

For: State and County Offices

New TelTrak2 FSA FTS2001 Billing Report Website

Approved by: Deputy Administrator, Management



1 Overview

A Background

There is now a new website, TelTrak2, available for viewing FSA FTS2001 billing reports. This website was developed to:

- save time and costs incurred in mailing the MCI FTS2001 paper invoice copies
- allow State Offices to more easily review call detail records and alert the Designated Agency Representatives (DAR's) when there is a billing discrepancy and/or irregularity.

TelTrak2 is a secured website that uses the single sign-on security system within the USDA Intranet system. Users who currently use one of the FSA single sign-on applications, such as SCIMS, will use the same login ID and password used for their other USDA Intranet single sign-on applications.

Note: Access to other FSA applications does not mean that a user has automatic access to the FSA FTS2001 application.

Access to TelTrak2 must be consistent with DR 3040-2. Within this framework, each State is organized uniquely. Input from each State Office was requested to tailor access that would meet each State's specific requirements.

B Purpose

This notice provides information to State and County Offices on:

- accessing the new TelTrak2 website
- operating guidelines for State-level users
- operating guidelines for county-level users.

Disposal Date	Distribution
April 1, 2004	State and County Offices; State Offices relay to County Offices

Notice IRM-337

2 Action

A Authorized Access to TelTrak2 Website

State-level access has been given to SED's, Administrative Officers (AO's), and if requested, Information Technology (IT) Specialists or other designees as requested by name by SED's or AO's for the States that have provided this information.

County-level access has been given to CED's and their designees, if any, as requested by name by CED's, SED's, or AO's for the States that have provided this information.

Notice IRM-334 informed States what was required for access. All States that have not yet sent their information to KC-ITSTO for access to TelTrak2 should now send in that information. As mentioned in Notice IRM-334, in preparation for granting access to the TelTrak2 website, the following specific information from each State was requested.

- names, titles, and telephone numbers of each State Office employee who will need State-level access
- confirmation of the correctness of the list of CED names for each County Office that will be sent to each State Office individually following the distribution of this notice, or corrected copies of this information
- a list of non-CED County Office user names, titles, telephone numbers, and county codes that each submitted name may access at the county level.

B State-Level Access

State-level access gives a user access to the FSA FTS2001 call detail records for the entire State and will automatically be granted to SED's and AO's in each State. Access was also granted to IT Specialists or others at the State Office level if access was requested by name, by SED or AO.

If SED or AO personnel changes have been made since sending in the State-level access request list and different users need State-level access, alert the contacts in subparagraph F of recent changes. Future requests need to include the user's name, Social Security number or CAMS ID, title, and telephone number.

C County-Level Access for CED's

County-level access was given to CED's to view the call detail records for each county that they are responsible for.

2 Action (Continued)

C County-Level Access for CED's (Continued)

If CED personnel changes have been made since sending in the county-level access request list, and different users need county-level access, alert the contacts in subparagraph F of the changes. Future requests need to include the user's name, Social Security number or CAMS ID, title, and telephone number.

To ensure that the correct CED's were granted access to view the data for the correct County Offices, each State Office was sent lists of CED names for each county.

Each State Office was required to do either of the following:

- confirm to the contacts listed in subparagraph F that the list of CED names, listed lead agency, and corresponding County Office for access in each State was correct
- correct the list as needed and e-mail to the contacts listed in subparagraph F.

D County-Level Access for Non-CED's

County-level access was also granted to non-CED personnel if it was requested by SED or AO.

E Access for New Users

After the initial set-up, when a new user is to be added, SED, AO, CED, or designee should inform the contacts listed in subparagraph F. All future requests need to include the new user's name, Social Security number or CAMS ID, title, and telephone number.

F Contacts

If there are questions about this notice, contact either of the following FSA DAR's:

- Dianne Hord at dlhord@kcc.usda.gov or 816-926-6013
- Patrice Bryant at pwbryant@kcc.usda.gov or 816-926-3786.

G Exhibits

- TelTrak2 Operating Guidelines for County-Level Users (Exhibit 1)
- TelTrak2 Operating Guidelines for State-Level Users (Exhibit 2).

H Related Documents

For related information on telecommunications procedures, refer to DR 3300-1, DR 3040-2, and 5-IRM.

TelTrak2 Operating Guidelines for County-Level Users

Background

Some State and County Offices currently receive paper copies of their MCI FTS2001 long distance and calling card call detail records.

Note: Some offices do not receive paper copies of long distance call detail records. These are sites for which another agency is the lead agency for long distance service or sites that are behind a GSA switch that does not provide call detail records.

For those offices for which call detail records are available, the TelTrak2 application enables State and County Offices to view these MCI FTS2001 call detail records on the USDA Intranet so that the paper mailing, which is very expensive and labor intensive, may be discontinued.

Types of Reports Available

For each FSA County Office, there is a maximum of 3 report types:

- FTS2001 **Virtual Network (VNET) Long Distance Reports** – current month’s data
- FTS2001 **VNET Long Distance Reports** – past 5 months’ data
- FTS2001 **Shared Switched Long Distance Reports** – most recent 6 month’s data.

Each of these report types is described in further detail below.

Operational Instructions for County-Level Users

Following are operational instructions for county-level users.

Step	Action
1	Go to the TelTrak2 website http://intra2.fsa.usda.gov/teltrak2/ .
2	If this is the user’s first logon into a single sign-on application on the FSA Intranet since opening their browser, the user will be prompted for their single sign-on login ID, using the format firstname.lastname --user keys in their login ID.
3	User will be prompted for their single sign-on password--user keys in their password.
4	User will be presented with a Main Menu corresponding to their security level.
5	County-level users will be presented a Main Menu, entitled FTS2001 Billing Reports for County Level Users . This web page requests the user to key in a 2-letter State abbreviation and a 3-digit county code--user keys in a State abbreviation and a county code.
6	User must click on the SUBMIT button, or PRESS “Enter” to continue.

TelTrak2 Operating Guidelines for County-Level Users (Continued)

Step	Action	
7	IF the user...	THEN the user is...
	has authorization to review the FTS2001 Billing Reports for this county	presented with a list of reports available for the county requested.
	does not have authorization to review the FTS2001 Billing Reports for this county	<ul style="list-style-type: none"> • redirected to a web page, which states: “This site has limited access. You are not authorized to view this page.” • directed to click on a link to return to the Main Menu.
keys in an abbreviation for a State ID and county code for which there is no FTS2001 billing data	<ul style="list-style-type: none"> • redirected to a web page which states: “There is No FTS2001 Data for this site id.” • directed to click on a link to select a different site ID. 	
8	When viewing County Office reports at the County Office level, do the following.	
	IF the user...	THEN the user...
clicks on view FTS2001 VNET Long Distance Reports Current	<ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the current billing cycle month in the selected State <p>Note: Along with each entry is a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to “Select a Phone Number and Billing Month to View a Call Detail Report” • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number and month selected <p>Note: Included for each call made originating from the selected telephone number during the month are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page. 	

TelTrak2 Operating Guidelines for County-Level Users (Continued)

Step	Action	
8 (Cont)	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Long Distance Reports Past</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the past 5 months' billing cycles week number in the selected State <p>Note: Along with each entry is a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to "Select a Phone Number and Billing Month to View a Call Detail Report" • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number and month selected <p>Note: Included for each call made originating from the selected telephone number during the month are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for County-Level Users (Continued)

Step	Action	
8 (Cont)	<p>IF the user...</p> <p>clicks on view FTS2001 Shared Switch Long Distance Reports</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 shared switch long distance telephone numbers (for sites that are behind a GSA switch) that were invoiced during the most recent 6 billing cycles for which we have data in the selected State <p>Note: Along with each entry are a billing month and a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to “Select a Phone Number and Billing Month to View a Shared Switch Call Detail Report.” • clicks on the billing month link for the telephone number and views the FTS2001 Shared Switch Long Distance Report for month selected <p>Note: Included for each call are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary for each telephone number at the end of the detailed list.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users

Background

Some State and County Offices currently receive paper copies of their MCI FTS2001 long distance and calling card call detail records.

Note: Some offices do not receive paper copies of long distance call detail records. These are sites for which another agency is the lead agency for long distance service or sites that are behind a GSA switch that does not provide call detail records.

For those offices for which call detail records are available, the TelTrak2 application enables State and County Offices to view these MCI FTS2001 call detail records on the USDA Intranet so that the paper mailing, which is very expensive and labor intensive, may be discontinued.

Types of Reports Available

For each State Office listed on the sites within the State web page, there is a maximum of 7 report categories:

- FTS2001 **Calling Card Reports** – current month's data
- FTS2001 **Calling Card Reports** – past 5 months' data
- FTS2001 **VNET Long Distance Reports** – current month's data
- FTS2001 **VNET Long Distance Reports** – past 5 months' data
- FTS2001 **VNET Conference Calls Reports** – current month's data
- FTS2001 **VNET Conference Calls Reports** – past 5 months' data
- FTS2001 **Shared Switched Long Distance Reports** – most recent 6 month's data.

For each County Office/Service Center listed on the sites within the State web page, there is a maximum of 3 report types:

- FTS2001 **VNET Long Distance Reports** – current month's data
- FTS2001 **VNET Long Distance Reports** – past 5 months' data
- FTS2001 **Shared Switched Long Distance Reports** – most recent 6 month's data.

Each of these report types is described in further detail below.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Operational Instructions for State-Level Users

Following are operational instructions for State-level users.

Step	Action	
1	Go to the TelTrak2 website http://intra2.fsa.usda.gov/teltrak2/ .	
2	If this is the user’s first logon into a single sign-on application on the FSA Intranet since opening their browser, the user will be prompted for their single sign-on login ID, generally using the format firstname.lastname-- user keys in their login ID.	
3	User will be prompted for their single sign-on password--user keys in their password.	
4	User will be presented with a Main Menu corresponding to their security level.	
5	State-level users will be presented a Main Menu, entitled FSA FTS2001 Billing Reports for State Level Users . This web page requests the user to key in a 2-letter State abbreviation--user keys in a State abbreviation.	
6	User must click on the SUBMIT button, or PRESS “Enter” to continue.	
7	IF the user...	THEN the user is...
	has authorization to review the FTS2001 Billing Reports for the requested State	presented with a list of FSA sites within the State requested
	does not have authorization to review the FTS2001 Billing Reports for this State	<ul style="list-style-type: none"> • redirected to a web page, which states: “This site has limited access. You are not authorized to view this page.” • directed to click on a link to return to the Main Menu.
8	keys in an abbreviation for a State for which there is no FTS2001 billing data	<ul style="list-style-type: none"> • redirected to a web page that informs the user that: “There is No FTS2001 Data for this State abbreviation.” • instructed to click on a link to make a different selection.
	<p>Once a user reaches the page that lists the FSA sites within the State requested, under each report type for a site are either the words “view” or “no data.”</p> <p>Clicking on a link that says:</p> <ul style="list-style-type: none"> • “view” will take the user to a list of reports available for that report category • “no data” will redirect the user to a web page that tells the user that there is no data of the type requested for this site. The user is then instructed to click on a link to select a different State ID. 	

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
9	When viewing State Office reports from the State level, do the following.	
	<p>IF the user...</p> <p>clicks on view FTS2001 Calling Card Reports Current</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 Federal calling card numbers and the associated card owner names that were invoiced during the current billing cycle month in the selected State <p>Note: Along with each entry is a summary of total calls, total minutes, and total charges for each calling card.</p> <ul style="list-style-type: none"> • is instructed to “Select a Card Number and the Billing Month to View a Call Detail Report” for the report desired • clicks on the billing month link for the desired calling card report and views the FTS2001 Federal Calling Card Report for the card number and month selected <p>Note: Included for each call made using the selected calling card during the month are the originating date and time, the originating telephone number and State, the terminating telephone number, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 Calling Card Reports Past</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 Federal calling card numbers and the associated card owner names that were invoiced during the past 5 billing cycle months in the selected State <p>Note: Along with each entry is a summary of total charges for each calling card.</p> <ul style="list-style-type: none"> • is instructed to "Select a Card Number and the Billing Month to View a Call Detail Report" for the report desired • clicks on the billing month link for the desired calling card report and views the FTS2001 Federal Calling Card Report for the card number and month selected <p>Note: Included for each call made using the selected calling card during the month are the originating date and time, the originating telephone number and State, the terminating telephone number, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Long Distance Reports Current</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the current billing cycle month and week number in the selected State <p>Note: Along with each entry is a weekly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to "Select a Phone Number, Billing Month and Week to View a Call Detail Report" • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number, month, and week selected <p>Note: Included for each call made originating from the selected telephone number during the month and week are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a weekly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Long Distance Reports Past</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the past 5 months' billing cycles week number in the selected State <p>Note: Along with each entry is a weekly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to "Select a Phone Number, Billing Month and Week to View a Call Detail Report " • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number, month and week selected <p>Note: Included for each call made originating from the selected telephone number during the month and week are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a weekly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Conference Call Reports Current</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 conference call dates that were invoiced during the current billing cycle month in the selected State <p>Note: Along with each entry is a summary of total calls, total minutes, and total charges for each conference call during the month.</p> <ul style="list-style-type: none"> • is instructed to "Select a Conference Date and the Billing Month to View a Conference Call Detail Report" • clicks on the billing month link for the desired conference call report and views the FTS2001 Conference Call Connections Report for the date and month selected <p>Note: Included for each call are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating State, minutes, and charges. There is a monthly summary for each conference call at the end of the detailed list.</p> <ul style="list-style-type: none"> • user may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Conference Call Reports Past</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 conference call dates that were invoiced during the past 5 months' billing cycles in the selected State <p>Note: Along with each entry is a summary of total calls, total minutes, and total charges for each conference call during the month.</p> <ul style="list-style-type: none"> • is instructed to "Select a Conference Date and the Billing Month to View a Conference Call Detail Report" • clicks on the billing month link for the conference call report and views the FTS2001 Conference Call Connections Report for the date and month selected <p>Note: Included for each call are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating State, minutes, and charges. There is a monthly summary for each conference call at the end of the detailed list.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
<p>9 (Cont)</p>	<p>IF the user...</p> <p>clicks on view FTS2001 Shared Switch Long Distance Reports</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 shared switch long distance telephone numbers (for sites that are behind a GSA switch) that were invoiced during the most recent 6 billing cycles for which we have data in the selected State <p>Note: Along with each entry are a billing month, week number, and a weekly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to "Select a Phone Number and Billing Month to View a Shared Switch Call Detail Report" • clicks on the billing month link for the telephone number and views the FTS2001 Shared Switch Long Distance Report for the month and week number selected <p>Note: Included for each call are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a weekly summary for each telephone number at the end of the detailed list.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
10	When viewing County Office Reports from the State level, do the following.	
	IF the user...	THEN the user...
	clicks on view FTS2001 VNET Long Distance Reports Current	<ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the current billing cycle month in the selected State <p>Note: Along with each entry is a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to “Select a Phone Number and Billing Month to View a Call Detail Report” • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number and month selected <p>Note: Included for each call made originating from the selected telephone number during the month are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
10 (Cont)	<p>IF the user...</p> <p>clicks on view FTS2001 VNET Long Distance Reports Past</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 telephone numbers that were invoiced as VNET calls during the past 5 months' billing cycles week number in the selected State <p>Note: Along with each entry is a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to "Select a Phone Number and Billing Month to View a Call Detail Report." • clicks on the billing month link for the desired long distance report and views the FTS2001 VNET Long Distance Report for the telephone number and month selected <p>Note: Included for each call made originating from the selected telephone number during the month are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary at the end of the detailed list of calls.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.

TelTrak2 Operating Guidelines for State Level Users (Continued)

Step	Action	
10 (Cont)	<p>IF the user...</p> <p>clicks on view FTS2001 Shared Switch Long Distance Reports</p>	<p>THEN the user...</p> <ul style="list-style-type: none"> • sees a list of the FTS2001 shared switch long distance telephone numbers (for sites that are behind a GSA switch) that were invoiced during the most recent 6 billing cycles for which we have data in the selected State <p>Note: Along with each entry are a billing month and a monthly summary of total calls, total minutes, and total charges for each telephone number.</p> <ul style="list-style-type: none"> • is instructed to “Select a Phone Number and Billing Month to View a Shared Switch Call Detail Report” • clicks on the billing month link for the telephone number and views the FTS2001 Shared Switch Long Distance Report for the month selected <p>Note: Included for each call are the originating date and time, the originating telephone number and State, the telephone number dialed, terminating city and State, minutes, and charges. There is a monthly summary for each telephone number at the end of the detailed list.</p> <ul style="list-style-type: none"> • may return to the previous web page by clicking on the browser BACK button, or return to the Main Menu by clicking on the link at the bottom of the page.