

# Telecom Expense Management



Communication services take up a large portion of your budget. You need to ensure they are correct but that is time consuming and difficult to manage.

## Business Challenge

Organizations receive many invoices each month from their carriers which typically accounts for 10-20% of their IT budget. Even small errors or incorrect charges can add up quickly. A good Telecom Expense Management (TEM) application can help you manage your carrier bills and charges but can also ensure you are allocating costs back for the services you provide.

## Solution

Best practices show that an Expense Management application will find more discrepancies for a lower cost than manual audits. Having a tool to manage your expenses also frees up staff to do other work as well.

The PCR-360 TEM functionality provides organizations with a framework to ensure they are only paying for the services they have and at the correct amounts. PCR-360 provides the ability to:

- Import vendor bills in typical formats, no expense readers needed.
- Audit the charges against a variety of typical issues.
- Define tolerance levels based on dollar amounts or percentages.
- See changes in your bills from month to month.
- Report on charges and discrepancies.

## TEM Capabilities

The TEM functionality provides the organization with the functionality to manage your invoices with a cost-efficient solution.

PCR-360 provides a text and graphical history of your vendor bills so you can easily see changes and report on historical data.

The PCR designed our solution to audit based on the things most organizations really need. Audit codes include:

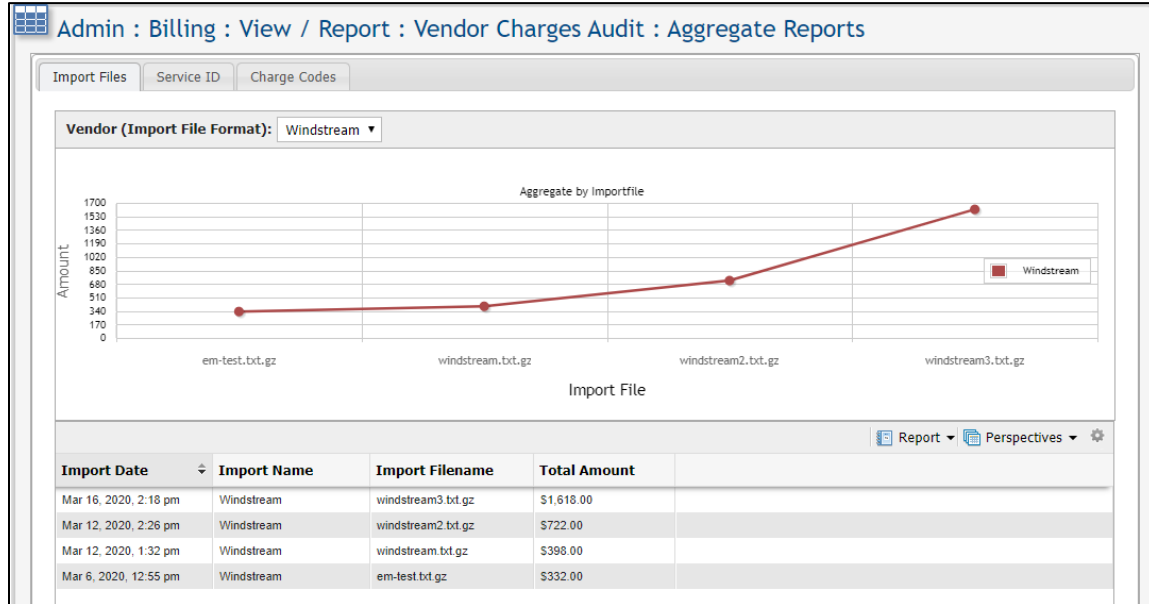
- Unexpected Charge Found
- Expected Charge Not Found
- Duplicate Charge Found
- Expected Charge Amount +/- Tolerance Percent
- Expected Charge Amount +/-Tolerance Amount
- Unexpected Service Catalog for Service – Line Type or Service Catalog in PCR-360 does not match specified expected Service Catalog
- Service in Bill does not exist in PCR-360
- Service in PCR-360 does not exist in Bill
- Service Status is not Active or Suspend or Inactive in threshold

### TO LEARN MORE CONTACT:

PROFESSIONAL COMPUTING RESOURCES, INC.  
[www.pcr.com](http://www.pcr.com) ~ [sales@pcr.com](mailto:sales@pcr.com)

## Visibility

The Aggregate Report provides a text and graphical view of the total charges for your bills and can be filtered to show only the information you want to see.



Easily see any bill discrepancies based on tolerances you define.

**Admin : Billing : View / Report : Vendor Charges Audit : Audit Report**

Search or Filter the Grid Data | Show Filters | Open Service | Report | Perspectives (default)

Import Date	Import Name	Filename	Services Identifier	Import Charge Audit List	Invoice Amount	Expected Amount
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550045	Unexpected Service Catalog for Service		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550333	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550204	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550264	Expected Charge Amount Higher than Tolerance...	\$8.00	\$5.73
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550266	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550200	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550261	Unexpected Charge Found	\$0.00	
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550325	Expected Charge Amount Lower than Tolerance...	\$5.00	\$5.73
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550196	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550196	Unexpected Service Found		
Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550196	Unexpected Service Found		
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Mar 16, 2020, 2:18 pm	Windstream	windstream3.txt.gz	6165550196	Unexpected Service Found		

**Manage Import File Record Format**

Record Format: 10, Description: CENTREX, Flag Value: 03

Record Type: Vendor Charges Audit

Record Type Specific Values

Service Catalog Type: Phone > Centrex, Threshold Percent: 5.00000, Threshold Amount: \$2.00, Threshold Status Days: 90

Expected Charge Codes:

Charge Code *	Amount	Ignore	Optional	Allow Dups
USBCBACCESS CHARGE PER FC	5.73	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UCXCBCENTREX STATION	3.02	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
OMGWTHMESSAGE WAITING LINE	1.5	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MSAGEBILL MESSAGE/MONTHLY	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ATYP EMERGENCY/VIP ACCOUN	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>