



Telecom Billing Portal

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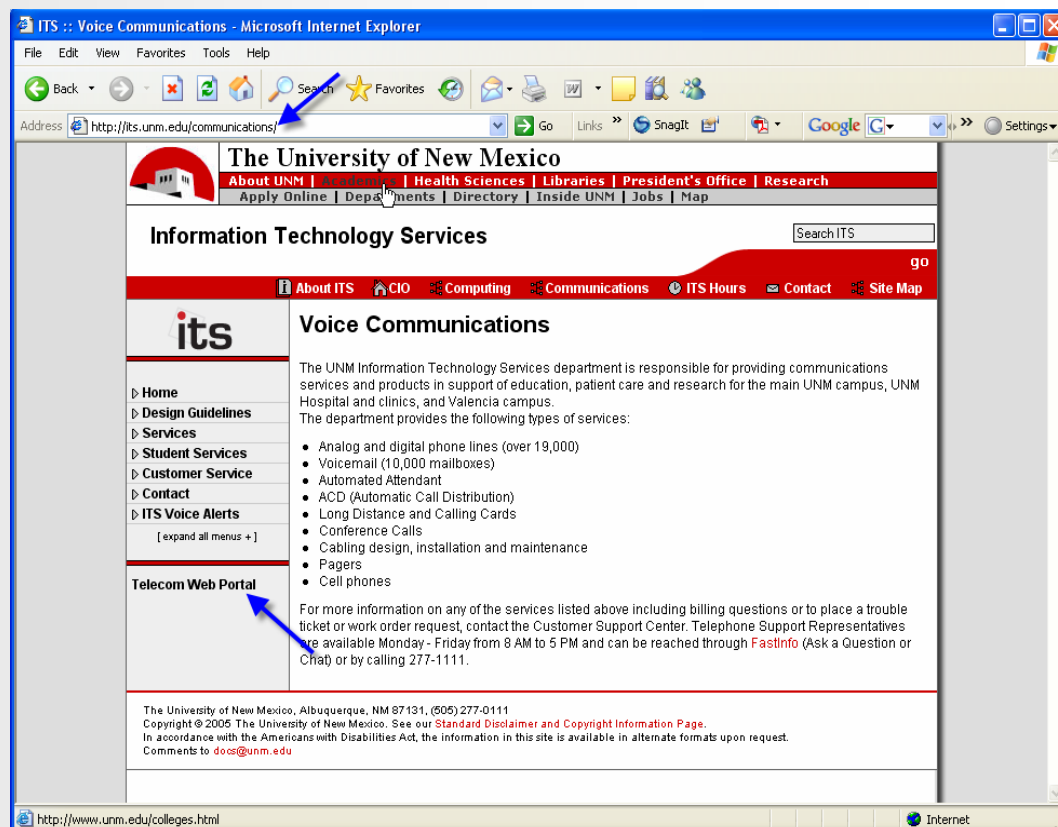
ITS CNS Telemanagement System

- Pinnacle is the telemanagement system used to track and bill ALL telecommunication services on campus.
- ITS CNS bills for over 20,000 telephone lines, 8,000 voice mailboxes, 1600 cell phones, 1700 pagers.
- Qwest T-1's, long distance, calling card and conference calling charges are also billed on a monthly basis.
- The system provides for tracking telephone physical location for E911 purposes, cable pair and switch data for troubleshooting purposes.
- Also used for tracking of work orders and trouble tickets. ITS CNS processes between 1300 and 2500 work orders and trouble tickets per month.



Ways to Access the Billing Portal

- Go to <http://its.unm.edu/communications/> and click on the Telecom Web Portal link in the lower left corner.
- Save the link to the login page in your favorites.





Accessing the CNS billing web portal

- Web portal access is limited to Department chairs, deans, directors and their designates, who are generally members of the accounting groups within the organization.
- Individuals and department representatives who need access to the portal can submit a request through FastInfo with a list of the orgs for which they need access.
- In the case of accountants and department administrators, the request will be granted.
- For administrative staff and student employees, confirmation of the request from a supervising accountant, department administrator, chair or director will be necessary.



Web Portal Upgrade

- Recently purchased a new server
- Installing and testing a new version of the portal software.
- Expect to roll out the new version in mid-May (possibly the weekend of May 18).
- To improve performance the portal interface has slight changes.
- The login process is the same.

CURRENT Version

Select Account and Report

This report provides detail billing information by Banner account/index number.

Account: Output Method: Include Individual Detail

Account	Billing Date	Total	MRC	OCC	Toll	Local	Tax
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Jul-2004	\$739.75	\$731.50	\$0.00	\$8.25	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Aug-2004	\$747.89	\$731.50	\$0.00	\$16.39	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	30-Sep-2004	\$744.32	\$731.50	\$0.00	\$12.82	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Oct-2004	\$750.71	\$731.50	\$0.00	\$19.21	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	30-Nov-2004	\$757.68	\$731.50	\$0.00	\$26.18	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Dec-2004	\$811.42	\$731.50	\$0.00	\$79.92	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Jan-2005	\$790.35	\$731.50	\$0.00	\$58.85	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	28-Feb-2005	\$900.21	\$731.50	\$0.00	\$168.71	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-Mar-2005	\$786.81	\$711.66	\$0.00	\$75.15	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	30-Apr-2005	\$115.72	\$115.50	\$0.00	\$0.22	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	31-May-2005	\$83.20	\$83.20	\$0.00	\$0.00	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	01-Jul-2005	-\$96.02	\$24.38	-\$120.40	\$0.00	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	01-Nov-2005	\$2.00	\$0.00	\$0.00	\$2.00	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	01-Dec-2005	\$82.00	\$0.00	\$80.00	\$2.00	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	01-Jan-2006	-\$82.00	\$0.00	-\$82.00	\$0.00	\$0.00	\$0.00
<input type="radio"/> 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle	01-Aug-2006	\$0.22	\$0.00	\$0.00	\$0.22	\$0.00	\$0.00

Select a report to run ... and [Click Here](#) to run report.



The New Portal

- What changed...
 - No longer have a “My Reports” tab
 - The radio buttons are replaced with a link associated to the bill date.
 - No longer have to select the report to run at the bottom of the page.
- What remained the same...
 - Need to select the account, the output method and check the detail box for complete information
 - All months of reporting are still accessible

Usage by Index Usage by Org

 Select Account and Report

*** Account usage report page ***

customize your message

An example**This report show all invoiced charges by account**

Account: 1A0001-408A-P502-408A28-900356-BATTELLE-Battelle

Output Method: PDF

 Include Individual Detail

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NEW Version



Using FastInfo to access CNS services

- FastInfo enables both CNS and customers to track questions and requests from login through resolution.
- Requests can be submitted as questions, using the AAQ format, and attaching documents as necessary, or using the CNS forms for voice, data, cellular, pager, alarms and billing changes.



Changing billing indexes

http://fastinfo.unm.edu - Mozilla Firefox

CNS Change Index - All Service Types

Complete the form below, and click the submit button at the bottom of the page. Please include as much information as possible in the space provided. This is used to ensure your request is forwarded to the most appropriate person. If you do not include enough information, we will have to call you to obtain it; this may further delay processing of your request.

You will receive an automatic confirmation email within one hour; your request will then be assigned to a consultant to complete.

Your Contact Information:

First Name

Last Name

Email

Telephone

Information about your request:

Service Number

Current Index #

Current Org Code

New Index #

New Org Code

Additional Information:

Other Ways To Find Help

Remember you can find solutions to many common problems online in the [FastInfo Knowledge Base](#). You can also submit a written question through [Ask A Question](#)

Done

- Index changes can be submitted through FastInfo using either the form on the CNS forms page, or by attaching a spreadsheet to an AAQ.
- In order to change the index for a service, we need to know the service number and the new index and org code.
- We will not migrate a number to an index without the request of the receiving organization.
- Index changes received by the 20th of the month will be processed effective the first business day of that month. Changes received after the 20th will be processed in the next month.



Department Contacts

- Department Contacts
 - Currently, anyone within a department who has a valid index can place an order for service, which can be chaotic and lead to confusing billing.
 - Some departments have opted for a department contact model.
 - All billable orders placed by department contact(s)
 - Trouble tickets can be placed by anyone
 - CNS works with department contact to ensure that billable work is not requested as TT.
 - Because ordering is centralized, OCCs are less surprising on bill review.



Resolving Billing Issues

- Billing Issues
 - Departments should be reviewing bills regularly.
 - Billing issues should be brought to CNS's attention immediately.
 - Credits will be issued only to the beginning of the month in which the issue is identified to CNS.
 - There is a known issue in the current version of Pinnacle that causes the Pinnacle report not to reconcile properly with Hyperion. This occurs when there is an open order on a service
 - Pinnacle appears to double bill for the service, but does not. This will be resolved in the next version.
 - OCCs do not always tie to a service, which can be confusing on bill review. Please, please do not hesitate to call us and ask us to research this.
 - All the customer service group can help with billing research.