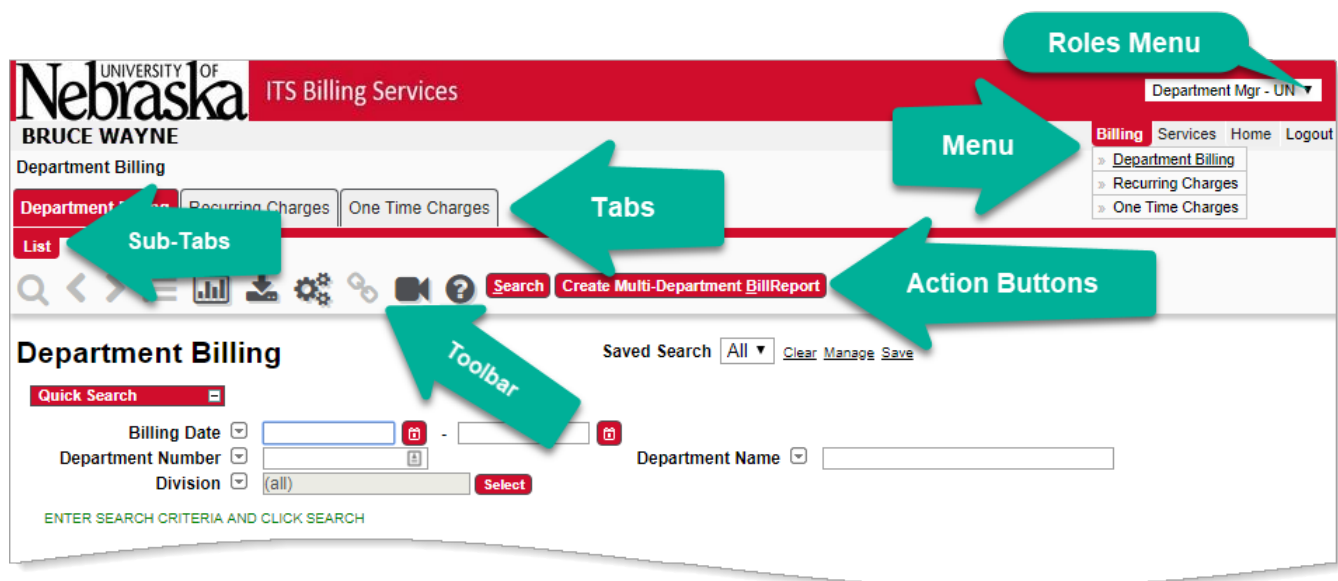


## Accessing the System

1. Request an account using a **departmental user request form** if you do not have one already.
2. Go to [Pinnacle](#)
3. Login using the credentials for your Pinnacle account. (You may be required to use DUO two-factor authentication if it is enabled for your login.)

## Navigation Overview



## Finding Your Bill

1. From the **Roles Menu**, select **Department Manager –UN**.
2. In the menu, click **Billing > Department Billing**.
3. Enter any known criteria in the **Quick Search** area (leave blank to view all) and then click the **Search** action button.
4. Click the **Billing Date** of the date and department number you wish to view for details.
5. Click the **View Report** action button to open a .PDF of the bill.

## Understanding Your Bill

Items appearing on a bill for the first time will be highlighted throughout the invoice.

### First Page

Important messages or updates may appear here as well as new charges.

**UNIVERSITY OF Nebraska**

Information Technology Services

000000  
WIDGET DEPARTMENT - 000000  
ADMN - 999

**Bill Message:**  
Items appearing for the first time will be highlighted /flagged\*\*\*

Information Technology Services is no longer providing laminated domestic calling cards. Authorization codes will still be issued to individuals requiring a domestic calling card, but the code will be delivered to the requestor via an email and not a laminated card.

**Administrative Billing Information on the following subjects can be found at:** <http://its.unl.edu/services/its-billing-services>

- Departmental Invoice Access Authorization Form
- Accessing Your Invoice
- Getting to Know Your Invoice
- FAQ
- **Glossary Terms**

For Cell phone service questions, please call 402-472-5151 or email [phoneshop@nebraska.edu](mailto:phoneshop@nebraska.edu)  
For Wireline phone service questions, please call 402-472-3434 or email [its-centrex@nebraska.edu](mailto:its-centrex@nebraska.edu)  
For questions on your bill, please call 402-472-2002 or email [telecomaccount2@nebraska.edu](mailto:telecomaccount2@nebraska.edu)

**New contact information**

Questions about your invoice?  
Email us at [telecomaccount2@nebraska.edu](mailto:telecomaccount2@nebraska.edu) or by phone 402-472-2022

### Department and Cost Object Overview

Summary of charges by department and cost object. It shows total, recurring monthly charges, one time charges, usage, tax and other for all of the cost objects included in the department's invoice. The size of this section will depend on the number of cost objects used by the department.

Department and Cost Object Overview						
Cost Object (Number and Name)	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
21 -	1,092.53	1,084.12	7.73	0.68	0.00	0.00
21 -	12.90	12.90	0.00	0.00	0.00	0.00
21 -	69.17	69.17	0.00	0.00	0.00	0.00
Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

**Department & Service Type Summary**

Summary by type of service for each service included in the department's invoice. The size of this section will vary depend on the number of services the department is using (e.g. is being charged for).

Cost Object & Service Type Summaries						
21 -	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Dataport	8.60	8.60	0.00	0.00	0.00	0.00
Voice-Centrex	114.17	111.41	0.00	2.76	0.00	0.00
Cost Object 000000 service total	122.77	120.01	0.00	2.76	0.00	0.00
21 -	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Alarm	5.00	5.00	0.00	0.00	0.00	0.00
Backup Service	5.00	5.00	0.00	0.00	0.00	0.00
Voice-Centrex	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Cost Object 000000 service total	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Department 000000 Service Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

**Cost Object & Service Type Summaries**

Breakdown of the service type associated with each cost object. The size of this section will depend on the number of cost objects and the number of services the department is using (e.g. being charged for).

Cost Object & Service Type Summaries						
21 -	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Dataport	8.60	8.60	0.00	0.00	0.00	0.00
Voice-Centrex	114.17	111.41	0.00	2.76	0.00	0.00
Cost Object 000000 service total	122.77	120.01	0.00	2.76	0.00	0.00
21 -	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Alarm	5.00	5.00	0.00	0.00	0.00	0.00
Backup Service	5.00	5.00	0.00	0.00	0.00	0.00
Voice-Centrex	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Cost Object 000000 service total	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Department 000000 Service Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

**Cost Object 21##### Summary by Service Type and Service ID**

Specific charges associated to the cost object grouped by type of service. In the example, there is one authcode, one cellular phone, and several dataports under the cost object. The size of this section will depend on the number of individual instances of each service type the department is using (e.g. being charged for).

Cost Object 2105230001 Summary by Service Type and Service ID									
Service Type Service ID	User Name / Description	Location/Bldg-Rm	Use Qty	Usage Duration	Usage Amount	Recurring Amount	One Time Amount	Other Fees	Total
<b>Authcode</b>									
			0	0.00	0.00	0.00	0.00	0.00	0.00
<b>Cellular</b>									
4024297091			0	0.00	0.00	45.02	0.00	0.00	45.02
<b>Dataport</b>									
D1A	BRACE, DeWITT	XYZ123	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	BESSEY, CHARLES	XYZ124	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	MORRILL, CHARLES	XYZ125	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	SMITH, ELLEN	XYZ126	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	ANDREWS, E BENJAMIN	XYZ127	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	ANDREWS, E BENJAMIN	XYZ128	0	0.00	0.00	4.30	0.00	0.00	4.30

**Service ID Detail for Cost Object: 21#####**

Detailed usage and associated charges for each service associated with the cost object.

SERVICE ID DETAIL FOR COST OBJECT: 21						
Cost Object: 21 WIDGET DEPARTMENT,						
Service: Authcode						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	AUTHORIZATION NUMBER - AUTH		1	0.00	0.00	
Total (1)					0.00	
Service: Cellular 4024297091						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	VERIZON UNLIMITED MOBILE BROADBAND 3G/4G -		1	45.00	45.00	
5/1/2018 - 5/31/2018	Verizon Regulatory Charge - REG2		1	0.02	0.02	
5/1/2018 - 5/31/2018	BLOCK DOWNLOADS - XDWN		1	0.00	0.00	
Total (3)					45.02	
Service: Dataport D1A						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	ETHERNET CONNECTION - DE		1	4.30	4.30	