



## **Understanding Your Bill from ITS**

A guide to the  
**ITS Billing System, Invoices and Reports**

**June 21, 2011**

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## 1. Purpose

This document has been prepared in response to Senate Bill 897, Session Law 2010-31, as signed by the Governor on June 30, 2010, which included a special provision directed towards the Office of Technology Services (ITS) and the ITS billing process. Section 6.7.(g) states the following: “The State CIO shall ensure that the agency bills from ITS for information technology goods and services are easily understood and fully transparent.”

This document is designed to help our customers better understand their monthly bills. It also describes additional reports available to them with examples. Any additional questions about the ITS bill should be directed to the respective Business Relationship Manager assigned to the agency.

## 2. Introduction to the ITS Billing System

The ITS billing system is an automated billing system incorporating data from a variety of subsystems, e.g., mainframe, telephony/telecommunication services and distributed services. The mainframe system is built on a SAS analytics package called IT Resource Manager. The mainframe data is gathered and verified throughout the month and then coupled with external data, such as data feeds from telephone providers. It is then compiled into an invoice, usually by the 15<sup>th</sup> of the next month for the previous month’s billing. For instance, the July invoice will have all the activity for June. The invoice is delivered electronically to anyone at the agency as long as they have a RACF ID and have been given access to the ebilling system. A RACF ID is assigned by the agency RACF administrator. To request access to the ITS ebilling system, customers should open a service request with the ITS Service Desk by calling 919-754-6000 or emailing [ITS.Incidents@its.nc.gov](mailto:ITS.Incidents@its.nc.gov).

## 3. Computing Services Invoice

The services contained in the Computing Services invoice include: E-mail and Calendar, Mainframe Hosting, Distributed Hosting, ECM, NCID, ITSM, Managed Desktop, SQA, Project Management and Applications Development and Support. Page 5 includes an example of a typical Computing Services invoice. The invoice has been modified to provide more white space to allow for ITS comments. All of the data in this document is sample data only. Any similarity to a real agency bill is purely coincidental.

The top of the invoice page shows the:

- Month and year that the invoice covers
- Date the invoice was run
- Unique customer number and customer name
- Account distribution - who is paying for the service

The invoice is grouped by Distribution Code or DisCD. The DisCD allows the invoice to be broken down by Department Code. The DisCD is unique and provided by ITS, however, the agency should provide to ITS the Department Codes to be included in the Distribution Code. Department Codes may be changed by an agency, but are limited to 16 characters.

Charges are further broken down through the Bill Number, also called Bill Code. In Computing Services, this is a three digit alphabetic code that is controlled by the agency and unique to each agency. Similar to the DisCD, the Bill Number is assigned by ITS, but the title is provided by the agency and is limited to 30 characters. Below the Bill Number (see page 5) are the actual consumed services based on this grouping. (In the telephony invoice, the Bill Number may be the ten digit telephone number. For a Wide Area Network connection, the Bill Number is the site ID.)

A Bill Number may be used for any application or cost grouping desired. In the sample invoice on page 5, the Bill Number in use is called SXX. In this case, SXX is a Bill Number/Code for Desktop Support Services. Listed below the Bill Number are all the consumed services for that particular Bill Number. The Bill Number is totaled, the Account Distribution is totaled, and there is a customer total.

The concept of the Bill Number is that services may be listed under it in some kind of logical grouping. This grouping may be driven by the business needs of the agency. An example is the BEACON application. OSC could decide to have one Bill Number for all of the services necessary to run BEACON, or they may decide to have a Bill Number for each environment, e.g., development, testing, quality assurance, and production. Each option has pluses and minuses. The advantage of having one Bill Number is that it allows the agency to look in one place and obtain a total for all of the services that an application consumes. The disadvantage of having one Bill Number is that the agency would not know which environment is consuming which resources. While having a Bill Number for each environment provides more granularity and control, it may require more effort to obtain the summary information.

Under each Bill Number is the actual consumed service. There is a unique Service Code that corresponds to each potential service. Each Service Code has a description. In the invoice example on page 5, the Service Code for a standard desktop is 890000. The quantity is the number of desktops billed to the agency. In the example, the quantity is 128 desktops. The rate for this particular service is \$70.00 per unit, obtained from the ITS Billing Rates page, <http://www.its.state.nc.us/About/Rates/RateFront.asp>. The charge is based on units per month. ITS charges are based on a variety of units of measure, such as hour, lists (for number of lists), minutes for mainframe use, gigabytes or megabytes per day for storage, to name a few. The total is calculated by multiplying the quantity times the rate. In the invoice example, it is 128 desktops times \$70, which totals \$1,260. Once the billing system reaches the end of a Bill Number, a total for that Bill Number is generated.

REPORT TBBMICS1  
PROGRAM TBBMICS1

Information Technology Services  
Computer Services Monthly Expense

RUN DATE 08/11/10  
Page 28,399

DisCd 6-74XX  
Department 561611XXX  
Invoice 100700XXX

- Office of Product Development

Account distribution, who is paying for service

Period ending - JULY 31, 2010

Report covers month ending

Bill Number SXK

- Office of Product Development - DESKTOP SUPPORT

Number of Units agency has or consumed in month

Unit billed on, this could be other units like gigabytes or megabytes

Services & Activities

Description of Service

Invoice Category	Description	Invoice Category/	Service Code	Description	Charge	Qty	Rate	Units
DESKTOP SUPPORT SERVICES								
		890000	890000	Standard Desktop	8960.00	128.000	70.00000	Unit/Month
		890002	890002	Standard Laptop	5893.00	71.000	83.00000	Unit/Month
		890007	890007	Additional Standard Monitor	156.00	39.000	4.00000	Month

Total DESKTOP SUPPORT SERVI 4900

15,090.00

Charges by line item

Total SXK - Office of Product Development - DESKTOP SUPPORT

15,090.00

Total for Product Code

Total AD - 1401-5321XX0000000-1000X1X0000

15,090.00

Account Distribution (Controlled by agency)

Service Code will tie back to each of the services that ITS offers and the customer consumes.

Charge = Quantity times Rate

## 4. Computing Services Billing Summary Report

The Computing Services invoice can be lengthy based on the number of Bill Numbers/Codes utilized by an agency or based on the size of the agency. A summary report is now available by month that shows services, by units and quantity, consumed by Bill Code. It also shows the current spend for the agency as well as the year to date total. See the example Summary Report on page 7.

To request this report (Charges by Service Code within Bill Code within Month), customers should open a service request with the ITS Service Desk by calling 919-754-6000 or by emailing [ITS.Incidents@its.nc.gov](mailto:ITS.Incidents@its.nc.gov).

CDC  
By Service Code Within Bill Code Within Month

Month /Bill Year Code Code	Service Code	Service Code Title	Units	Quantity	Charge
Year / Month : 201004					
201004	CKS	820030	EMAIL SERVICE (+30 MB STORAGE)	Seat	0.000 \$0.00
201004	CKS	820031	EMAIL ADDITIONAL STORAGE (5MB)	5 Mbytes	0.000 \$0.00
201004	CKS	820038	NETSCAPE CALENDAR SERVER SERVICE	User	0.000 \$0.00
201004	CKS	820042	MAILMAN Distirbution List	List	15.000 \$15.00
201004	CKS	840080	EXCHANGE Email Service (Inc 512 MB Stora	Seat	62.000 \$13,403.00
201004	CKS	840081	EXCHANGE Email Additional Storage	5 MB	794.000 \$2,969.10
201004	CKS	840082	BLACKBERRY Enterprise Service	Month	11.000 \$87.34
201004	GAH	880060	880060	880060	0.000 \$0.00
201004	CDC	890000	Standard Desktop	Unit/Month	163.000 \$81,410.00
201004	CDC	890001	Advanced Desktop	Unit/Month	7.000 \$511.00
201004	CDC	890002	Standard Laptop	Unit/Month	74.000 \$58,432.00
201004	CDC	890003	Advanced Laptop	Unit/Month	8.000 \$728.00
201004	CDC	890007	Additional Standard Monitor	Month	41.000 \$1,604.00
201004	CDC	890013	Additional 24 Inch Monitor	Month	2.000 \$16.00
201004	CRE	840100	ITRM/Incident & Problem Functions	User/Month	6.000 \$330.00
201004	SQA	830063	SQA SUBSCRIPTION - TIER 3	Month	0.000 \$0.00
201004	CYA	810020	DASD PUBLIC - TIER 1 PRODUCTION	Mbyte/Day	14.160 \$0.01
201004	KRB	810001	BATCH CPU TIME	Minutes	93.241 \$140.87
201004	KRB	810003	TSO CPU TIME	Minutes	0.635 \$5.98
201004	KRB	810005	CICS CPU TIME	Minutes	103.130 \$970.64
201004	KRB	810007	IMS PRODUCTION CPU TIME	Minutes	6.229 \$58.62
201004	KRB	810032	LOCAL LASER PRINT	Page	2,418.000 \$1,092.94
201004	KRB	810073	TSO TEST CPU TIME	Minute	0.199 \$0.82
201004	KRB	850024	INTERNET HOME PAGE \ FTP (50 MB)	User/Mon	1.000 \$30.00
END Month / Year : 201004			562134	4,409.594	\$16,805.32
Year-To-Date TOTALS :				106,897.018	\$323,413.23

## **5. Telecommunications Summary Invoice for Services Consumed**

Since Computing Services and Telecommunications Services use the same invoicing system, the invoices are similar but the information conveyed to each customer is different. The Telecommunications invoice tends to be lengthy, because it represents all phone numbers or other telephony services subscribed to by an agency. These invoices are similar to one's home phone bill, except that there may be hundreds or thousands of phone numbers assigned to an agency. The services included in the Telecommunications invoice include WAN, LAN, WLAN, Web Conferencing, Streaming Media, Video Conferencing, Desktop and Mobile Telephony, Long Distance and Contact Call Center Services.

Similar to the Computing Services invoice, the Telecommunications invoice is summarized by Distribution Code or DisCD. The DisCD is unique and provided by ITS, however, it is up to the agency to provide ITS the Department Codes to be included in the Distribution Code.

The example on page 9 is the remittance copy of the agency Telecommunications invoice and represents the summary of all consumed services provided to that Distribution Code. The customer returns this document to ITS to ensure their account received proper payment.



Report No TCS-211  
Program - TSL0205

Information Technology Services  
Telecommunication Services - Monthly Expenses

Run date 05/12/2010  
Page 150,102

: DisCd 2-0024 -  
: Department 1401211110001XXX - CXX - ADMINISTRATION  
: Invoice T100422212

Period ending - APR 30, 2010

-----  
: Expense Summary

Type of Expense	Amount
Local Service.....	\$214.01
Long Distance.....	\$5.04
Total.....	\$211.13

-----  
: Please send a copy of this cover sheet  
: Include invoice number on a check payable to -  
: Information Technology Services  
: State Telecommunication Services

: Standard agency vendor number - 52-2032XXX :

: Mail check to -  
: Information Technology Services  
: P.O. Box 12201  
: Raleigh, NC 22211-2201

: Attn - Accounts Receivable

: \* Billing inquiries should be directed to:

: ITS Customer Support Center:  
: 1-111-254-2000 or toll free 1-100-222-3142  
: its.incidents@its.nc.gov

: Approved for payment: \_\_\_\_\_

## 6. Telecommunications Summary Invoice

ITS also generates a summary Telecommunications invoice by Bill Number and product. From the example on page 11, you will find the Distribution Code (DisCD), the Department Code, the customer name and the month the invoice covers. It also includes a matrix of information that may be difficult to follow. On the left hand side, the Bill Number is listed, which is the ten digit telephone number or site number that is being charged. The middle section lists the telephony services products. These products include Local Service, Installation/Service/Maintenance, Voice Misc, WAN, SNA (this is old mainframe connectivity), Point to Point Data Circuits, Dial Up Data Circuits, Long Distance, Virtual Service, 1-800 Service, Calling Cards, Video Services, Misc/Pass Thru, E-Rate and LAN.

To further clarify, see the excerpt below from the example invoice on page 11. On the left side you will find the Bill Number, which is the telephone or site number: 919-202-0212. Then listed on two lines are the Telephony Services products. Below the two lines, there is a \$22.50 charge for Local Service. Also listed below the Local Service is Virtual Service. Notice the dash under the \$22.50. This means that for this Bill Number, there was not a charge for Virtual Service. The two dashes under Inst/Svc/Maint and 1-800 Service illustrate that no charges were incurred for these products. Continue to read this bill from left to right until you see Long Distance, which is 25 cents. The final column to the right shows that the total charge for this number is \$22.75.

See page 11 for the Telecommunications invoice example.

Employee Summary									
Bill Number	Local Service	Inst/Svc /Maint	Voice Misc	WAN	SNA	Point to Point	Dial-Up Data	Long Distance	Total
919-202-0212	22.50	-	-	-	-	-	-	.25	22.75

Report No TCS-211  
 Program - TSL0205

Information Technology Services  
 Telecommunication Services - Monthly Expenses

Run date 05/12/2010  
 Page 150,102

DisCd 2-0024  
 Department 1401211110001000  
 Invoice T100422212

Customer Name  
 - CXX - ADMINISTRATION

Period ending - APR 30, 2010

Date Report Created

Month Invoice Covers

Department (Controlled by agency)

Employee Summary

Bill Number	Local Service	Inst/Svc /Maint	Voice Misc	WAN	SNA	Point to Point	Dial-Up Data	Long Distance	Total
	Virtual Service	1-800 Service	Calling Cards	Cellular Charges	Video Service	MISC /PassThru	BBATE	LAN	
919-202-0212	22.50	-	-	-	-	-	-	.25	22.75
919-202-0253	23.20	-	-	-	-	-	-	.40	23.60
919-202-0223	23.20	-	-	-	-	-	-	-	23.20

Services Consumed by Department

Long distance

Total for Telephone Number

## 7. Telecommunications Detail Invoice

The example of the Telecommunications invoice on page 13 details the telephony products consumed. For clarification, the top part of the summary invoice from page 11 is included in the detailed invoice example on page 13 to illustrate the relationship between the two invoices. On page 13, the Telephony detailed invoice begins below the gray line.

This invoice provides details about each Bill Number or Site Number. For Telephony Services, it lists the type of Local Service with a description. In this example, the customer is using Voice over IP for \$20.30 a month. The Avaya phone costs \$2.20 per month, for a sub total of \$22.50 which matches the \$22.50 from the Summary Invoice. Below this is the Long Distance portion of the bill. This user made four long distance calls. One of the calls was to an 800 number and the other three calls costs 25 cents in total. The invoice shows the number of minutes for each call, as well as the average cost per minute. Again the 25 cents appears in the Long Distance section of the Summary Invoice above. For data circuits, the same holds true. The invoice shows the Site Number and the current speed of the circuit and what cost components comprise the bill.

Report No TCS-211 Information Technology Services Run date 05/12/2010  
 Program - TSL0205 Telecommunication Services - Monthly Expenses Page 150,102  
 : DisCd 2-0024 -  
 : Department 1401211110001000 - CXX - ADMINISTRATION Period ending - APR 30, 2010  
 : Invoice T100422212

Employee Summary

Bill Number	Local Service	Inst/Svc /Maint	Voice Misc	WAN	SNA	Point to Point	Dial-Up Data	Long Distance	Total
919-202-0212	22.50	-	-	-	-	-	-	.25	22.75

Report No TCS-211 Information Technology Services Run date 05/12/2010  
 Program - TSL0205 Telecommunication Services - Monthly Expenses Page 150,XXX  
 : DisCd 2-0024 -  
 : Department 1401291910001000 - CXX - ADMINISTRATION Period ending - APR 30, 2010  
 : Invoice T100422212

Telephone number from previous page

Bill Number 919-202-0212

Services & Activities

Date	Billing Nbr/ Work Order	Product/ Service	Description	Charge	Qty	Rate
03	Local Service					
04/30	Line 919-202-0212	VOIPPEXL	VOIP LINE W/ VOICE MAIL	20.30	1	20.30
04/30	Line 919-202-0212	VOIP4221	AVAYA 4221 TELEPHONE	2.20	1	2.20
	Sub Total- Local Service			22.50		
10	Long Distance					
04/30	Line 919-202-0212	100	1 calls Toll free call	.00	1.0 mins	
04/30	Line 919-202-0212	DFR	3 calls Domestic switched	.25	5.0 mins	
**	Total ----		4 calls	22.75		

Components that make up local service

Long distance Summary

Call Charges

Bill Nbr	Date	Time	Call Mins	Called Number	Call Type	Call Cost	Identification
	4/ 5	1311	2.0	110-221-4112	ROSE HILL NC DFR	.10	
	4/21	1425	2.0	204-153-5343	GASTNIA NC DFR	.10	
	4/22	1215	1.0	110-919-1105	DUNN NC DFR	.05	
			5.0	3 Itemized calls		.25	
			1.0	1 Toll free calls		.00	
Total - Bill Number			6.0	4 Calls	.02 Avg/Min	.04	
Avg per outgoing call			1.5	4 Calls		.04	

Long Distance Detail

## 8. Cell Phone Summary Report

ITS also generates a Cell Phone Summary Report by agency every six months. See page 15 for an example of this report. The report covers January to June and July to December. This report is generated in Excel, so that the agency can sort and distribute the data as needed. The report includes every cell phone user including the user data for every month in the six month period.

The report also includes the user's name, telephone number, vendor, telephone plan, total number of inbound minutes, total number of outbound minutes and total minutes. It also lists the plan costs and any additional charges, e.g., overages. A key benefit of this report is that it can show usage trends. After reviewing the usage report, a manager may determine that a lower tiered plan or a more robust plan is justified or that a cell phone is not needed at all.

To request this report, customers should open a service request with the ITS Service Desk by calling 919-754-6000 or emailing [ITS.Incidents@its.nc.gov](mailto:ITS.Incidents@its.nc.gov). Note that the report will only cover a six month period.

\*\*\*\*\* June 2009 \*\*\*\*\*

<u>Departme nt Code</u>	<u>Department Name</u>	<u>Line Number</u>	<u>First Name</u>	<u>Last Name</u>	<u>Vendor</u>	<u>Plan Descripti on</u>	<u>In Min</u>	<u>Out Min</u>	<u>Tot Min</u>	<u>Plan Cost</u>	<u>Other Cost</u>	<u>Tot Cost</u>
410227001	Orlando	9192085721	Mickey	Smith	ATT	DATA CON	-	-	-	71.74	(8.28)	63.46
410227001	Orlando	9196048723	Ed	Jones	VER	BROADBAI	-	-	-	49.19	0.03	49.22
410227001	Orlando	9196060085	John	Lewis	VER	NATIONWI	-	-	-	32.79	3.96	36.75
410227001	Orlando	9196067527	Minnie	Smith	VER	AMERICAS	120	124	244	32.38	24.78	57.16
410227001	Orlando	9194573329	William	Johnson	ATT	DATA CONI	-	-	-	61.50	(8.85)	52.65
410227001	Design Studio	9197406913	Donald	Moore	VER	AMERICAS	-	-	-	32.38	23.92	56.30
410227001	Design Studio	9197406917	Wiley	Green	VER	AMERICAS	-	-	-	28.34	3.55	31.89
410227001	New Product	9192181656	Javier	Lewis	ALL	FLEXIBLE	77	835	912	13.28	69.70	82.98
410227001	New Product	9196070998	Chuck	Parson	VER	NATIONWI	23	84	107	32.38	50.31	82.69
410227001	Agency Mgmt	9195202737	Ted	Smithson	SPR	BUSINESS	-	449	449	46.11	20.83	66.94
410227001	Agency Mgmt	9197962911	Sally	Struthers	SPR	BUSINESS	-	199	199	30.74	6.97	37.71
410227001	T and M Service	9197406913	Bea	Winner	SPR	NATIONAL	-	8	8	43.04	20.52	63.56
410227001	Lake Research	9103917076	Ron	Howard	VER	BROADBAI	-	-	-	49.19	0.03	49.22
410227001	Lake Research	9106032022	Jon	Livingston	ATT	NO PLAN C	-	-	-	-	10.19	10.19
410227001	Lake Research	9196057357	Jon	Livingston	VER	NATIONWI	31	131	162	63.95	3.88	67.83

## **9. Telecommunications Expense Summary Report**

Because the detailed Telecommunications invoice can be so lengthy, ITS generates a monthly report called the “Expense Summary.” It is included as a separate report from the detailed Telecommunications invoice. The services consumed are summarized by Distribution Code (DisCD). All of the Department Codes within that Distribution Code are totaled, as well as the Distribution Codes. This report will only be as long as the number of Department Codes. Since some agencies use multiple Distribution Codes, there may be more than one Expense Summary report for an agency. An example of this Expense Summary report is located on pages 17 and 18.



DisCd 6-00XX

Period ending - SEP 30, 2010

by Department	Local Service	Inst/Svc /Maint	Voice Misc	WAN	SNA	Point to Point	Dial-Up Data	Long Distance	Total
	Virtual Service	1-800 Service	Calling Cards	Cellular Charges	Video Service	MISC /PassThru	ERATE	LAN	
2523812340001000 CIA - ADMINISTRATION	68.09 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	9.48 .00	77.57
2523812340001001 CIA - BUSINESS SERVICES	29.52 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	6.52 .00	36.04
2523812340002000 CIA - SYSTEMS DIVISI	12.61 .00	.00 .00	.00 .00	.00 52.58	.00 .00	.00 .00	.00 .00	1.56 .00	66.75
2523812340002001 CIA - SYS DIV - MODE	28.21 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	6.32 .00	34.53
2523812340002002 CIA - SUPPORT SERVICES	29.66 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	6.08 .00	35.74
2523812340002003 CIA - TECHNICAL APPLICATIONS	28.54 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	28.54
2523812340002004 CIA - SYSTEM ACCESS	20.61 .00	.00 .00	.00 .00	.00 52.10	.00 .00	.00 .00	.00 .00	3.80 .00	76.51
2523812340002451 CIA BUSINESS SERVICES	161.08 .00	.00 517.62	.00 .00	.00 44.85	.00 .00	.00 .00	7.89 .00	2.40 .00	733.84
2523812340002456 CIA SHARED SVCS	1846.99 .00	.00 .00	.00 .00	147.86 .00	.00 .00	.00 .00	.00 .00	11.12 .00	2005.97
2523812340003000 CIA - TELEPHONY DIV	5.83 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	3.04 .00	8.87
2523812340003001 CIA - CENTRAL CASTING	37.15 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	1.64 .00	38.79
2523812340003002 CIA - AGENCY ADMINISTRATION	28.54 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	1.20 .00	29.74

Report No TCS0602  
 Program - TSL0605

Information Technology Services  
 Expense Summary

Run date 10/12/2010  
 Page 4XX

DisCd 6-00XX

Period ending - SEP 30, 2010

by Department		Local Service	Inst/Svc /Maint	Voice Misc	WAN	SNA	Point to Point	Dial-Up Data	Long Distance	Total
		Virtual Service	1-800 Service	Calling Cards	Cellular Charges	Video Service	MISC /PassThru	ERATE	LAN	
2523812340003003 CIA - REPORTING	T100XXX905	2.61 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	2.61
2523812340005140 CIA - LAN	T100XXX907	26.76 .00	.00 .00	.00 .00	803.00 .00	.00 .00	.00 .00	.00 .00	7.96 782.60	1620.32
2523812346005140 CIA FIREWALL SERVICE	T100XXX908	.00 .00	.00 .00	.00 .00	92.00 .00	.00 .00	.00 .00	.00 .00	.00 .00	92.00
2523812344042457 CIA DATA INTEGRITY	T100XXX911	46.89 .00	.00 .00	.00 .00	52.00 3.97	.00 .00	.00 .00	.00 .00	4.24 .00	107.10
Total- DisCd		2373.09 .00	.00 517.62	.00 .00	1094.86 153.50	.00 .00	.00 .00	7.89 .00	65.36 782.60	4994.92