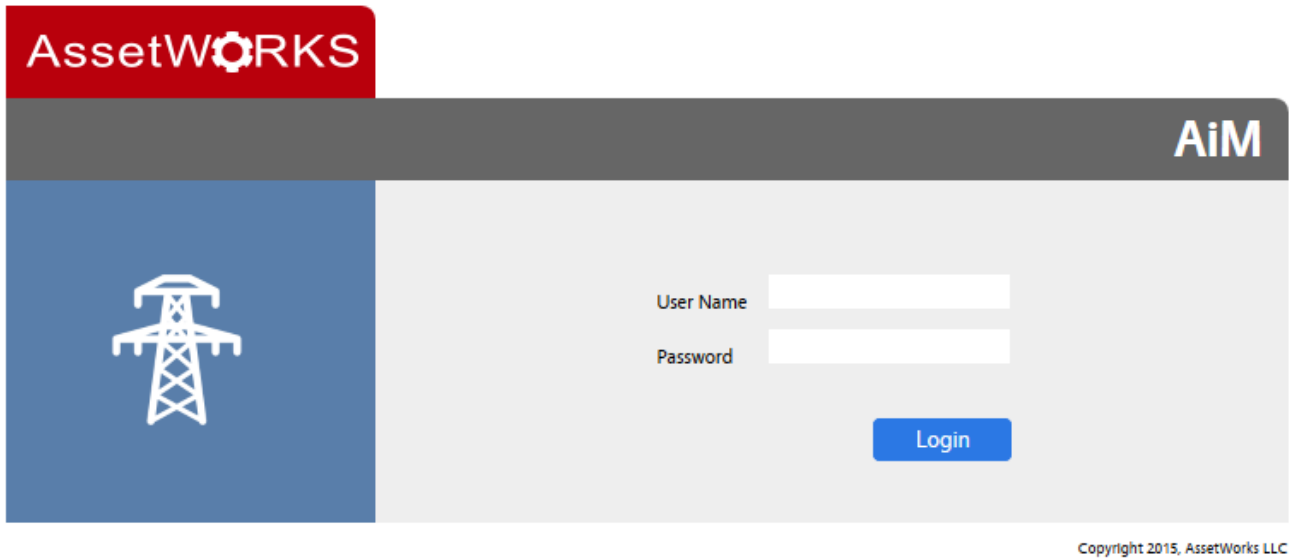
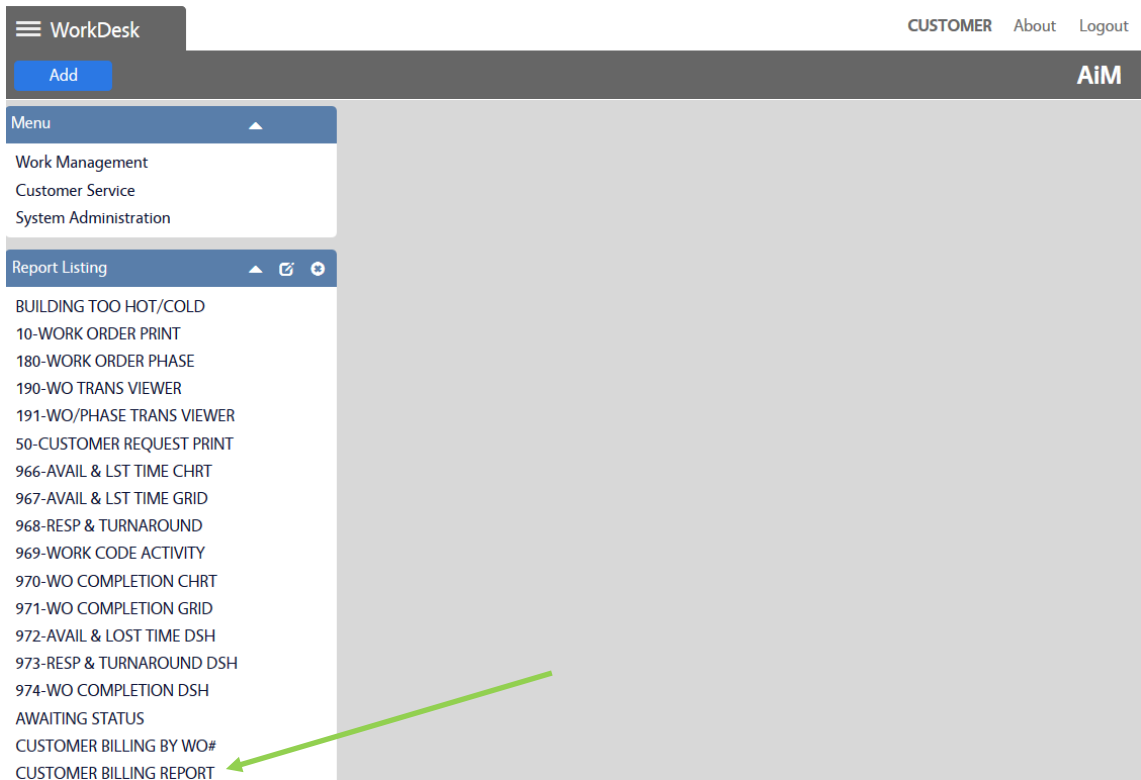


Customer Billing

After logging into AiM with your NetID and password, you should see your WorkDesk where you typically submit customer requests.



- 1. Determining if you have the reports menu:** If your screen looks like the screen shot below with a “Report Listing” section, please go to step 3. If your screen does not have the “Report Listing” section, please continue to step 2.



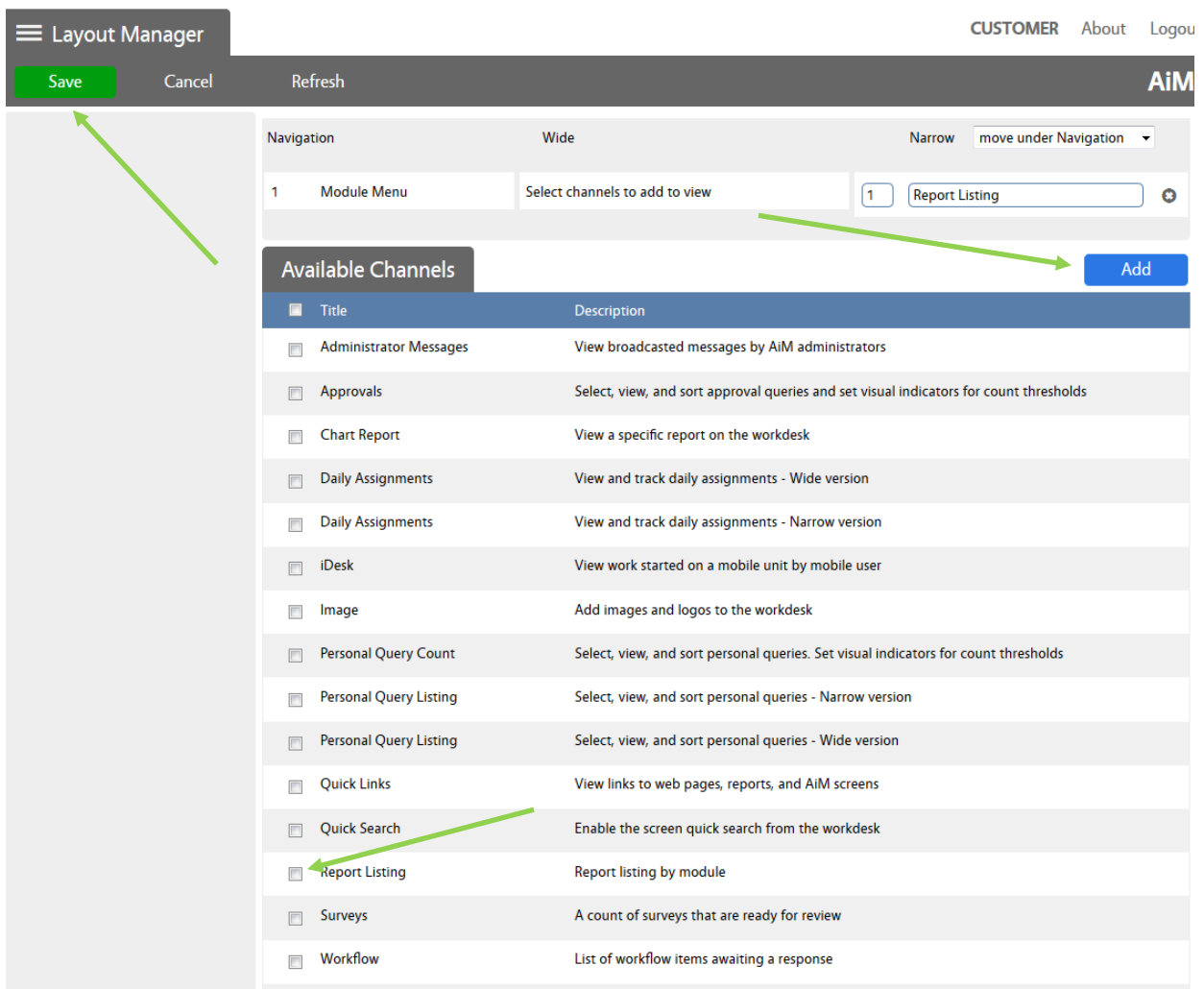
To select the report, you must have the Report Listing Box on your Work Desk Menu.

If the Report Listing box is shown, then skip to # 3.

If not, click on the blue “Add” button in the left hand corner.



2. The Layout Manager window is shown, scroll down and check the box next to Report Listing. Then click the blue “Add” button. Once the windows redisplay, click the green “Save” button. The Report Listing box should now appear on the Work Desk.



3. Running the Billing Report

- a. Click on the “Customer Billing Report” link

The screenshot displays the WorkDesk application interface. At the top left, there is a 'WorkDesk' header with a hamburger menu icon and an 'Add' button. At the top right, there are links for 'CUSTOMER', 'About', and 'Logout', along with the 'AiM' logo. A 'Menu' dropdown is open, showing 'Work Management', 'Customer Service', and 'System Administration'. Below it, a 'Report Listing' dropdown is open, displaying a list of reports. A green arrow points to the 'CUSTOMER BILLING REPORT' link at the bottom of the list.

WorkDesk

CUSTOMER About Logout

Add AiM

Menu

- Work Management
- Customer Service
- System Administration

Report Listing

- BUILDING TOO HOT/COLD
- 10-WORK ORDER PRINT
- 180-WORK ORDER PHASE
- 190-WO TRANS VIEWER
- 191-WO/PHASE TRANS VIEWER
- 50-CUSTOMER REQUEST PRINT
- 966-AVAIL & LST TIME CHRT
- 967-AVAIL & LST TIME GRID
- 968-RESP & TURNAROUND
- 969-WORK CODE ACTIVITY
- 970-WO COMPLETION CHRT
- 971-WO COMPLETION GRID
- 972-AVAIL & LOST TIME DSH
- 973-RESP & TURNAROUND DSH
- 974-WO COMPLETION DSH
- AWAITING STATUS
- CUSTOMER BILLING BY WO#
- CUSTOMER BILLING REPORT

4. Entering the Billing Report Parameters

- b. Account Code: Please enter in a 10 digit sequence for the Fund, Cost Center and I/O. This will look similar to 0000000000-0000000000-0000000000
 - a. If your account has a year associated with it, to view the data in AiM you must replace the year with YY. i.e. Yearly accounts have the current year in location 9,10 of the Fund so Account 2000402017-0000000000-1002394000 would be input as 20004020YY-0000000000-1002394000
- c. Start Date: Format the start date as MM/DD/YYYY
- d. End Date: Format the end date as MM/DD/YYYY
- e. Click on the OK button at the bottom of the screen.

Parameter

Parameters marked with * are required.

{ Account Code (Fund-CostCenter-I/O): *

{ Start Date: *

{ End Date: *

OK Cancel

5. Your report should display as soon as the report finishes running.

6. If you have any questions please email 'FMSystems@txstate.edu'