

Pinnacle Version 6-FAQ

Title of Training: Pinnacle V6 and itstatements.uchicago.edu-Frequently asked questions.

Audience: Account Administrators, Authorized signers and Account Proxy's.

Role: Account Administrator

Objectives:

Guide to understanding common issues in the new IT Services Pinnacle V6 Statement Portal

Information on accessing statements and reading the bill may be found through the following link:

Summary: The application that IT Services uses to recharge for services provided to the University and Medical Center communities is no longer supported by the vendor. The implementation of the new application has required us to make changes to several key components of the application. This document attempts to capture and explain these changes.

If after reviewing the explanation documentation regarding statements, and you fail to see your particular issue addressed here, please submit a billing inquiry via our Service Now portal:

https://uchicago.service-now.com/nav_to.do?uri=%2Fit

IT Statements Portal

How do I log into the new Statements Portal?

- The Portal is accessed the same as before the URL is itstatements.uchicago.edu
- You will need your CNetID and password.

Why has the IT Statements Portal Changed?

- It was not possible to integrate the new recharge application with the old IT Statements Portal. The old portal was a in house customization that the new application could not support.

Why has the format of the Summary of Charges reports changed?

- Like the IT Statements portal the old Summary of Charges report was a highly customizable report that was closely linked to the IT Statements Portal and was not reproducible in the new application. While the format of the new report has changed the information found in the report has not. Information on how to read the new report can be found at https://uchicago.service-now.com/it?id=kb_article&sys_id=49f85cbbdbc58b407fd57b1cbf9619a6

Pinnacle Version 6-FAQ

Has the Summary Detail report changed?

- Where is the option to view the statement in a spreadsheet or multiple months at a time? There is none at this time but we look forward to being able to work towards providing this in the future.

How do I get access to the IT Statements Portal?

- IT Services is not authorized to create users in Pinnacle and allow access to University or Medical Center financial information. You must be authorized by Financial Services as administrators, signers, or as proxies. The Pinnacle application on a regular basis is fed information from the University and Medical Center financial systems with the general ledger accounts and the administrators who have been granted access to those accounts.

Why am I not able to log in?

- Only those who are authorized by Financial Services as administrators, signers, or proxies may have access per current Financial Services policy. IT Services can verify if an account has been created for you in Pinnacle but cannot create an account for you or provide you with any financial information.

What is the process for getting access to FAS accounts?

- If you need access to an FAS account you should start by talking to your supervisor. The link below will guide you to the Financial Services website for instructions.
<https://finserv-sites.uchicago.edu/accounting/general/fas.shtml>

SUBSCRIBERS

Subscribers in Pinnacle are either Employees or Departments who services are assigned to.

How Employee Subscribers are defined

- On a daily basis Pinnacle is fed a list of current University and Medical Center Employees. The feed includes the name of each employee as Human Resources knows it to be. Consequently if Human Resources knows you as *Peter J Smith* then in Pinnacle the service will be assigned to *Peter J Smith* and not *Pete Smith*.

Pinnacle Version 6-FAQ

What are Departmental Subscribers?

Departmental subscribers have been created to deal with services that are consumed by a department and not an Employee. An example of this may be items like Virtual Servers, Data Circuits or Conference room phones.

The application also serves as a way for departments to pay for services for people who are not part of our Human Resources feed. For example any temporary staff. This allows for billing in our system for non-traditional users or services that change frequently.

LOCATIONS

Where did location information go?

- V6 allows for the addition and updating of location information but this information is no longer featured on the statement. Standardizing on the 'out of the box' report meant that we could not include the location information on the Summary Charges Report.

CHANGES TO SERVICE TYPES

Several services in V6 will be reported out differently than in the past. If for some reason If you do not believe the service fits this situation, please submit for review a billing inquiry via our Service Now portal: https://uchicago.service-now.com/nav_to.do?uri=%2Fit

VOICE

Why do I have two charges for one phone line?

- Two charges or more for one line may be an error or it may actually be valid if the line is the prime line on more than one phone. An example of this may be when an employee has two locations they work out of but one number that rings in both locations or where a main departmental phone number is prime on multiple phones used by various employees so that someone is always able to answer.

Pinnacle Version 6-FAQ

MEASURED BUSINESS and CENTREX LINES

Where did my non-ibx voice services go?

Non-IBX voice services used to include items such as Measured Business Lines and Centrex Lines. In the new application these items have been broken out separately. On your statement you will see line items for MB_LINES and CENTREX.

CENTREX

Why is my charge so much more or less?

- This service type has been changed to no longer bill at a set reoccurring charge each month but to fluctuate just as much as the service costs do. This is a service provided by AT&T with costs that will vary month to month based on work done on the line and changes to various federal communications fees and tariffs that the University is not exempt from. This change will allow IT Services to more accurately recharge from month to month.

CELLULAR/CARRIER WIRELESS

What is Carrier wireless and where is Cellular?

- The cellular service type has become carrier wireless as it encapsulates cellular phones as well as other wireless devices.

When were my cellular charges for?

- AT&T and Verizon bill the University two months in arrears. The charges that you are seeing on your statement are from 2 months ago.

Where has my discount gone?

- The service discount remains but the itemized charges that you have previously seen in V5 have been combined to avoid confusion with credits and to make it easier to understand the total cost of the line.

Can I still find out about cellular data and minutes used or unused, what kind of device is causing the charges?

- For additional cellular detail please submit a ticket to the link below.

https://uchicago.service-now.com/nav_to.do?uri=%2Fit