



## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*  
Bureau of Communication and Computer Services

DATE: September 20, 2002

SUBJECT: Voice Order Training in Chicago and Springfield

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The Central Management Services Division of Telecommunications will be conducting voice order training sessions in Chicago and Springfield on the following dates and times:

**Basic Training**

Wednesday, October 2, 2002  
9 a.m. – 12 p.m.  
Capital City Center  
130 West Mason Street  
Springfield, Illinois

**Advanced Training**

Wednesday, October 16, 2002  
9 a.m. – 12 p.m.  
Capital City Center  
130 West Mason Street  
Springfield, Illinois

**Basic Training**

Wednesday, October 9, 2002  
1 p.m. – 4 p.m.  
James R. Thompson Center  
2<sup>nd</sup> Floor Training Center  
Chicago, Illinois

**Advanced Training**

Thursday, October 10, 2002  
9 a.m. – 12 p.m.  
James R. Thompson Center  
2<sup>nd</sup> Floor Training Center  
Chicago, Illinois

The training sessions will include instructions on completing a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills.

Additionally, each session will review the following content:

- Voice order processing structure and contacts
- Detailed listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- MONIES orders module
- Telephone units
- Maintenance

- Feature packages

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish a RACF ID, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES administrator, at (217) 785-1930, two weeks in advance of your class.

Please enroll one week in advance of your selected class by contacting Ellen Moss at (217) 782-9505 or e-mail at [ellen\\_moss@cms.state.il.us](mailto:ellen_moss@cms.state.il.us).