

# NetPlus End User Access & Instructions

# 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.

# NCDIT Billing System

## 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](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.

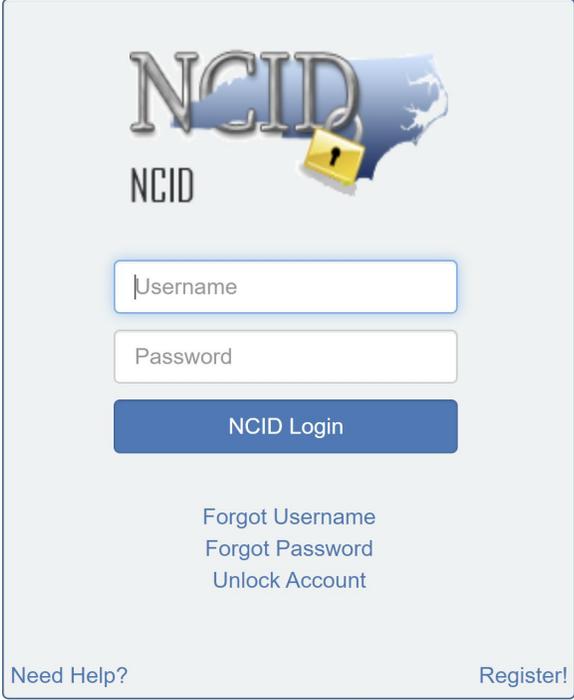
<https://ncdit.ventraq.com/CustomerCarePortal/>

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.*

NCID Tips



The screenshot shows the NCID login portal. At the top, there is a header with the text "NCID Tips". Below this is a large graphic featuring the letters "NCID" in a stylized font, with a blue map of North Carolina and a yellow padlock icon. Underneath the graphic, the text "NCID" is repeated. There are two input fields: "Username" and "Password". Below these fields is a blue button labeled "NCID Login". Underneath the button are three links: "Forgot Username", "Forgot Password", and "Unlock Account". At the bottom left of the form area is a link "Need Help?" and at the bottom right is a link "Register!". Below the form area, there are two more links: "Privacy and Other Policies" on the left and "Contact Us" on the right.

Username

Password

NCID Login

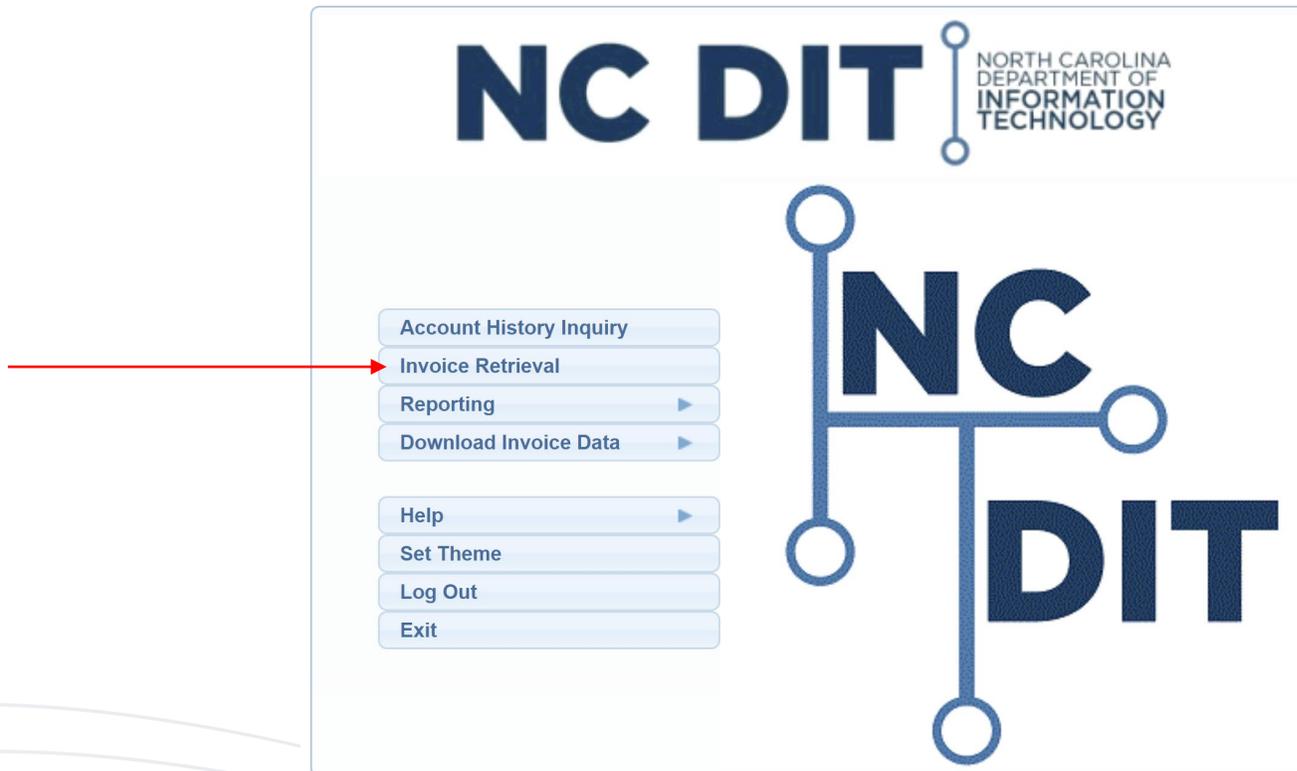
Forgot Username  
Forgot Password  
Unlock Account

Need Help? Register!

Privacy and Other Policies Contact Us

# 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.

|   |     |          |                       |
|---|-----|----------|-----------------------|
| DOR (NC DEPT OF REVENUE)                              | PDF | 107.9 KB |                       |
| DOR-CS (NC DEPT OF REVENUE) ← <b>Parent Account</b>   | PDF | 185.7 KB |                       |
| DOR-4501001600050000-BTR (TAX RESEARCH)               | PDF | 62.4 KB  | <b>Child Accounts</b> |
| DOR-4501001600050000-DPR (INDIVIDUAL INCOME TAX-EXT)  | PDF | 62.7 KB  |                       |
| DOR-4501001600050000-DWR (INDIVIDUAL INCOME TAX-W/H)  | PDF | 63.3 KB  |                       |
| DOR-4501001600050000-EFR (SALES AND USE TAX)          | PDF | 62.4 KB  |                       |
| DOR-4501001600050000-ETR (TAX RESEARCH)               | PDF | 62.3 KB  |                       |
| DOR-4501001600050000-GTR (MOTOR FUELS TAX)            | PDF | 62.9 KB  |                       |
| DOR-4501001600050000-KMR (X.25 NETWORK SERVICES)      | PDF | 63.8 KB  |                       |
| DOR-4501001600050000-MXR (MISD TRAINING)              | PDF | 62.9 KB  |                       |
| DOR-4501001600050000-NYA (FIELD SERVICES NETWORK)     | PDF | 63.2 KB  |                       |
| DOR-4501001600050000-WCC (WORKERS COMPENSATION)       | PDF | 63.7 KB  |                       |
| DOR-4501001600050000-XSR (AUDIT RESEARCH)             | PDF | 62.4 KB  |                       |
| DOR-450116000500-CTR (TAX RESEARCH)                   | PDF | 62.5 KB  |                       |
| DOR-4501160005000000-DAS (CLIENT SITE CHARGES (DASD)) | PDF | 62.8 KB  |                       |

# NCDIT Billing System

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

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Page view | Read aloud | Draw | Highlight | Erase | **Print** | **Save**

**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-450116050000000-MSR**

|                         | This Month      | Year-to-Date |
|-------------------------|-----------------|--------------|
| <b>Previous Balance</b> | <b>\$408.40</b> |              |
| Payments                | -\$408.40       | -\$408.40    |
| Outstanding Balance     | \$0.00          |              |
| New Charges             | \$139.28        | \$547.68     |
| <b>Current Balance</b>  | <b>\$139.28</b> |              |

**Payments**

|                                   | Amount           |
|-----------------------------------|------------------|
| 01/22/21 Payment - Payment 130726 | -\$195.89        |
| 01/29/21 Payment - Payment 222776 | -\$212.51        |
| <b>Total</b>                      | <b>-\$408.40</b> |

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 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**.

netplus Report Center > Report Selection

< sabennett3 > Log Out Home Help

Settings... Continue Cancel

All reports by category. Expand a category to select a report from its list.

- Accounts & Billing
  - Account Charges by G/L Expense Code
  - Billed Usage Analysis Report**
- Subscriber Service
- Usage & Rating
- Work Orders
- Workforce Mgmt
- Most Frequently Used

Report Information

Expand one of the categories on the left, then select a report from the list shown.

Continue Cancel

# 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.

The screenshot displays the 'Billed Usage Analysis Report' form in the NCDIT Billing System. The form is titled 'Accounts & Billing Reports > Billed Usage Analysis Report' and includes a user menu for 'sabennett3' with options for 'Log Out', 'Home', and 'Help'. The form contains several sections and fields:

- Report Format:** A dropdown menu set to 'PDF'.
- Scheduling Options:** 'Run Immediately' and 'Delivery Options: None'.
- Include calls that match these specifications:**
  - Billing Date:** '12/01/2020 (Final)'
  - Account:** 'NB'
  - Bill-to Telephone:** '919-268-0844'
  - Start Date between:** Empty fields with 'through' separator.
  - Type of Usage:** Empty field.
  - Minimum Charge:** Empty field.
  - Minimum Duration:** Empty field.
  - Auth Code ID:** Empty field.
  - Destination Number:** Empty field.
  - Place:** Empty field.
  - State/Province:** Empty field.
- Arrange call itemization in this order:**
  - Foremost by:** 'Bill-to TN'
  - Then by:** 'Type of Usage'
  - Then by:** 'Chronologically'

The 'Generate' button is highlighted with a red box, and the 'Report Format' dropdown and the 'Include calls that match these specifications' section are also highlighted with red boxes.

# 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.

1 of 2

— + ↺ ↻ | A) Read aloud | ▾ Draw ▾ ▸ Highlight ▾ ✎ Erase | 📄 📁 📧

**Billed Usage Analysis Report**  
State of North Carolina

Run Date 21-Jan-21 15:04 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 |
|--|---------|----------------|-----------------|--------------|----------------|---------|--------|
| <b>Account DIT-0074-4107710010202814 - DIT-ADMINISTRATION CELL</b> |         |                |                 |              |                |         |        |
| 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

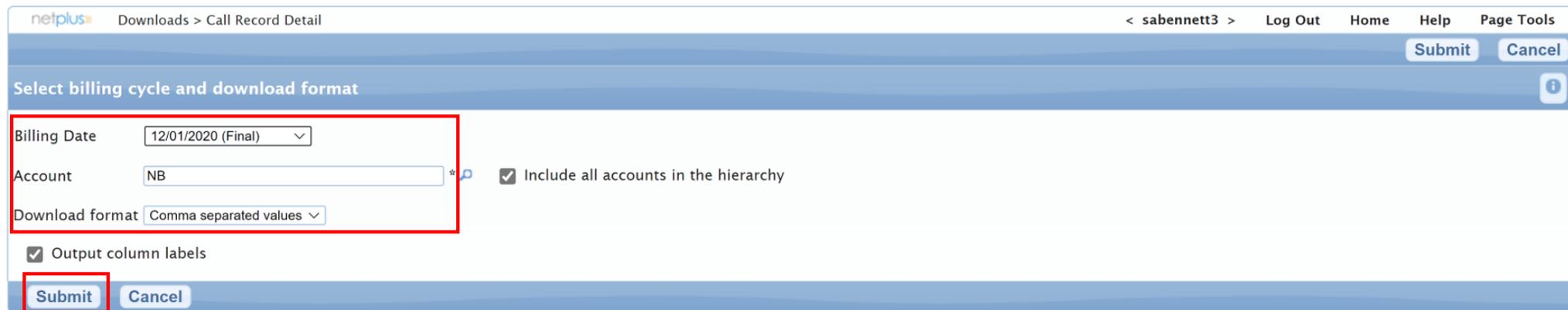
From the menu screen, select **Download Invoice Data** → **Get Call Records**.



# 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.



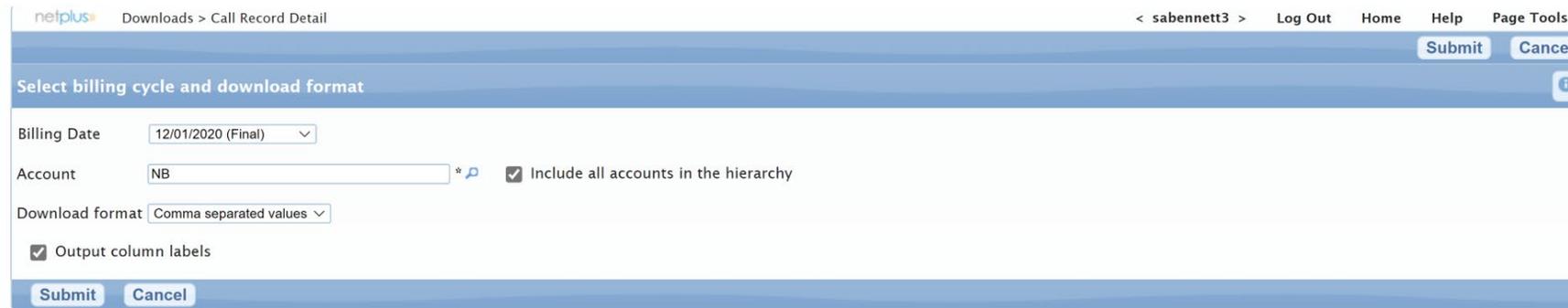
The screenshot shows a web application interface for the NCDIT Billing System. The page title is "Downloads > Call Record Detail". The user is logged in as "sabennett3". The page has navigation links for "Log Out", "Home", "Help", and "Page Tools". There are "Submit" and "Cancel" buttons at the top right. The main heading is "Select billing cycle and download format". The form contains the following fields and options:

- Billing Date:** A dropdown menu with the selected value "12/01/2020 (Final)".
- Account:** A text input field with the value "NB".
- Download format:** A dropdown menu with the selected value "Comma separated values".
- Include all accounts in the hierarchy**
- Output column labels**

At the bottom of the form, there are "Submit" and "Cancel" buttons.

# NCDIT Billing System

The report download will generate.



The screenshot shows a web browser window with the URL "netplus Downloads > Call Record Detail". The user is logged in as "sabennett3". The page has a blue header with "Submit" and "Cancel" buttons. Below the header is a section titled "Select billing cycle and download format" with an information icon. The form contains the following fields and options:

- Billing Date: 12/01/2020 (Final) (dropdown menu)
- Account: NB (text input field)
- Include all accounts in the hierarchy:  (checkbox)
- Download format: Comma separated values (dropdown menu)
- Output column labels:  (checkbox)

At the bottom of the form are "Submit" and "Cancel" buttons.



# NCDIT Billing System

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

|     | A                         | B                | C          | D                | E                | F             | G          | H     | I        | J      | K | L | M |
|-----|---------------------------|------------------|------------|------------------|------------------|---------------|------------|-------|----------|--------|---|---|---|
| 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      |   |   |   |
| 301 | DIT-0074-4107710010202814 | 9192680844       |            | Wireless Usage   | 10/29/2020 11:35 | 2018066230    | SILVER SPR | MD    | 4        | 0      |   |   |   |

# 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.**