

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.

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

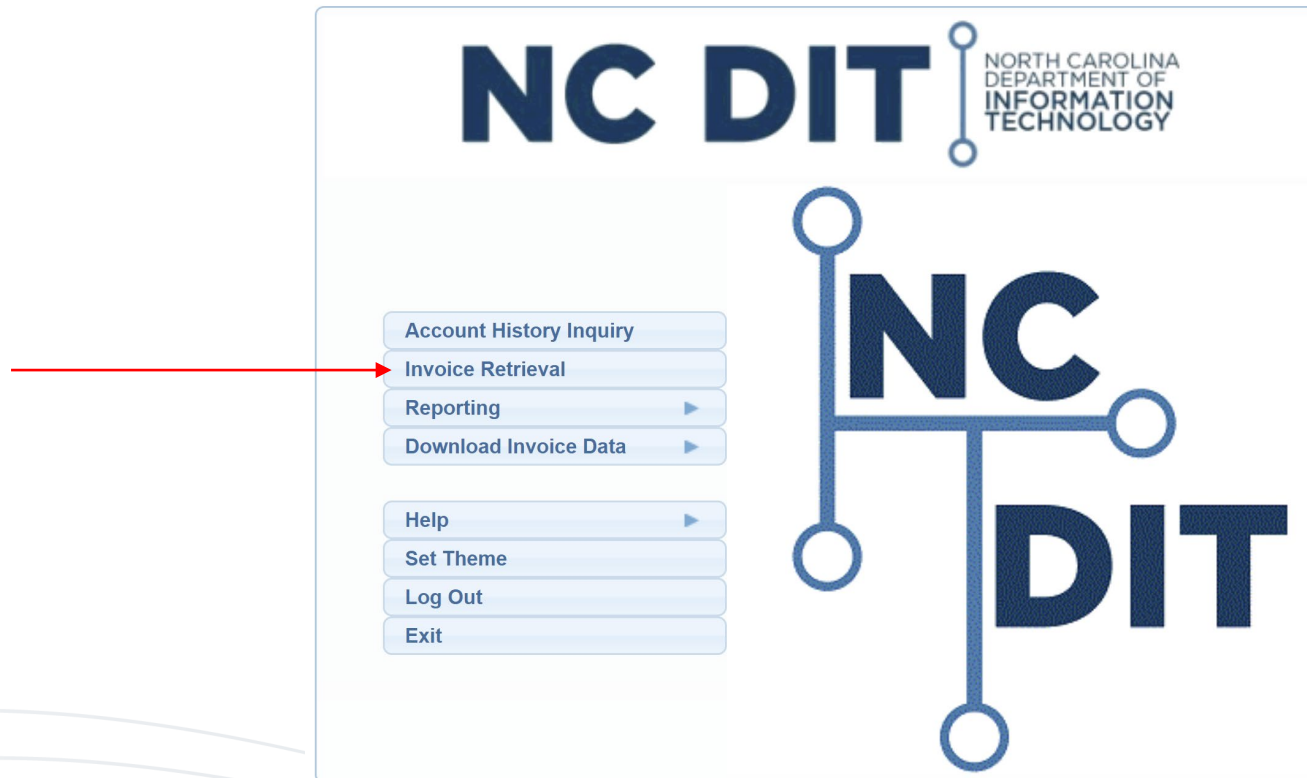


NCID

[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) ← Parent Account	PDF	185.7 KB	
DOR-4501001600050000-BTR (TAX RESEARCH)	PDF	62.4 KB	Child Accounts
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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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 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**.

The screenshot shows the 'Report Center > Report Selection' page in the netplus system. The page has a blue header with the netplus logo and navigation links: '< sabennett3 >', 'Log Out', 'Home', and 'Help'. Below the header are buttons for 'Settings...', 'Continue', and 'Cancel'. The main content area is titled 'All reports by category. Expand a category to select a report from its list.' and contains a list of categories with expandable icons (squares with a plus sign). The categories are: 'Accounts & Billing' (expanded), 'Account Charges by G/L Expense Code', 'Billed Usage Analysis Report' (highlighted with a red box), 'Subscriber Service', 'Usage & Rating', 'Work Orders', 'Workforce Mgmt', and 'Most Frequently Used'. To the right of the list is a 'Report Information' section with the text: 'Expand one of the categories on the left, then select a report from the list shown.' At the bottom of the page are buttons for 'Continue' (highlighted with a red box) and 'Cancel'.

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 shows the 'Billed Usage Analysis Report' form in the NCDIT Billing System. The form is titled 'Accounts & Billing Reports > Billed Usage Analysis Report'. It includes a navigation bar with 'Generate', 'Cancel', 'Reset', and 'Scheduling' buttons. The 'Report Format' dropdown is set to 'PDF'. The 'Billing Date' dropdown is set to '12/01/2020 (Final)'. The 'Account' field is set to 'NB'. The 'Bill-to Telephone' field is set to '919-268-0844'. The 'Start Date between' field is set to '12/01/2020' through '12/31/2020'. The 'Type of Usage' field is set to 'Voice'. The 'Minimum Charge' field is set to '0.00'. The 'Minimum Duration' field is set to '1'. The 'Auth Code ID' field is empty. The 'Destination Number' field is empty. The 'Place' field is empty. The 'State/Province' field is empty. The 'Generate' button is highlighted with a red box.

netplus Accounts & Billing Reports > Billed Usage Analysis Report

< sabennett3 > Log Out Home Help

Generate Cancel Reset Scheduling

Report Format PDF

Scheduling Options: Run Immediately
Delivery Options: None

Saved Layouts
Make a selection

Include calls that match these specifications

Billing Date 12/01/2020 (Final)

Account NB

Bill-to Telephone 919-268-0844

Start Date between 12/01/2020 through 12/31/2020

Type of Usage Voice

Minimum Charge 0.00

Minimum Duration 1

Auth Code ID

Destination Number

Place

State/Province

Arrange call itemization in this order

Foremost by: Bill-to TN

Then by: Type of Usage

Then by: Chronologically

Generate Cancel Reset Scheduling

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.

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Run Date 21-Jan-21 15:04

Billed Usage Analysis Report

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-ADMINISTRATION 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

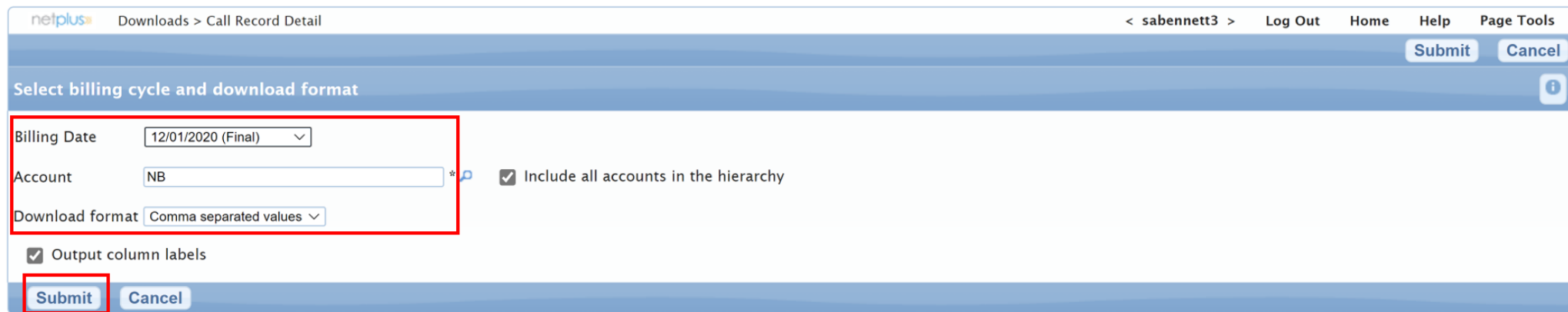
From the menu screen, select **Download Invoice Data** → **Get Call Records**.



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.



The screenshot displays the 'netplus' web application interface. The breadcrumb trail shows 'Downloads > Call Record Detail'. The user is logged in as 'sabennett3' and can access 'Log Out', 'Home', 'Help', and 'Page Tools'. The main heading is 'Select billing cycle and download format'. A red box highlights the 'Billing Date' dropdown (set to '12/01/2020 (Final)'), the 'Account' text input (containing 'NB'), and the 'Download format' dropdown (set to 'Comma separated values'). Below this, there is a checkbox for 'Output column labels' which is checked. To the right of the account field is a checkbox for 'Include all accounts in the hierarchy' which is also checked. At the bottom, there are 'Submit' and 'Cancel' buttons. A red box also highlights the 'Submit' button.

NCDIT Billing System

The report download will generate.

netplus Downloads > Call Record Detail < sabennett3 > Log Out Home Help Page Tools

Submit Cancel

Select billing cycle and download format

Billing Date 12/01/2020 (Final) ▾

Account NB * Include all accounts in the hierarchy ☒

Download format Comma separated values ▾

☒ Output column labels

Submit Cancel

CallDetail_201201.csv ... Show all ×

[Open file](#)

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.**