



How to Find, Read and Audit your ITS Invoice

DATE	AMOUNT	DESCRIPTION
01-Aug-2005	\$2,464.70	TELECOMMUNICATIONS
01-Jul-2005	\$35,272.74	TELECOMMUNICATIONS
31-May-2005	\$4,919.98	TELECOMMUNICATIONS
30-Apr-2005	\$4,146.27	TELECOMMUNICATIONS
31-Mar-2005	\$3,177.85	TELECOMMUNICATIONS
28-Feb-2005	\$5,261.46	TELECOMMUNICATIONS
31-Jan-2005	\$15,690.17	TELECOMMUNICATIONS
31-Dec-2004	\$20,047.97	TELECOMMUNICATIONS
30-Nov-2004	\$4,826.57	TELECOMMUNICATIONS
31-Oct-2004	\$12,342.91	TELECOMMUNICATIONS
30-Sep-2004	\$24,976.91	TELECOMMUNICATIONS
31-Aug-2004	\$2,305.38	TELECOMMUNICATIONS
31-Jul-2004	\$589.09	TELECOMMUNICATIONS

UNM ITS Communication Network Services

Auth Code	Auth Name	Activated Date
AC-3857	Telecom, Train	07/01/2008
AC-11701	Agencies, Geradine	06/28/2008
AC-14043	Office, Norma	06/27/2007
AC-16079	Forward, Norm	06/26/2007
AC-4056		07/01/2008
AC-4057		07/01/2008

Auditing Your Department's Phone Bill

- ☐ View bill via Telecom Web Portal
- ☐ Compare to numbers in your department's directory and auth code report
- ☐ UNM Phone Line
- ☐ Cellular

LEARN Session

August 11, 2008

How to Find Read and Audit your ITS Invoice

- Accessing the CNS Billing Web Portal
- Reviewing Reports
- Auditing your ITS Invoice
- Resolving Billing Issues



CNS Billing Web Portal

- Portal provides access to billing details back to July 2004
- Provides reports based on Org Code and Index
- Bill format is PDF
- CNS currently working with vendor to make additional reports available to customers:
 - Active Long Distance authorization codes by index
 - Active cellular phones with summary of monthly billing



Accessing the CNS billing web portal

- Web portal access is limited to Department chairs, deans, directors and their designates.
- For portal access submit a request through FastInfo.
 - 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.



Login Information

- The USERNAME is equivalent to a department ORG code in Banner. For example 408A or 997H.
- By default the password is equivalent to the CNS SUBSCRIBER ID.
- The password can be changed by the person controlling the account.

Department Portal: Login page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail W Y Google Settings

Address acomwebportal.unm.edu/pinnprod/pls/procs/tmaindept_login/ac=13259522 Go Links SnagIt

Login

*** Login message*** Please enter the username and password you have been supplied with.
Thank-you for using your on-line service!

The new report server will be installed on Friday, May 4th. The down-time will begin at 5:15pm for approximately one hour. There will be no access at that time. We will post a message when complete. Thanks and sorry for the inconvenience.

Username:

Password:

Login

Done Internet



The University of New Mexico

*INFORMATION
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Portal Main Page

The screenshot displays the main interface of the Pinnacle Communications Management Suite. At the top, a dark blue header bar contains the PAETEC COMMUNICATIONS logo on the left, the title "PINNACLE Communications Management Suite" in the center, and "DEPARTMENT PORTAL" on the right. Below this, a light blue navigation bar shows "Dept 190A" on the left and a menu of links (reports, maintenance, my reports, help, logout) on the right. A red arrow points to the "reports" link. The main content area is white and features a "Welcome Dept 190A!" message, a brief instruction to use the top menus, and a security warning to log off when finished.

PAETEC
COMMUNICATIONS

PINNACLE Communications Management Suite
DEPARTMENT PORTAL

Dept 190A

reports | maintenance | my reports | help | logout

Welcome Dept 190A!

Use the menus across the top to access the various functions available to you.

Be sure to log off when you are finished to prevent someone else from accessing your sensitive information.



Reports

- Usage By Index – Standard billing report that shows all services charged to an index
- Cellular Usage By Index – Provide information on the charges associated with each cellular device so departments can make decisions about plan assignments
- Auth Code by Index – Lists Auth Codes with the associated bill name, date the code was activated and the last date the code was used



CNS Billing Terms

- MRCs – Monthly recurring charges
 - Examples include regular phone and voicemail charges
- OCCs – One time Charge or Credit
 - Examples include the purchase of a cell phone or the installation of voice or data cable
- Toll – Long distance calls

CNS Billing Terms (cont'd)

Subcode Definitions

- 6000 - Telecom Charges General
- 6020 - Long Distance
- 6040 - Telephone Line Special Circuit
- 6060 - Voicemail
- 6080 - Cellular Charges
- 60A0 - Paging Charges
- 60B0 - Data Services
- 6300 - Alarm Charges



Common Charge Types

MRCs

- VMTxx – Auto Attendant charges
- CPUxxx – Alltel monthly plans
- TMOxxx – Charges for Tmobile cellular plans and equipment
- PCxxx – Pager related charges
- QCxx – Charges for Qwest services

OCCs

- EXxxx – Charges from external vendors, usually related to cabling infrastructure
- VMDACD/VMIACD – Design and installation of an ACD group
- VMINAVL – Installation of Navigator (a tools used with ACD)



Why Audit Department Phone Bills

- Accurate records and accurate billing will reconcile against Banner and Hyperion
- Reconciled accounts provide sound data for budget forecasting and grant closure
- Potential for significant savings, especially at HSC, where clinical staff migrate between departments and the billing for their services doesn't always follow them
- Fiscal best practices provide protection during audits – both internal and external



Auditing the CNS phone bill

- Audit by service type
 - Phone line
 - DID
 - Virtual
 - One Time Charges/Credits
 - Cellular service
 - Call Detail
 - Plan report
 - Long Distance Authorization Code
 - User reports
 - Pagers
 - Other services
 - T-1
 - 1FB (Qwest Business Line)
- Audit against department directories
- Audit by bill identity
 - User name
 - Service location



How to Audit CNS Bills

- Audit by Index
 - Line item detail of charges broken down by individual service under each index
 - Once detail reconciliation is complete, and department can reconcile projected costs against Hyperion reports and look at bills to identify and confirm anomalies
- Audit by Org
 - Compiles all indices belonging to an Org and breaks down line item detail by service under index
 - Common error is reconciliation of Hyperion reports by Org against CNS reports by Org or Hyperion reports by Index against CNS reports by Org. This doesn't work because of Crosswalk import errors that remain uncorrected.



Auditing Services How to Overview

- Audit by Service
 - Pull CNS detail report by index
 - Gather department directories, phone lists, etc.
 - Compare billed services to services on directories, phone lists
 - Contact CNS at 7-1111 or FastInfo (<http://fastinfo.unm.edu>) to research services that are unknown.
 - Bill names or locations can be added to services to make tracking simpler for departments.
- Checklist (See handout)



Phone Line Audit

- DIDs (Direct Inward Dial)– Desktop services which can be called from off campus and 5 digit dialed within the University. This service bills \$22.50/month
- Virtual lines, often referred to as rollover lines, bill between \$0 and \$22.50/month, depending on capacity for outgoing calls and how they are configured in the telephone system
- Alarm lines (may appear on bill as A####) bill \$11.25/month



Phone Line Audit (cont'd)

- Voicemail bills \$5.00/month
- One Time Charges – equipment or services associated with a given phone number due to work order or trouble ticket
- Bill names or locations can be added to services to make tracking simpler for departments.



One Time Charge/Credit Audit

- Sometimes not tied to a service number
- Often have to do with department capital expenditures, such as a project, move or construction
- May involve cabling equipment and labor costs, subcontractor time, consulting time, telephone technician labor and telephone equipment
- Separate reports are available on request for projects. These reports tie project costs to work order numbers and can simplify project budget reconciliation
- Contact CNS at 7-1111 or FastInfo (<http://fastinfo.unm.edu>) to research project references that are unknown



Auditing Cellular Services

- Monitor Usage Vs. Plans
- New Cellular Report
- Equipment eligible for annual upgrade – work with CNS to determine eligibility dates
- Personal usage is currently unregulated



Long Distance Codes

- Disconnect codes when individuals leave department to ensure that their costs are paid by the appropriate department.
- Codes can be migrated to new indices with staff
- UBBPM Policy 2110 requires one to one relationship between codes and staff
- New report reflects all active auth codes and user names not just the codes that showed usage during the last bill cycle
- Internal audit advises that individuals and departments maintain long distance calling logs.



Auditing Pagers

- Disconnect as users leave department
- Spares are billable
- Damaged equipment is billable
- Unreturned equipment is billable
- Forwarding a pager to a cell phone is \$6/month
- Alphanumeric pagers \$6.50/month
- Numeric pagers \$4.25/month



Auditing Other Services

- T1 lines and circuits to remote sites, clinics – charges vary with the setup of the service
- 800/866/888/877 #s – charges vary with call volume, usage and complexity of routing structure
- 1FB – Qwest Business Service provided at remote site for emergency usage. Charges vary with usage, but are significantly higher than normal charges as this is intended to be an emergency only device
- Conference Calls – Rates are based on number of users, minutes and locations of callers and cannot be predicted in advance. Conference call detail billing is sent out monthly via FI to requestors



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.
 - 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 Order Management staff can help with billing research.



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, the new index and org code.
- Index changes between organizations must be requested by the receiving organization.



Index Changes

- Change indexes when:
 - A grant is ending, but you need to keep the services active
 - An index is being closed and you need to keep the services active
 - User moves to a different department and takes service along



Index Changes (cont'd)

- 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.
- Submit Changes as early in the month as possible if the effective date is of great importance
- Index changes become effective on the first of the month they are requested if they are requested by the deadline



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Questions