# COLUMBIA UNIVERSITY Information Technology

# CUIT Pinnacle Billing System Department Manager Training Upgraded Version

Summer 2020

# Agenda

- Overview of the Pinnacle Online Telecommunications Billing System
- Pinnacle System Terminology
- Pinnacle System Access Levels
- Access to <u>Pinnacle System</u>
  - Mozilla Firefox, Microsoft Edge or Internet Explorer 11 browser
  - DUO authentication and VPN connection required
- Retrieving Monthly Recurring Charges
- Frequently Asked Questions
- Contact Us



## **CUIT Pinnacle System Overview**

- The upgraded Pinnacle systems provides a modern user interface for the management of chargeback information for many CUIT services
- Pinnacle allows Columbia Departmental Administrators to view monthly billing reports generated by the Billing System
- Department Administrators and Administrative Coordinators need to request access thru <u>ServiceNow</u> or via email to <u>askcuit@columbia.edu</u>
  - Provide UNI and 7-digit department number(s) the user will need access to



# **CUIT Pinnacle System Terminology**

Import	ant Pinnacle Terms/Functions to Remember
Search	Click to retrieve information
Subscribers	Refers to users
Service Numbers	Refers to phone numbers
Recurring Charges (Non-Usage Charges)	Refers to monthly and one-time charges (e.g. desk phone and mobile device purchase)
Usage Charges	Refers to usage charges (e.g. international call)



## CUIT Pinnacle System Access Levels

Account Manager*	Department Manager
For Account / Chartstring Searches	For Departmental Charge Searches

\*NOTE: We recommend using the Account Manager role when reconciling charges between Pinnacle and ARC

	System Requirements
Web Browser	Mozilla Firefox, Microsoft Edge, Internet Explorer v.11
DUO	Multifactor Authentication Provider
VPN	Remote Access Service



# **DUO Multifactor Authentication**

Multifactor authentication (MFA) uses multiple proofs of identity to ensure you are authorized to access the service or resource that you are requesting.

- CUIT uses Duo as the MFA service to verify your identity for Columbia's centralized applications. With Duo, you can use a mobile app, a text message or a phone call to authenticate.
- Most people use Duo via the mobile app, Duo Mobile, which runs on a variety of smartphones and tablets.
- Click here to <u>set up and test</u> Duo MFA



## **VPN** Connection

If you are remote or on an insecure (unencrypted) wireless networks on the Columbia campus, connection to the Columbia network can be accessed via VPN and Citrix.

- Install the Cisco AnyConnect app
  - Desktop/Laptop
    - Visit and log in to <u>vpn.cc.columbia.edu</u> to download the desktop client, then follow our step-by-step <u>VPN installation instructions</u>.
  - Mobile Device
    - Download and install the app from the Apple or Google Play Store.
       Enter vpn.cc.columbia.edu for the server name



#### Retrieving Monthly Recurring Charges

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Access the <u>Pinnacle</u> website. Enter UNI & Password to Login

By using these resources, you agree to abide by Columbia University's <u>Acceptable Usage of Information</u> <u>Resources Policy</u>.

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Retrieving Monthly Recurring Charges

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	<u>15-SEP-2019</u> -023	SENIOR EXECUTIVE VP	CUADMIN	CU ADMINISTRATIVE DEPARTMENTS	0.00	0.00	00	
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	<u>15-SEP-2019</u> -042	OFC INTERNAL AUDIT	CUADMIN	CU ADMINISTRATIVE DEPARTMENTS	0.00	0.00		
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Retrieving Monthly Recurring Charges

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#### Retrieving Monthly Recurring Charges

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	15-SEP-2019 -006	EXEC VP FOR FINANCE	CUADMIN	CU ADMINISTRATIVE DEPARTMENTS	0.00	0.00
Reports	<u>15-SEP-2019</u> -011	EXECUTIVE VP, FACILITIES	CUADMIN	CU ADMINISTRATIVE DEPARTMENTS	0.00	0.00
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	<u>15-SEP-2019</u> -074	PROCUREMENT	CUADMIN	CU ADMINISTRATIVE DEPARTMENTS	0.00	0.00
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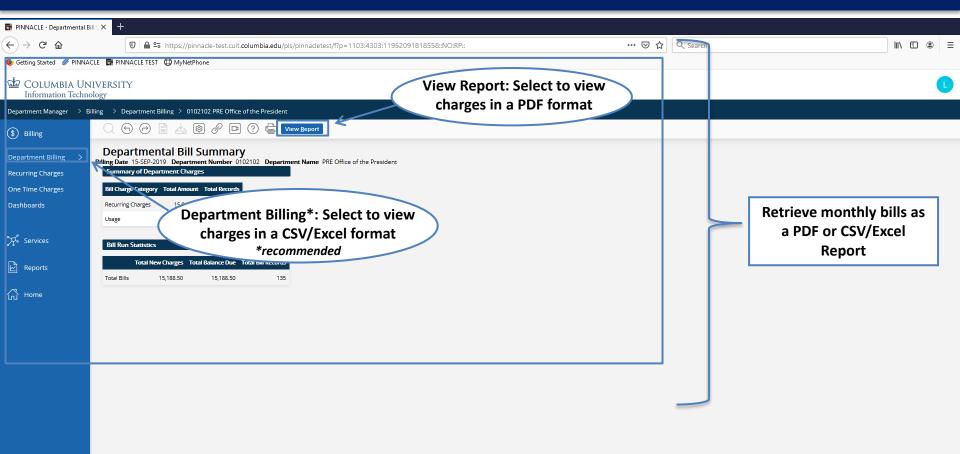


#### Retrieving Monthly Recurring Charges

"Breadcrumb": Pinnacle leaves a trail of the selections leading the current view (in this case we are viewing the departmental bill for Dept. 0102102). Click one of these headings to return to the respective screen (e.g. Department Billing will display Departmental Billing Summary).

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Services	Total New Charges         Total Balance Due         Total Bill Records           Total Bills         15,188.50         15,188.50         135	Usage Charges: contains usage charges incurred in this particular month	
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Retrieving Monthly Recurring Charges

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Retrieving Monthly Recurring Charges

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#### Retrieving Monthly Recurring Charges

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Interactive Report generates an interactive web report Ŧ providing customized filtering and sorting options Qv  $\diamond$ Rows 15 Go Actions 🗸 1 - 15 🚫 SUBSCRIBER\_ID BILLING\_DATE BILLING\_CYCLE BILL\_HISTORY\_D CHARGE\_TYPE\_ID CHARGE\_CATEGORY\_ID CHARGE\_CODE CHARGE\_CATEGORY\_CODE ASSIGNED\_ID ITEM\_DESCRIPTION BILL\_NOTE WORK ORDER CHARGE PACKAGE CODE QUANTITY CHARGE AMOUNT TOTAL AMO WO ID <u>∎</u>1 ₹ţ **∎**× Ξ AT&1 SN1157584 1460481 11402978 24 ATT IPAD Mobile iPAD Domestic 63.7 **Recurring Charges** 3 1104378 1/18 Data Q Filter. Soundpoint 6-Line IP Upgrade 1460481 11402978 24 3 CUITVOIP650 **Recurring Charges** 807549 45.7 Last 5 Years INC0646135 Phone Wireless Overhead & Last 2 Years 1460481 11402978 24 SURCHARGE Recurring Charges 1203760 0 Govt. Mun. Surcharges Last Year Wireless Overhead & 1460481 11402978 24 3 SURCHARGE 1203761 5.73 **Recurring Charges** Govt. Mun. Surcharges Last Month Soundpoint HD 6-Line Psychology 2040890 11407628 36 BRNDVOIP650 **Recurring Charges** 970210 22.8 Last Week IP Phone 416D Exchange & Central act 2 Dave 15-SEP-19 6657292 10 11444690 24 3 CUITDSKUSSP **Recurring Charges** 1158914 INC1273911 34.2 w/1 GB Storage Polycom VVX401 IP New 6657292 15-SEP-19 10 11444690 CUITVVX401 1149157 42.2 36 **Recurring Charges** INC1274727 Phone Mobile Data Access-RF56669/B1807 8216498 15-SEP-19 10 11457232 52 3 ATTDATAWVCE **Recurring Charges** 863416 53 Unlimited 7/16 nlimited Text,Vid,Inst RF56669/B1807 8216498 15-SEP-19 10 11457232 61 ATTTEXTUNLD 863417 15.91 3 **Recurring Charges** Msg 7/16 AT&T 8216498 15-SEP-19 10 11457232 24 3 ATT IPAD **Recurring Charges** 909287 Mobile\_iPAD\_Domestic SN824844 6/16 63.7 Data Exchange & Central 8216498 15-SEP-19 10 11457232 24 CUITDSKUSSP 863554 INC0833053 34.2 3 **Recurring Charges** w/1 GB Storage Soundpoint 6-Line IP Upgrade 8216498 15-SEP-19 10 11457232 24 CUITVOIP650 **Recurring Charges** 874429 45.7 3 Phone INC0646135 Wireless Overhead 8 8216498 15-SEP-19 10 11457232 24 SURCHARGE 1206426 6.2 3 Recurring Charges Govt. Mun. Surcharges Wireless Overhead & 8216498 15-SEP-19 10 11457232 24 SURCHARGE Recurring Charges 1206427 5.73 3 Govt. Mun. Surcharges Wireless Overhead & 8216498 15-SEP-19 10 11457232 24 3 SURCHARGE Recurring Charges 1206428 0 Govt, Mun, Surcharges

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#### Retrieving Monthly Recurring Charges

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#### Interactive Report generates an interactive web report providing customized filtering and sorting options

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3	ATT_IPAD	Recurring Charges	909287	AT&T Mobile_iPAD_Domestic Data	SN824844 6/16	-		-	1	63.7	63.7	CTS099	15-SEP-19	COLUM1234567-01-GENRL- UR004672-01-70003-00000000- -200				63430
3	CUITDSKUSSP	Recurring Charges	863554	Exchange & Central w/1 GB Storage	INC0833053	-	-	-	1	34.2	34.2	CTS099	15-SEP-19	COLUM1234567-01-GENRL- UR004672-01-70003-00000000- -200				63210
3	CUITVOIP650	Recurring Charges	874429	Soundpoint 6-Line IP Phone	Upgrade INC0646135	-	-	-	1	45.7	45.7	CTS099	15-SEP-19	COLUM1234567-01-GENRL- UR004672-01-70003-00000000- -200				63410
3	SURCHARGE	Recurring Charges	1206426	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	6.2	6.2	CTS099	15-SEP-19	COLUM1234567-01-GENRL- UR004672-01-70003-00000000- -200				63430
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38 Wireless F 718-915-44	0	5941185 PRE Office COLUM123	4567-01-GENRL-UR00467	2-01-00000-0000000	0200												
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COLUMBIA UNIVERSITY Information Technology

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Reports	Connect Date  Service Number	r Units UOM Usage Subtype	Usage Detail	Amount Billed Locatio			
	19-JUL-2019 09:29:00 3472268723		347-226-8723 to 212-854-3689 (NEW YORK,, CL)	4.72	2775588	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
份 Home	19-JUL-2019 11:51:00 3472268723	1:00 min. Wireless Plans		0.59	2775588	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200 COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	19-JUL-2019 11:59:00 3472268723 20-JUL-2019 01:59:00 3474174441	0:00 min. Wireless Plans		0.00	8594542	COLUM1234567-01-GENRL-UR004672-01-70003-0000000200	
	20-JUL-2019 02:00:00 9174458540		917-445-8540 to 917-445-8540	0.00	1731084	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:04:00 9174553259		917-455-3259 to 917-455-3259	0.00	4181082	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:07:00 9292151472	0:00 min. Wireless Plans	929-215-1472 to 929-215-1472	0.00	4689025	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:07:00 3472377289	0:00 min. Wireless Plans	347-237-7289 to 347-237-7289	0.00	2775588	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:10:00 9175437630	0:00 min. Wireless Plans	917-543-7630 to 917-543-7630	0.00	1460481	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:13:00 3472760255	0:00 min. Wireless Plans	347-276-0255 to 347-276-0255	0.00	7360149	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:29:00 3474171308	0:00 min. Wireless Plans	347-417-1308 to 347-417-1308	0.00	2953854	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:33:00 9174567943	0:00 min. Wireless Plans	917-456-7943 to 917-456-7943	0.00	6971286	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:38:00 9178035306	0:00 min. Wireless Plans	917-803-5306 to 917-803-5306	0.00	5941185	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:41:00 3476107410	0:00 min. Wireless Plans	347-610-7410 to 347-610-7410	0.00	4689025	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:42:00 6468740742	0:00 min. Wireless Plans	646-874-0742 to 646-874-0742	0.00	6634618	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 02:49:00 3474638906	0:00 min. Wireless Plans	347-463-8906 to 347-463-8906	0.00	6634618	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 05:25:00 9292133510	0:00 min. Wireless Plans	929-213-3510 to 929-213-3510	0.00	5822996	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	
	20-JUL-2019 06:43:00 6463736670	0:00 min. Wireless Plans	646-373-6670 to 646-373-6670	0.00	8718457	COLUM1234567-01-GENRL-UR004672-01-70003-00000000200	~



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Reports	15-SEP-2019 0102102	PRE Office of the President GENUNIV_PR	ESADM CU President							
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Reports	<u>15-OCT-2019</u> 0102102 <u>15-SEP-2019</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	15,699.00	15,699.00						
	<u>15-AUG-2019</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	17,005.21	17,005.21						
份 Home	15-SEP-2018 0102102	PRE Office of the President GENUNIV_PRESADM CU President	18,783.07	18,783.07						
	15-AUG-2018 0102102	PRE Office of the President GENUNIV_PRESADM CU President	20,002.31	20,002.31						
	<u>15-JUL-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	22,354.56	22,354.56						
	<u>15-JUN-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	17,464.50	17,464.50						
	<u>15-MAY-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	18,350.68	18,350.68						
	<u>15-APR-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	21,918.16	21,918.16						
	<u>15-MAR-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	19,377.60	19,377.60						
	<u>15-FEB-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	17,542.99	17,542.99						
	<u>15-JAN-2018</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	20,832.17	20,832.17						
	<u>15-DEC-2017</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	19,009.35	19,009.35						
	<u>15-NOV-2017</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	18,179.83	18,179.83						
	<u>15-OCT-2017</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	17,319.10	17,319.10						
	<u>15-SEP-2017</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	16,660.49	16,660.49						
	<u>15-AUG-2017</u> 0102102	PRE Office of the President GENUNIV_PRESADM CU President	15,708.86	15,708.86						
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# **Frequently Asked Questions**

#### How can I obtain access to Pinnacle?

Access must be requested by the Departmental Administrator via ServiceNow by accessing the system or emailing <u>askcuit@columbia.edu</u> to generate a request. Please include UNI as well as the 7-digit department number(s) the user will need access to.

- How can I make changes to the monthly bill?
   All changes must be requested via the ServiceNow system.
- What if a charge does not belong to our department?
   Please submit a Billing Inquiry via ServiceNow as soon as possible. The turnaround time is generally 5-7 business days.
- Can I create a report for YTD charges?
   Unfortunately charges can only be accessed by month at this time.

#### • What is the Billing Cycle?

*Our billing cycle encompasses charges incurred from the 15th of the current month through the 14th of the following month (e.g. 15-JUL-2020 bill includes charges from the 15th of June through the 14th of July).* 



### **Contact Us**

### ServiceNow

Website: <u>https://columbia.service-now.com/</u> E-mail: <u>askcuit@columbia.edu</u> CUIT Services: www.cuit.columbia.edu

- For billing questions, chartstring changes, Pinnacle access and training, please create a ticket in the CUIT ServiceNow instance
- To initiate service, request a service change or disconnection, please create a ticket in the CUIT ServiceNow instance

