eBilling A system

eBilling Training For the Vendor





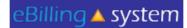
All Users Log In



- 2. Enter your User ID and Password
- 3. Click the LOGIN button.
- 4. If you do not have a User ID please contact your Regional Center.

REMINDER: Please change your password the first time you log in.





All Users System Information

Quick Facts

- ✓ You will be prompted to change your password every ninety days.
- ✓ After twenty-five minutes of inactivity, you will be logged out of the system. Make sure to save all updates as you are making changes to avoid being logged out of the system and losing your work.



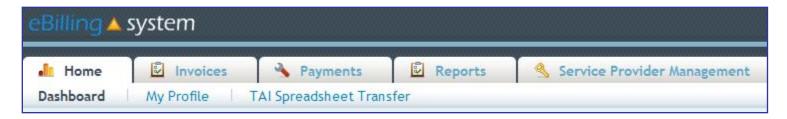




All Users Home Tab

Dashboard

- The eBilling system is arranged in a series of tabs and sub tabs. To move from section to section click on the appropriate tab.
- Functions and tabs are available depending on your user role assignment. If you feel you are not able to access the appropriate areas, please contact your Regional Center and have them update your user role assignment.
- There is a help link in the upper right hand corner of each screen.



eBilling ▲ system

All Users User Roles

Vendor Administrator: Access to the *Home, Invoices, Payments, Reports*, and *Service Provider Management* tabs. The Vendor Administrator role only has access to assigned service provider numbers; can create other vendor user and reader profiles; is able to edit, update, and submit invoices.

Vendor Supervisor: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Vendor Supervisor role only has access to assigned service provider numbers; *can not* create other user profiles; and is able to edit, update, and submit invoices.

Vendor Staff: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Vendor Staff role only has access to assigned service provider numbers; *can not* create other user profiles; and is able to edit and update invoices. The Vendor Staff user profile is *not able* to submit invoices.

Vendor Staff – No Payment Access: Access to the *Home*, *Invoices*, and *Reports* tabs. The Vendor Staff – No Payment Access role only has access to assigned service provider numbers for invoices and invoice history and not payment history information; *can not* create other user profiles; and is able to edit and update invoices. The Vendor Staff – No Payment Access user profile is *not able* to submit invoices.

Reader: Access to the *Home*, *Invoices*, *Payments*, and *Reports* tabs. The Reader is only able to view information for assigned service provider numbers. The Reader is unable to update, delete, or submit invoices. The Reader is unable to create other user profiles.

If you feel that you have been assigned the incorrect role, please contact your Vendor Administrator or Regional Center.



All Users Home Tab

My Profile

How to Update Your User Profile

- 1. Click the My Profile tab.
- 2. Make the desired changes.
- 3. Click UPDATE to save the changes.

This is the area where you are able to change your password. Please remember to reset your password the first time you log into the eBilling system.



All Users

Service Provider Selection

Home



Dashboard

How to Select a Service Provider Number (SPN)

- 1. Type your SPN number in the Service Provider Selection search box.
- Click SELECT.
- 3. A pop up box will appear. Click OK to approve your selection.

<u>OR</u>

- 1. Select the appropriate SPN number (by clicking on it once) from the SPN list located under the SPN search box.
- 2. A pop up box will appear. Click OK to approve your selection.

After selecting an SPN the selected service provider information will appear at the top of the screen.

You will be unable to view any information available under the invoices, payments, and reports tabs unless you first select an SPN number.



All Users Home

Other Options

Welcome Emily

Bulletin

10/26/2010 Welcome

Bulletins are posted by the Regional Centers and will appear on the top left of the home screen.

Quick Links
User Updates

Reports

Quick links are available on the home screen and provide one click access to other frequently used areas of the application.



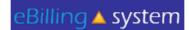
E-Mail icon appears on the upper right corner of the screen and will allow you to send an e-mail to the designated Regional Center contact.



Attach Documents icon appears on the upper right corner of the screen and allows you to upload documents that the Regional Center will then be able to access.



Comments icon appears on the upper right corner of the screen and allows you to enter comments for the Regional Center to read.

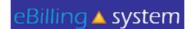


All Users Home



Comments:

- The invoice level comments will be available on the website. Invoice detail line level comments will be transferred to UFS for Regional Center staff to view.
- Invoice detail line level comments are meant to convey important information to POS staff at the Regional Center (ex. This invoice line was deferred because...).
- Will be seen only by POS Regional Center staff.
- Should be kept brief (two sentences or less).
- Are <u>not</u> for communication with Service Coordinators.
- Are <u>not</u> an immediate or direct form of communication with the Regional Center. If you have a question or concern that requires an answer from the Regional Center, you need to either call or e-mail your Regional Center contact.



All Users Home



Documents:

- ✓ Attached documents will only be flagged on Regional Center reports if they are attached to specific invoice detail lines.
- ✓ Documents attached at the invoice level will not appear on Regional Center reports.
- ✓ If you would like Regional Centers to know that you have attached a document to your invoice, it <u>must be</u> attached to an invoice detail line.



Users

Only users assigned to the Vendor Administrator role will have access to the <u>Service Provider</u>

<u>Management</u> tab.

This is the area where Vendor Administrators will be able to:

- ✓ Search for Users
- ✓ Maintain User Profiles
- ✓ Create New User Profiles
- ✓ Assign Roles to Users
- ✓ Assign SPNs to Users



Users

How to do a Quick Search for Users



- 1. Select the <u>Service Provider Management</u> tab.
- 2. Click the <u>Users</u> sub tab.
- 3. Enter the search criteria. To view all users leave the search criteria blank.
- 4. Click SEARCH.
- 5. The results will display on the bottom half of the screen.
- 6. Click the record to view. Click the EDIT button on the right of the record line to edit/update.

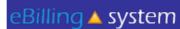


Users

How to Create New User Profiles



- 1. Select the <u>Service Provider Management</u> tab.
- 2. Click the Add Users sub tab.
- Enter the new user profile information. Fields with a red star are required. The user role defaults to reader. Choose a new user role from the drop down menu if necessary.
- 4. Click ADD.
- Click the ASSIGN SPN button to assign SPNs at this time.



Users How to Assign SPNs

- 1. Click the Assign SPN button. This will be available if you are viewing a user profile in the edit/update mode or are creating a new user profile.
- 2. A pop up window will appear.

Number.

- 3. Search for the appropriate SPN on the left side of the screen.
- 4. Click the SPN to highlight and select. Hold down the CTRL key to select multiple, non-consecutive SPN's. Hold the shift key to select multiple, consecutive SPN's.

H18471

MV TRANSPORTATION



CASA ALLEGRA COMMNTY SVCS

eBilling ▲ system

Invoices Invoice

How to Search for an Invoice

- 1. Select or enter the appropriate service provider number on the home screen.
- 2. Select the <u>Invoices tab</u>. TIP: If you would like to search for an invoice that has been submitted select the <u>Invoice History tab</u>.
- 3. Enter the search criteria. If you would like to pull up all available invoices then leave the search criteria blank.
- 4. Click the SEARCH button.
- 5. The search summary results will appear on the bottom half of the screen.





How to View an Invoice

- 1. Search for the invoice you would like to view.
- 2. Click the invoice.
- 3. You will now be able to view the invoice detail lines in VIEW ONLY mode.
- 4. To view an invoice in EDIT/UPDATE mode you will need to click the EDIT button on the right side of the invoice line.

Click anywhere on the invoice line to view in VIEW ONLY MODE.

Invoice #	Service Code	Service M/Y	UCI#	Consumer Name	Invoice Date
0606066	896	08/2010	0000000	XXXX, ANGELINE	2010-08- 16



Click the EDIT button to view in EDIT/UPDATE mode. The EDIT button is on the right side of the invoice line.



How to Filter Invoice Lines

- 1. Select the invoice you would like to view or update/edit.
- 2. Choose FILTER ALL or FILTER UNPROCESSED from the drop down in the top middle of the screen.
- 3. FILTER ALL will allow you to see all the invoice lines.
- 4. FILTER UNPROCESSED will allow you to only see the unprocessed invoice lines. Service Provider Billing Details





Calendar Type Differences

There are now four calendar types. If you think your calendar type is incorrect, please contact your Regional Center.

Type of Calendar	Service Type
Check Box	Monthly
Units Calendar	Non-Monthly
Units with In and Out Times and Worker Name	Hourly, Session, or Visit
Purchase Reimbursement	Per Item or Variable



<u>Invoices</u>

Invoice

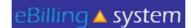
Monthly Check Box Calendar

The check box calendar type has boxes that are selected with a cursor and are filled with a check mark.

- 1. Place your cursor in the check box.
- 2. Click on the check box.
- 3. A check mark will appear selecting the appropriate day.
- 4. To populate all days of the month click SELECT ALL button.
- 5. To unselect all days of the month, click the DE-SELECT ALL button.
- Click the UPDATE or UPDATE NEXT button to save your changes.

TIP: On the right side of the screen you can mark an invoice line as Full Month of Service, No Service, Defer, or Last Month of Service.

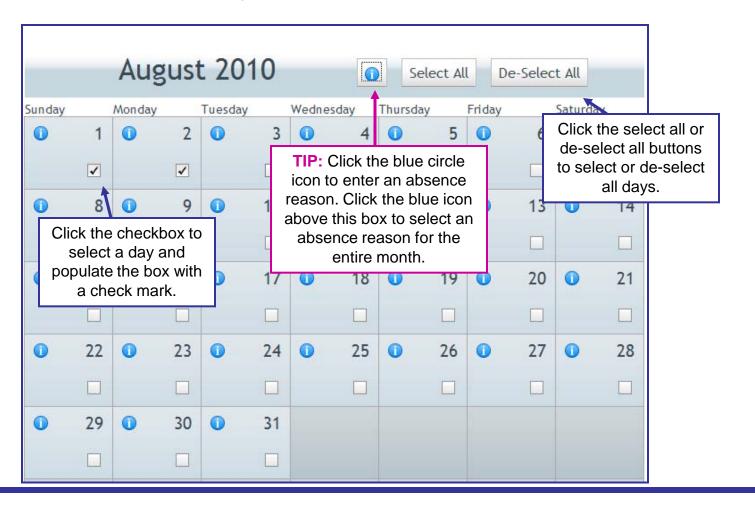
Invoice Details	
✓ Full Month Service	
☐ No Service	Defer (Regenerate Invoice Line)
Last Month of Service?	Exit Date:



Invoices

Invoice

Monthly Check Box Calendar

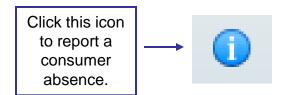




Absences and Absence Reasons

On the Checkbox type calendar you have the option of entering an absence for consumers. You must be viewing the invoice detail line in the EDIT/UPDATE mode.

- 1. Click on the Blue Circle "I" icon. TIP: To apply an absence reason to the entire month make sure you select the icon at the top of the calendar. To apply an absence reason to individual day make sure to choose the icon on the day you would like to report the absence.
- 2. Select an absence reason from the drop down menu. Click OK.
- 3. The Blue Circle "I" icons will turn into blue stars for all days with reported absences. Click the UPDATE button to save changes.



After the absence is reported the circle will change into a star.





<u>Invoices</u>

Invoice

Monthly Check Box Calendar

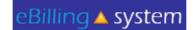
In the following cases the payment will need to be prorated:

- ✓ The authorization starts or stops mid-month
- ✓ The last exit date is prior to the last day of the month
- ✓ The consumer is absent from the facility greater than fourteen days during the month.

NOTE: For residential services, if a consumer exits the facility during the month, please enter the last night of service as the exit date.

A prorated payment will show as zero and the Regional Center will calculate the payment based on attendance.

Invoice Details	
Full Month Service	
☐ No Service	Defer (Regenerate Invoice Line)
Last Month of Service ?	Exit Date:
Invoice Line Summary	
Total Units:	O Days *Pro-ration will occur if full month checkbox and sufficient days not selected.
Unit Rate:	5033.060
Gross Amount:	\$ 0.00
Received Revenue Details	
-1	0.00
-1	0.00
-1	0.00
Total Received Revenue:	\$0.00
Net Amount:	\$ 0.00 *Pro-ration will occur if full month checkbox and sufficient days not selected.
Overage Reason:	▼



Units Calendar

The unit type calendar has boxes that will accept unit of service entries.

- 1. Place you cursor in the unit box.
- 2. Enter the number of units. You may enter a number with up to two decimal points. *TIP: Break hours into quarter increments (ex. .25, .50, and .75)*
- 3. To populate all days of the month click the POPULATE ALL button.
- 4. Select the weekday's only check box if you would like to populate only weekdays (Monday through Friday).
- 5. Enter the appropriate number of units.
- 6. Click OK.
- 7. The calendar will be populated.
- 8. You can use the mouse or the tab key to move to each unit entry box on the calendar.
- 9. Enter or edit units directly in the attendance calendar entry box.
- 10. Click the UPDATE or UPDATE NEXT button to save your changes.

TIP: Use the TAB key to move from day to day on the calendar.

Invoices

Invoice

Units Calendar July 2010 Populate All -Sunday Monday Tuesday Wednesday Thursday 1 Weekdays Only Click the populate all button to Place your cursor in the Units: 6.50 populate all days with box to directly enter units. attendance. Click the Weekdays 0k Only checkbox to populate all 5 4 days Monday-Friday. 0.00 5.25 5.75 00 0.00 14 15 13 16 17 TIP: You can use quarter hour 0.00 0.00 0.00 0.00 0.00 increments to report attendance, 5.25 would be 5 and 1/4 20 21 22 23 24 hours. 0.00 0.00 0.00 0.00 0.00 0.00 0.00 25 26 27 28 29 30 31 0.00 0.00 0.00 0.00 0.00 0.00 0.00



Units Calendar with In and Out Times and Worker Name

The In and Out calendar type has a date and day for each day of the month, fields to enter the in time, out time, and the worker name. If the unit type is hourly, the units and amounts are automatically calculated; they will populate based on in and out times entered.

TIP: If the units are not hourly, but per session, visit, etc. the units <u>will not</u> automatically calculate, but will need to be manually entered.

- 1. Click in the <u>In Time</u> field and enter the time in four digit military time format. (ex. 1:15 PM would be 13:15, 9:45 AM would be 09:45, 8:00 AM would be entered as 08:00)
- 2. Tab or click in the <u>Out Time</u> field and enter the time in military time format.
- 3. Tab or click in the worker name field and enter the worker's name.
- 4. Click the UPDATE or UPDATE NEXT button to save your changes.



Units Calendar with In and Out Times and Worker Name

Auth Dates: 07/01/10 - 08/20/10 Units Type: HRS-DIR F/F ONLY/MO hou

Out Time Amount

43 65

TIP: Check Unit Type. If it is hourly, the Units will automatically calculate when the time is entered on the calendar.

July 2010

Worker Name

Wendy Worker

Wendy Worker

Wendy Worker

Busy Bee

TIP: You can use quarter hour increments to report attendance. 9:15 AM would be entered as 09:15.

Mon

Tue

Wed

Thu

Sat

Sun

2 00

2 00

0.00

0.00

0.00

0.00

2010-07-05

2010-07-06

2010-07-07

2010-07-08

2010-07-10

2010-07-11

2010-07-09 Fri

1:00 PM	3:00 PM	38.80	
9:00 AM	11:00 AM	38.80	
9:00 AM	11:00 AM	38.80	
9:00 AM	11:00 AM	38.80	
3:30 PM	1845	0.00	
1:00 PM	3:00 PM	38.80	
12:00 AM	12:00 AM	0.00	
12:00 AM	12:00 AM	0.00	
12:00 AM	12:00 AM	0.00	
12:00 AM	12:00 AM	0.00	

11:30 AM

In Time

9:15 AM

Use the tab key to move from the In Time, Out Time, and Worker Name fields. Time needs to be entered in four digit military time (ex. 6:45 PM would be entered as 18:45).

Tip: The Units and Amount fields are automatically calculating.



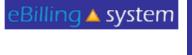
Units Purchase Reimbursement

The one time purchase calendar type allows the entry of purchases.

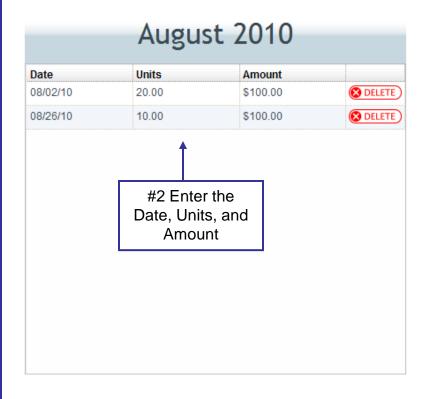
- 1. Click on the ADD ROW button.
- 2. Click in the date field and select the appropriate date of purchase.
- 3. Tab or click in the units field and enter the appropriate units.
- 4. Tab or click in the amount field to enter the total amount.
- 5. Click the UPDATE or UPDATE NEXT button to save your changes.
- 6. Please be sure to attach your supporting documentation at the invoice detail line level. Attached documents will only be flagged on Regional Center reports if they are attached to specific invoice detail lines.

TIP: Accidently add a row? Click the DELETE button to remove it from the list.

Units Purchase Reimbursement



#3 Attach supporting documentation to the invoice detail line.



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No Service

Last Month of Service?

Invoice Line Summary

Total Units:

Total Amount:

Defer (Regenerate Invoice Line)

Exit Date:

The total Units and Amount will automatically populate.

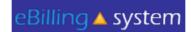
#1 Click the ADD ROW button.

200.00

Add Row

Update

Update-Next



How to save time by using buttons!

No Service, Defer, Calendar Template, Add Invoice Lines

Defer

The **DEFER** button will allow you to mark a consumer record as defer. This will indicate that the consumer did receive a service, but the authorization needs to be updated. The Regional Center will then resend the invoice the following the month. If **DEFER** is applied to the whole invoice, then the whole invoice will be reissued.

No Service

The **NO SERVICE** button allows you to mark a consumer records as having had no service/billable time for the month.

Add Invoice Line

The **ADD INVOICE LINE** button will allow you to add an attendance only (A/O) detail line under a contract. This button will only work for certain service codes if the Regional Center has enabled this option.

Calendar Template

The **CALENDAR TEMPLATE** button will allow you to apply a calendar template with attendance information to one or more consumer records.





Using the No Service or Defer Buttons

- 1. Click on an invoice EDIT button. You must be in invoice edit/update mode.
- 2. Select lines you would like to apply the button to by clicking in the check boxes on the left. TIP: To apply a mass update button to all invoice lines select the top left checkbox that is on the header line. This will mark all the invoice lines for update.
- 3. Click on the button (NO SERVICE or DEFER) you would like to use.
- 4. A flag will appear in the appropriate column.

Lir Consumer # Name	UCI#	SVC Code	SVC Subo	Auth #	Auth Date 05/31/12	Unit Type	Unit Days Bille Attend	Gross Amount	Net Amour	No Ser	Def
invoice lines Otherwise	Click this checkbox to select all invoice lines for update. Otherwise select the checkboxes on the individual		35H	11296795	07/01/10 - 09/30/10	'	After the rec have bee updated, the	en			Y
	n the individ ner lines.		5H	11301224	07/01/10 - 09/30/10		e marked wi appropriate f			Υ	

eBilling ▲ system

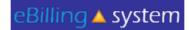
Invoices Invoice

Calendar Template

Using the Calendar Template
Checkbox and Units Calendars Only

- 1. Click on an invoice EDIT button. You must be in edit/update mode.
- 2. Select lines you would like to apply the button to by clicking in the check boxes on the left.
- 3. Click on the CALENDAR TEMPLATE button. A window will pop up.
- 4. Fill out the appropriate calendar with attendance information.
- Click on APPLY TO ALL to apply the template to all invoices lines. Select the APPLY TO SELECTED button to update only selected invoice lines. The invoice will be updated.
- 6. Click the SAVE button to save changes.
- 7. Click the CLOSE button.
- 8. All updated invoice lines will have an updated date and time stamp.
- 9. Individual lines <u>must be</u> updated with absences.

Invoices



Add Invoice Line

Invoice

Adding Attendance Only (A/0) Lines Under a Contract Authorization

- 1. Click on an invoice EDIT button. You must be in edit/update mode.
- 2. Click the ADD INVOICE LINE button.
- 3. Select the appropriate calendar type. Click SELECT.
- 4. Fill out the consumer information.
- 5. Fill out the calendar attendance information.
- 6. Click ADD to add the A/O line and save changes.

Consumer Last, First Name:			UCI#:		
Authorization #:	11304024		SVC Code - Description:	896 - SUPPORTED LIVING SRV	
Authorization Dates:	07/01/10 - 06/30	0/11	Units Type:	M-MONTHLY ▼	
		†			
		sumer name so edit the d sub code.			



Printing Invoice Details

You can print invoice details from the view only or edit/update modes.

Select the invoice you would like to print.

- 1. Click the PRINT INVOICE DETAILS button. It is located in the bottom right area of the screen.
- A pop up window will appear.
- 3. You are able to view, save, or print the INVOICE DETAIL REPORT
- 4. You are also able to print invoice details for submitted invoices by searching under the <u>Invoice History</u> tab.





How To Submit an Invoice

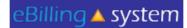
1. View the invoice you would like to submit in EDIT/UPDATE mode.

2. Check each invoice line to make sure that it has been updated with the correct information.

- 3. Scroll down to the bottom of the screen
- Click the SUBMIT button.
- 5. A pop up window will appear. Click OK.
- Your invoice has been submitted.



Reminder: If the service month of the invoice is the current month, it can not be submitted until a certain date. The date is usually near the 27th or the 28th. This date is determined by each Regional Center. An invoice can not be submitted prior to that date for the month of service. For example, if the service month is November and the Regional Center set the submit date to the 27th, the first date the invoice can be submitted is 11/27. A previous month of service would not be affected.



InvoicesInvoice History

Brief Description of Invoice History

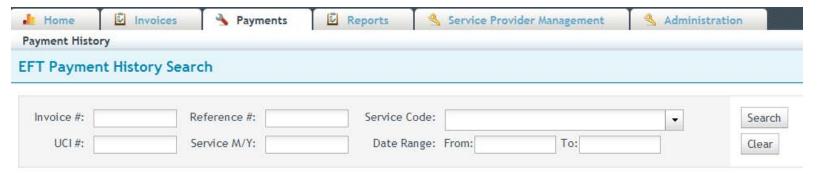


- ✓Once your invoice has been submitted you will be able to search for it under the <u>Invoice History</u> sub tab.
- ✓ You must choose an SPN number on the <u>Home</u> tab to view the <u>Invoice History</u> sub tab.
- ✓ You are able to print invoice details from the <u>Invoice History</u> sub tab.

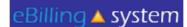


Payment History

EFT Payment History Search

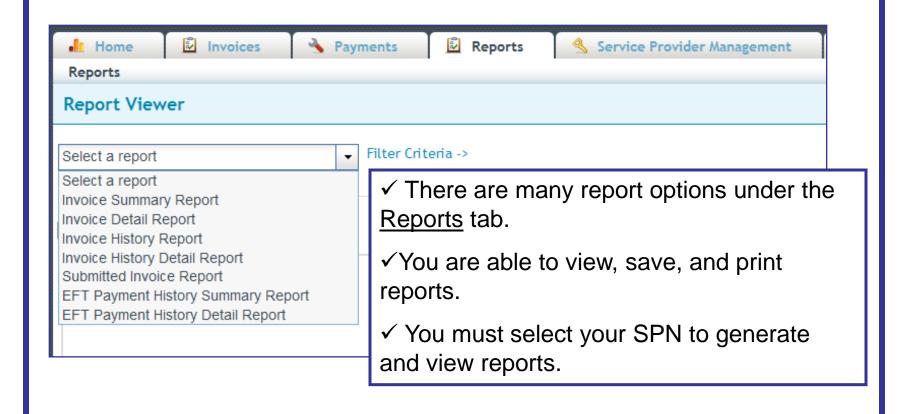


- ✓ You are able to search EFT Payment History in the same way that you search for available invoices under the <u>Invoices</u> tab. Just choose the <u>Payments</u> tab, enter search criteria, and click the SEARCH button.
- √To view a selected EFT Payment History for an invoice, click anywhere on the invoice line.
- ✓ To create a .CSV file of the Payment History, select the invoice, and click the CREATE CSV button. You can either view the file or save it to your computer.



Reports Reports

Overview





Reports Reports

How to Generate a Report

- 1. Click the <u>Reports</u> tab. (Make sure you have selected the appropriate SPN).
- 2. Choose a report from the drop down menu on the left.
- 3. Enter the appropriate search criteria on the right hand side of the screen. (The search criteria will changed depending upon the report you've selected).
- 4. Click SUBMIT.



Invoice#:	
Invoice Date:	
UCI#:	555555
Service M/Y:	
Service Code:	

Submit

#1 Choose Report.

#2 Enter Search Criteria.

#3 Click Submit.



Reports Reports

Viewing and Printing Options

There are several options for viewing your report.

1. You can either print the report or save it to your computer.



2. You can open the report in a new window by clicking the Open in a New Window link that is located on the left side of the screen.



3. You can also use the scrollbar to view the report in the browser window.



TAI and DS1964 Spreadsheet Files Available Files for Download

If you currently are e-mailed a Microsoft Excel turnaround invoice (TAI) or DS1964 (for service code 950 services), you may now choose to access that invoice on the eBilling website.

You will need to talk to your Regional Center about setting up your profile and posting your invoice to the eBilling website.

If you do choose to download your TAI or DS1964 from the eBilling website, you will see invoices available for download on the right hand side of the <u>Home</u> tab.

You will see files available for download on the right side of the Home Dashboard. There will be a blue DOWNLOAD button on the right side of each available invoice.

Available Files for Download

Service Provider #	File Name	Posted Date	Download
H88855	H88855 9-2004 883.xml	2010-10-28 09:07:04	O DOWNLOAD)
H88954	H88954 Group .xls	2010-10-31 12:49:18	O DOWNLOAD)
H88954	H88954 Group .xls	2010-11-03 02:10:35	O DOWNLOAD)
H88954	H88954 Group .xls	2010-11-03 02:10:53	O DOWNLOAD)
H88957	H88957 Group .xls	2010-10-31 12:49:18	O DOWNLOAD)



TAI and DS1964 Spreadsheet Files
How to Download Files (from the eBilling Website to Your Computer)

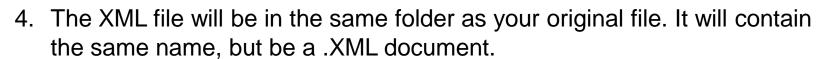
- 1. Select or enter the appropriate service provider number on the home screen.
- 2. There must be available invoices on the left side of the <u>Home Dashboard</u> screen.
- 3. Click on DOWNLOAD button on the invoice line you wish to download.
- 4. Click the SAVE button.
- 5. Choose the folder you would like to save the file in on your computer. Click SAVE. TIP: Please do not change the file name. The eBilling system will not recognize the file if the name is changed.
- 6. The downloaded invoice will be saved as an .XLS file on your computer.
- 7. Click OPEN to view the file immediately. Click CLOSE to view the file at a later time.



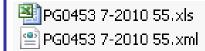
TAI and DS1964 Spreadsheet Files XML

If you choose to upload your TAI spreadsheet or DS1964 to the eBilling website (instead of e-mailing it to your Regional Center) then you will need to first convert it to a .XML document.

- 1. Fill out the invoice as your normally would.
- 2. Click the EXPORT XML button.
- 3. Save your changes.



The top file is the original Excel TAI. The bottom file is the .XML file that is ready to be posted to the eBilling website.



747... Microsoft Excel '

Export XML



TAI and DS1964 Spreadsheet Files Compatibility

- √The new TAI and DS1964 spreadsheets are different than the
 old TAI and DS1964 spreadsheets.
- ✓ Please make sure you use the new spreadsheets.
- √The old TAI and DS1964 spreadsheets are not compatible with the new eBilling system.
- ✓ If you provide 950 services to consumers served by multiple Regional Centers, you will need to copy the information in the old DS1964 to the new DS1964 until all Regional Centers have switched to the new eBilling system.



Home TAI Spreadsheet Transfer

How to Upload Files (From Your Computer to the eBilling Website)

- 1. Select the appropriate SPN.
- 2. Click the <u>Invoice</u> tab.

Invoice XML Upload

3. Click the <u>Invoice XML Upload</u> sub tab.

Select

- 4. Click the SELECT button.
- 5. Choose the file from your computer that you would like to upload. Click OPEN.

Upload

- 6. Click the UPLOAD button.
- 7. The file should be uploaded. If the incorrect file is uploaded, just use the DELETE button and start over.



Please contact your Regional Center with any additional questions.

REGIONAL CENTER CONTACT
REGIONAL CENTER CONTACT PHONE
REGIONAL CENTER CONTACT E-MAIL