Frequently Asked Questions and Answers (FAQ's)

Q: Will all the desk phone extensions in my department and the individuals assigned to them be reflected on my monthly bill?

A: Yes. Pinnacle captures charge details at the individual user level as long as the name of the user of the desk phone extension was provided in your original request, or when phone extension assignments were changed and the updated information was provided to the CUIT billing team.

If the name of the user of the desk phone extension was not provided, the extension will show up as belonging to the department. To submit a correction, departments should send an email request to askcuit@columbia.edu.

Q: How is employee information captured in Pinnacle?

A: Pinnacle receives data from the Identity Management team about users and their departments. User information will automatically be fed into the system that includes CU employees, casuuals, contractors and external affiliates.

Q: Will I see department information at the three-digit department level or at the sub-department level?

A: Pinnacle uses the University's three-digit department code. The sub-department structure is inconsistent across University departments and cannot be used for grouping. However, departments can use account numbers for additional departmental chargeback grouping.

Q: Will account managers be able to change self-service account designations for their department charges?

A: Not Yet. Phase 2 of the Pinnacle implementation(tentatively slated for FY 2012/beginning FY2013) will include the Pinnacle Operations Module which will enable users to perform self-service requests for changes in the system. Following completion of this phase, account managers will then be able to initiate a change request.

Q: Is there an option in Pinnacle to order/request services?

A: Not Yet. Phase 2 of the Pinnacle implementation(tentatively slated for FY 2012/beginning FY2013) will include the Pinnacle Operations Module which will enable users to perform self-service requests for changes in the system. Following completion of this phase, department managers/administrators will be able to initiate change requests to update their department information.
Q: How can someone request access to the system as either a department manager or account manager?

A: Your department's DAF is the request approver and needs to email CUIT Billing via askcuit@columbia.edu to request specific department and/or account access.

Q: How can someone see all monthly recurring non usage charges?

A: Those with department manager access can click on the "Non Usage Charges" sub-tab to see all equipment listings. Usage charges are costs that are billed based on usage, such as long-distance calling. Non-usage charges are any other charges and include both one-time charges and recurring monthly charges for things like telephone equipment and lines.

Q: How can departments request that CUIT update information on their bills?

A: Departments should email askcuit@columbia.edu for any type of billing information changes.

Q: How can departments properly identify the details associated with a one-time charge?

A: For each one-time charge, the work request detail will be listed under the "Bill Note" column on the bill.

Q: Why do we see additional usage charges on our wireless bill when we are billed for a plan with a specific number of minutes?

A: The additional usage charges on individual bills are for directory assistance calls, roaming calls and calls outside the domestic coverage area.

Q: Is there an online training manual or video?

A: Yes. Users will have access to Pinnacle training webinars for both department managers and account managers. For additional information about online training, contact CUIT Billing by submitting a request to askcuit@columbia.edu.
Q: How will Pinnacle address changes for the new FIN ERP?

A: The Pinnacle System will be retrofitted to accommodate the new chart field structure for the PeopleSoft Finance ERP. Department administrators and finance directors will be notified of any changes that will impact them.