517	RALEIGH, NC	2.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 11:35	301-996-6339	SILVER SPG, MD	4.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 11:39	919-737-4517	RALEIGH, NC	10.0	0.00
919-268-0844		Wireless Usage	29-Oct-20 12:57	919-754-6832	RALEIGH, NC	1.0	0.00

NCDIT Billing System

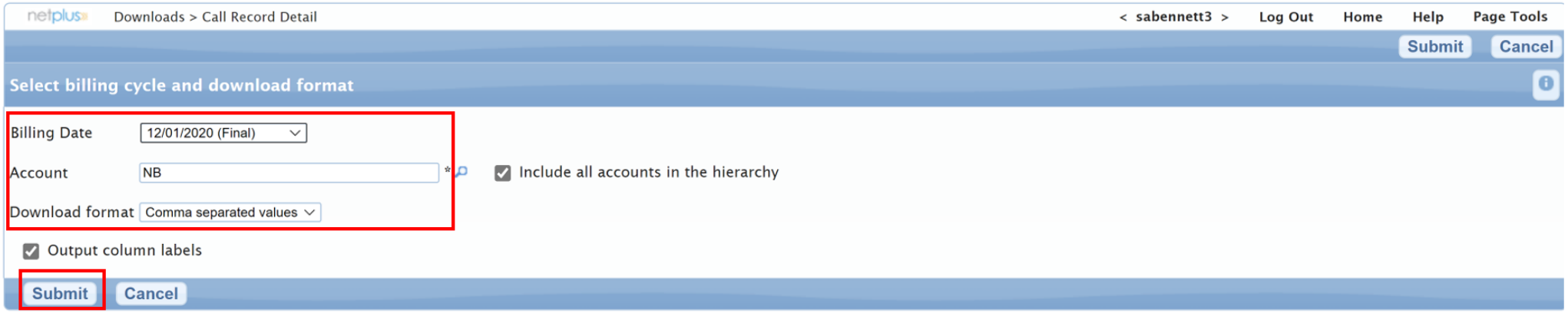
From the menu screen, select **Download Invoice Data → Get Call Records**.



NCDIT Billing System

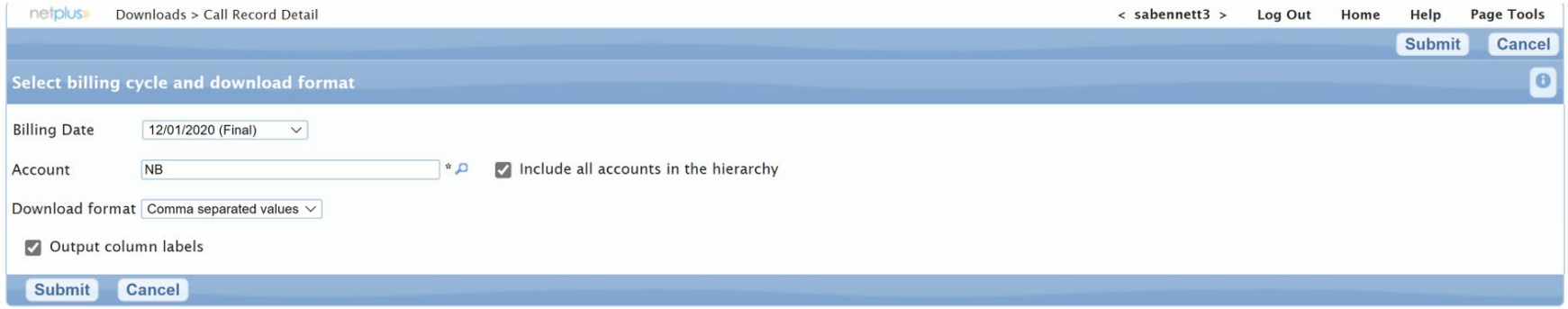
Update the following fields to generate the report.

- **Billing Date:** Use the dropdown menu and select the billing date. You should always choose a date that is accompanied by the term “(Final)” distinction.
- **Account:** Specify the account for the report.
- **Download Format:** Use the dropdown menu and select your desired format.



NCDIT Billing System

The report download will generate.



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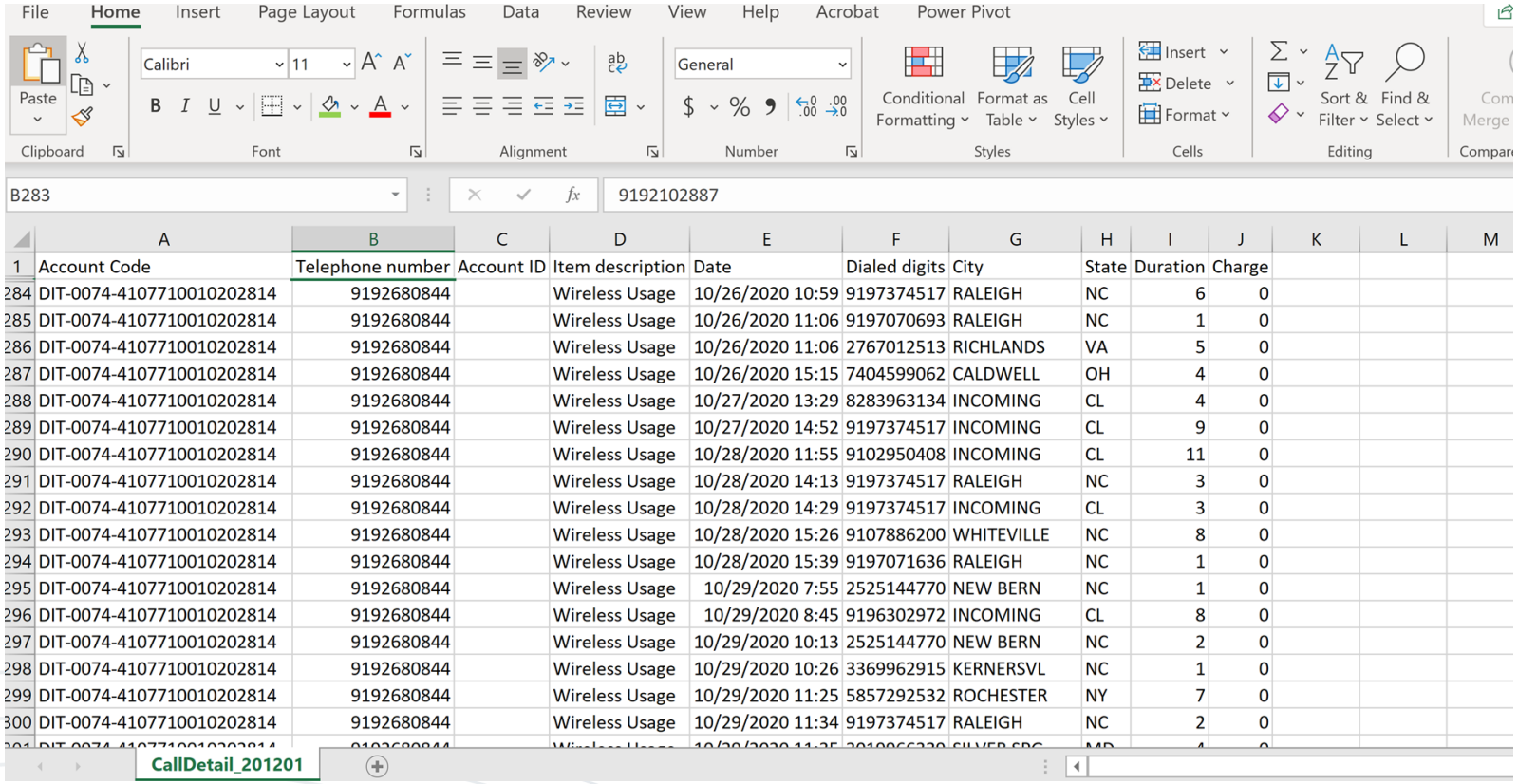
NCDIT Billing System

Open the file. The report can be saved, printed, or emailed as attachment.



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Paste | Calibri | 11 | General | Conditional Formatting | Format as Table | Cell Styles | Insert | Delete | Format | Sort & Filter | Find & Select

Clipboard | Font | Alignment | Number | Styles | Cells | Editing

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	A	B	C	D	E	F	G	H	I	J
1	Account Code	Telephone number	Account ID	Item description	Date	Dialed digits	City	State	Duration	Charge
284	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/26/2020 10:59	9197374517	RALEIGH	NC	6	0
285	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/26/2020 11:06	9197070693	RALEIGH	NC	1	0
286	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/26/2020 11:06	2767012513	RICHLANDS	VA	5	0
287	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/26/2020 15:15	7404599062	CALDWELL	OH	4	0
288	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/27/2020 13:29	8283963134	INCOMING	CL	4	0
289	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/27/2020 14:52	9197374517	INCOMING	CL	9	0
290	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/28/2020 11:55	9102950408	INCOMING	CL	11	0
291	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/28/2020 14:13	9197374517	RALEIGH	NC	3	0
292	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/28/2020 14:29	9197374517	INCOMING	CL	3	0
293	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/28/2020 15:26	9107886200	WHITEVILLE	NC	8	0
294	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/28/2020 15:39	9197071636	RALEIGH	NC	1	0
295	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 7:55	2525144770	NEW BERN	NC	1	0
296	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 8:45	9196302972	INCOMING	CL	8	0
297	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 10:13	2525144770	NEW BERN	NC	2	0
298	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 10:26	3369962915	KERNERSVL	NC	1	0
299	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 11:25	5857292532	ROCHESTER	NY	7	0
300	DIT-0074-4107710010202814	9192680844		Wireless Usage	10/29/2020 11:34	9197374517	RALEIGH	NC	2	0

CallDetail_201201

NCDIT NORTH CAROLINA DEPARTMENT OF INFORMATION TECHNOLOGY

Submitting Ticket for Billing Questions

When submitting a ticket to the NCDIT Service Desk, **the ticket should be submitted as a "Request"**.

In the "Request", please include:

1. Account Number
2. Invoice Number
3. Page Number with Description of Billing Issue (specify telephone number, site ID, etc.)
4. **Be as detailed as possible regarding information you are requesting.**