



COLUMBIA UNIVERSITY  
Information Technology

**CUIT Pinnacle Billing System  
Account Manager Training  
Upgraded Version**

*Summer 2020*

# Agenda

- Overview of the Pinnacle Online Telecommunications Billing System
- Pinnacle System Terminology
- Pinnacle System Access Levels
- Access to [Pinnacle System](#)
  - ***Mozilla Firefox, Microsoft Edge or Internet Explorer 11*** browser
  - DUO authentication and VPN connection required
- Account Manager Features
- Retrieving Monthly Recurring Charges
- Frequently Asked Questions
- Contact Us

# CUIT Pinnacle System Overview

- The upgraded Pinnacle systems provides a modern user interface for the management of chargeback information for many CUIT services
- Pinnacle allows Columbia Departmental Administrators to view monthly billing reports generated by the Billing System
- Department Administrators and Administrative Coordinators need to request access thru [ServiceNow](#) or via email to [askcuit@columbia.edu](mailto:askcuit@columbia.edu)
  - *Provide UNI and 7-digit department number(s) the user will need access to*

# CUIT Pinnacle System Terminology

## Important Pinnacle Terms/Functions to Remember

<b>Search</b>	<i>Click to retrieve information</i>
<b>Subscribers</b>	<i>Refers to users</i>
<b>Service Numbers</b>	<i>Refers to phone numbers</i>
<b>Recurring Charges</b> <i>(Non-Usage Charges)</i>	<i>Refers to monthly and one-time charges (e.g. desk phone and mobile device purchase)</i>
<b>Usage Charges</b>	<i>Refers to usage charges (e.g. international call)</i>

# CUIT Pinnacle System Access Levels

Account Manager*	Department Manager
<i>For Account / Chartstring Searches</i>	<i>For Departmental Charge Searches</i>
<b>*NOTE: We recommend using the Account Manager role when reconciling charges between Pinnacle and ARC</b>	

System Requirements	
<b>Web Browser</b>	<i>Mozilla Firefox, Microsoft Edge, Internet Explorer v.11</i>
<b>DUO</b>	<i>Multifactor Authentication Provider</i>
<b>VPN</b>	<i>Remote Access Service</i>

# DUO Multifactor Authentication

Multifactor authentication (MFA) uses multiple proofs of identity to ensure you are authorized to access the service or resource that you are requesting.

- CUIT uses Duo as the MFA service to verify your identity for Columbia's centralized applications. With Duo, you can use a mobile app, a text message or a phone call to authenticate.
- Most people use Duo via the mobile app, Duo Mobile, which runs on a variety of smartphones and tablets.
- Click here to [set up and test](#) Duo MFA

# VPN Connection

If you are remote or on an insecure (unencrypted) wireless networks on the Columbia campus, connection to the Columbia network can be accessed via VPN and Citrix.

- Install the Cisco AnyConnect app
  - Desktop/Laptop
    - Visit and log in to [vpn.cc.columbia.edu](https://vpn.cc.columbia.edu) to download the desktop client, then follow our step-by-step [VPN installation instructions](#).
  - Mobile Device
    - Download and install the app from the Apple or Google Play Store. Enter `vpn.cc.columbia.edu` for the server name

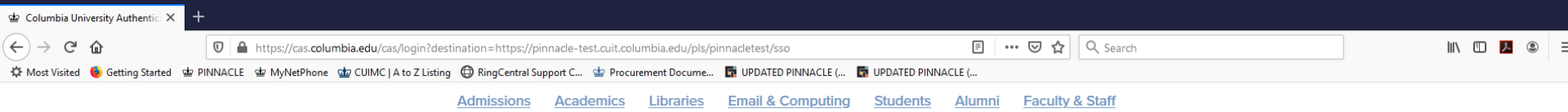
# Account Manager Features

- Account Manager role allows users to access Pinnacle reports by Account Number/Chartstring
- Reports generated from Account Manager role should reconcile against charges posted in ARC
- Provides itemized list of all unique accounts within a department, displaying different Projects, Initiatives, Segments, etc. billed during a particular month



# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges



*Be aware of phishing emails. CUIT will never ask for your password or private personal information via email. Visit [Manage My Uni](#) for password services.*

UNI

PASSWORD

UNI Help  clear

Access the [Pinnacle](#) website.  
Enter UNI & Password to Login

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# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows a web browser window with the URL <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1003:HOME:1048617694573:::>. The page header includes the Columbia University Information Technology logo and an "Account Manager" section. A blue sidebar on the left contains navigation links for "Accounts", "Reports", and "Home". In the top right corner, there is a small circular profile icon. A blue callout bubble with the text "Click to view and select Role" and an arrow points to this icon.

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays a web browser window with the URL <https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/f?p=1003:HOME:7164255627834:::>. The browser's address bar shows the URL and search icons. The page header includes the Columbia University Information Technology logo and the text "Account Manager". A dark blue navigation sidebar on the left contains icons for "Accounts", "Reports", and "Home". The main content area is a large, empty white space. On the right side, a user profile is visible, showing a light blue square icon, the user ID "la2421", and a "SIGN OUT" button. Below the profile, the text "Account Manager" and "Back Office User" is displayed. At the bottom right, there is a "Change Password" link.

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows a web browser window with the URL <https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/f?p=1003:HOME:7164255627834:::>. The page header includes the Columbia University Information Technology logo and the text "Account Manager". A left-hand navigation menu contains "Accounts", "Reports", and "Home". The main content area is mostly blank, with a blue oval and an arrow pointing to the "Account Manager" link in the top right corner. The text "Click to view bills by account" is written inside the oval. In the top right corner, there is a user profile for "la2421" with a "SIGN OUT" button. Below the profile, the text "Account Manager" is highlighted with a blue box, and "Back Office User" is displayed below it. At the bottom right, there is a "Change Password" link.

# CUIT Pinnacle System Upgrade:

## *Retrieving Monthly Recurring Charges*

The screenshot shows a web browser window with the URL <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1003:2:5497181190148::::>. The browser's address bar and tabs are visible at the top. Below the browser, the Columbia University Information Technology logo is displayed. The main content area features a dark blue sidebar on the left with the text "Account Manager" above it. The sidebar contains three menu items: "Accounts" (with a person icon), "Reports" (with a document icon), and "Home" (with a house icon). The "Accounts" item is highlighted with a light blue background. A blue oval callout bubble with a black border and the text "Click to view expanded menu" is positioned to the right of the "Accounts" menu item, with a blue arrow pointing from the bubble to the "Accounts" item.

# CUIT Pinnacle System Upgrade:

## *Retrieving Monthly Recurring Charges*

The screenshot displays a web browser window with the URL [https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/?p=1003:2:5497181190148:NO::ROLE\\_ID,CURRENT\\_TAB\\_ID:14,1674:NO](https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/?p=1003:2:5497181190148:NO::ROLE_ID,CURRENT_TAB_ID:14,1674:NO). The browser's address bar shows the URL, and the page title is "PINNACLE - Home". The browser's address bar also contains a search bar and navigation icons.

The page header includes the Columbia University Information Technology logo and the text "COLUMBIA UNIVERSITY Information Technology". Below the header, the breadcrumb navigation shows "Account Manager > Home > Home".

The main content area features a dark blue sidebar with the following menu items: "Accounts", "Account Billing", "AP Allocation", "Dashboards", "Reports", and "Home". The "Account Billing" item is highlighted with a blue border. A blue oval callout with a white background and black text points to the "Account Billing" item, containing the text: "Click to view monthly bills by account".

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Account Manager > Accounts > Account Billing

Account Billing

Quick Search

Billing Date: [ ] EDT [m] - [ ] EDT [m]

Account Number: [ ] Account Name: [ ]

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Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--200		642.98
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--210		407.37
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--250		12,402.73
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		155.05
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--210		466.08
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--250		274.39
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--200		12,220.05
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--210		151.51
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--250		601.34
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--200		493.96
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--210		13,255.07
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--250		194.35
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--200		659.30
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--210		1,066.07
15-OCT-2019	COLUM--1234567-01-GENRL-UR003465-01-00000-00000000--250		14,315.18
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--200		342.09
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--210		621.07
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--250		559.99

Default view varies depending upon user access

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows the Pinnacle Account Billing interface. The browser address bar displays the URL: <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4400:5497181190148::NO:>

The page header includes the Columbia University Information Technology logo and navigation links: Account Manager > Accounts > Account Billing.

The main content area is titled "Account Billing" and features a "Quick Search" section with the following fields:

- Billing Date: [15-OCT-2019] - [15-OCT-2019]
- Account Number: [COLUM-1234567-01-GENRL-UR003343-01-00000-00000000-200]

A callout box highlights the search criteria: "Search monthly bills by billing date or chartstring/account number".

The search results are displayed in a table with the following columns: Billing Date, Account Number, Account Name, and Amount.

Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-00000000-200		642.98
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-00000000-210		407.37
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-00000000-250		12,402.73
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200		155.05
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-210		466.08
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-250		274.39
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-00000000-200		12,220.05
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-00000000-210		151.51
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-00000000-250		601.34
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-00000000-200		493.96
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-00000000-210		13,255.07
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-00000000-250		194.35
15-OCT-2019	COLUM-1234567-01-GENRL-UR003565-01-00000-00000000-200		659.30
15-OCT-2019	COLUM-1234567-01-GENRL-UR003565-01-00000-00000000-210		1,066.07
15-OCT-2019	COLUM-1234567-01-GENRL-UR003465-01-00000-00000000-250		14,315.18
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-00000000-200		342.09
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-00000000-210		621.07
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-00000000-250		559.99



# CUIT Pinnacle System Upgrade:

*Retrieving Monthly Recurring Charges*

*Search by Billing Date*

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows the Pinnacle Account Billing interface. The browser address bar displays the URL: <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4400:5497181190148::NO:>

The page title is "Account Billing". The breadcrumb navigation shows: Account Manager > Accounts > Account Billing.

The left sidebar contains the following menu items: Accounts, Account Billing, AP Allocation, Dashboards, Reports, and Home.

The main content area is titled "Account Billing" and includes a "Quick Search" section. The "Billing Date" field is highlighted with a blue box and contains the text "15-SEP-2019 EDT" - "15-SEP-2019 EDT". A callout box with a blue border and white background contains the text: "Billing date search should be entered as 15-MON-YEAR".

Below the search fields, there is a table with the following columns: Billing Date, Account Number, Account Name, and Amount. The table contains 15 rows of data, all with a "Billing Date" of "15-OCT-2019".

Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--200		642.98
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--210		407.37
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--250		12,402.73
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		155.05
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--210		466.08
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--250		274.39
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--200		12,220.05
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--210		151.51
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--250		601.34
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--200		493.96
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--210		13,255.07
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--250		194.35
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--200		659.30
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--210		1,066.07
15-OCT-2019	COLUM--1234567-01-GENRL-UR003465-01-00000-00000000--250		14,315.18
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--200		342.09
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--210		621.07
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--250		559.99

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the Pinnacle Account Billing interface. The browser address bar shows the URL: <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4400:5497181190148::NO::>. The page header includes the Columbia University Information Technology logo and navigation links for Account Manager, Accounts, and Account Billing. The main content area is titled "Account Billing" and features a "Quick Search" section with filters for Billing Date (15-SEP-2019 to 15-SEP-2019) and Account Number. A "Search" button is highlighted with a blue callout bubble containing the text "Click to execute search". Below the search filters is a table of account billing records.

Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--200		642.98
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--210		407.37
15-OCT-2019	COLUM--1234567-01-GENRL-UR003343-01-00000-00000000--250		12,402.73
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		155.05
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--210		466.08
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--250		274.39
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--200		12,220.05
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--210		151.51
15-OCT-2019	COLUM--0123456-01-GENRL-UR004672-01-00000-00000000--250		601.34
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--200		493.96
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--210		13,255.07
15-OCT-2019	COLUM--7891011-01-GENRL-UR004672-01-00000-00000000--250		194.35
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--200		659.30
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--210		1,066.07
15-OCT-2019	COLUM--1234567-01-GENRL-UR003565-01-00000-00000000--250		14,315.18
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--200		342.09
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--210		621.07
15-OCT-2019	COLUM--8910112-01-GENRL-UR004672-01-00000-00000000--250		559.99

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows a web browser window with the URL <https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/?p=1103:4400:5497181190148::NO:RP::NO>. The page header includes the Columbia University Information Technology logo and navigation links for Account Manager, Accounts, and Account Billing. The main content area is titled "Account Billing" and features a "Quick Search" section with filters for "Billing Date" (set to 15-SEP-2019) and "Account Number". A table below displays the search results, showing columns for Billing Date, Account Number, Account Name, and Amount. A blue bracket highlights the "Billing Date" column, and a text box to the right states "Search populates monthly bills by billing date".

Billing Date	Account Number	Account Name	Amount
15-SEP-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200		466.08
15-SEP-2019	COLUM-0123456-01-GENRL-UR003343-01-00000-00000000-200		274.39
15-SEP-2019	COLUM-7891011-01-GENRL-UR003565-01-00000-00000000-200		12,220.05
15-SEP-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-00000000-200		151.51

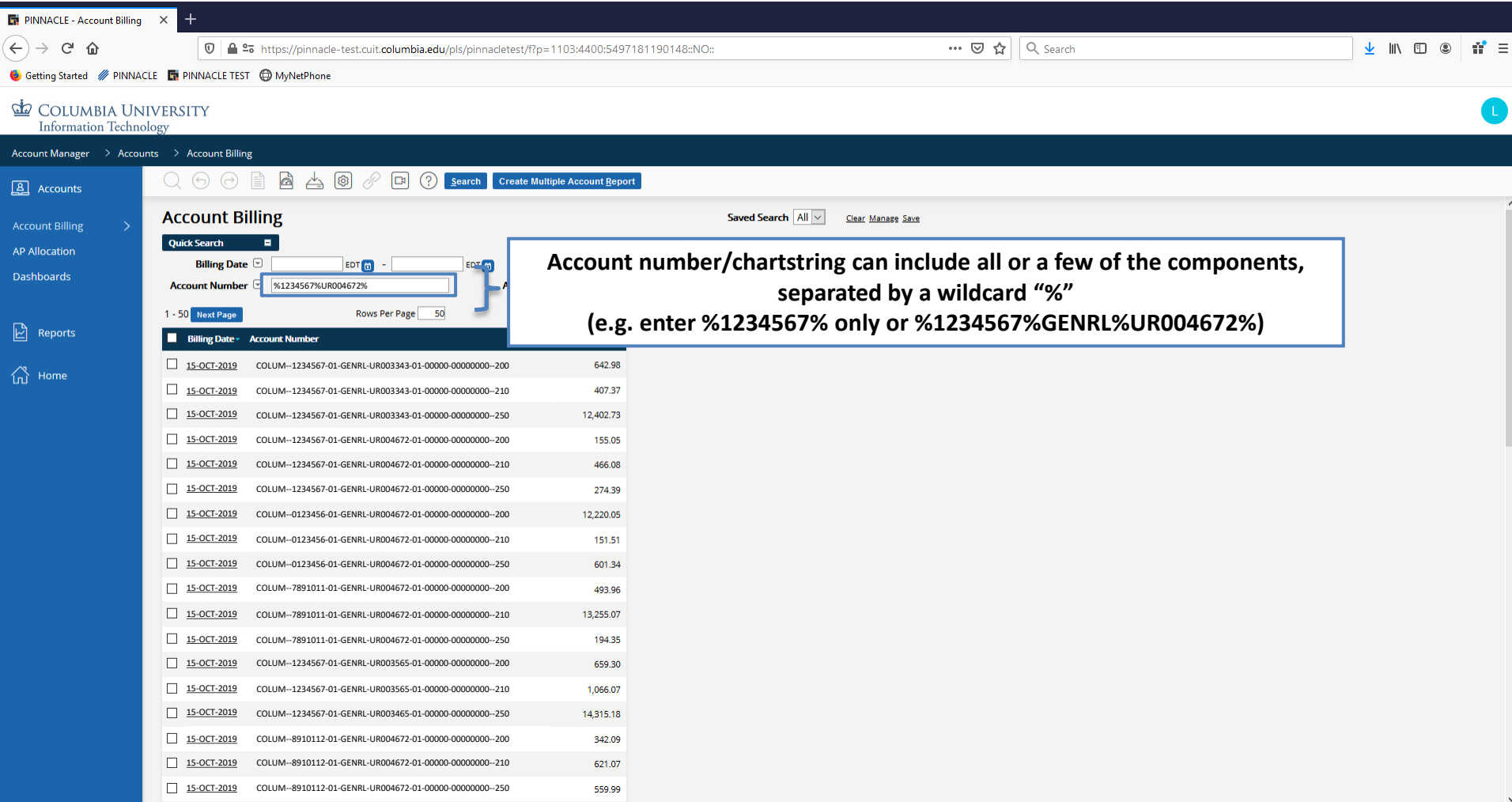
# CUIT Pinnacle System Upgrade:

*Retrieving Monthly Recurring Charges*

*Search by Account Number/Chartstring*

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges



Account Billing

Quick Search

Billing Date: [ ] EDT [ ] - [ ] EDT [ ]

Account Number: [%1234567%UR004672%]

1 - 50 | Next Page | Rows Per Page: 50

Account Billing

Account Number

Billing Date	Account Number	Amount
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-000000000-200	642.98
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-000000000-210	407.37
15-OCT-2019	COLUM-1234567-01-GENRL-UR003343-01-00000-000000000-250	12,402.73
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-000000000-200	155.05
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-000000000-210	466.08
15-OCT-2019	COLUM-1234567-01-GENRL-UR004672-01-00000-000000000-250	274.39
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-000000000-200	12,220.05
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-000000000-210	151.51
15-OCT-2019	COLUM-0123456-01-GENRL-UR004672-01-00000-000000000-250	601.34
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-000000000-200	493.96
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-000000000-210	13,255.07
15-OCT-2019	COLUM-7891011-01-GENRL-UR004672-01-00000-000000000-250	194.35
15-OCT-2019	COLUM-1234567-01-GENRL-UR003565-01-00000-000000000-200	659.30
15-OCT-2019	COLUM-1234567-01-GENRL-UR003565-01-00000-000000000-210	1,066.07
15-OCT-2019	COLUM-1234567-01-GENRL-UR003465-01-00000-000000000-250	14,315.18
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-000000000-200	342.09
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-000000000-210	621.07
15-OCT-2019	COLUM-8910112-01-GENRL-UR004672-01-00000-000000000-250	559.99

Account number/chartstring can include all or a few of the components, separated by a wildcard "%"  
(e.g. enter %1234567% only or %1234567%GENRL%UR004672%)



# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows the Pinnacle Account Billing interface. The search criteria are set to Billing Date: All, Account Number: %1234567%UR004672%, and Account Name: (empty). The search results table is as follows:

Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		642.98
15-SEP-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		407.37
15-AUG-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		12,402.73
15-JUL-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		155.05
15-JUN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		466.08
15-MAY-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		274.39
15-APR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		12,220.05
15-MAR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		151.51
15-FEB-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		601.34
15-JAN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		493.96
15-DEC-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		13,255.07
15-NOV-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		194.35
15-OCT-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		659.30
15-SEP-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		1,066.07
15-AUG-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		14,315.18
15-JUL-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		342.09
15-JUN-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		621.07
15-MAY-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		559.99

A blue bracket on the right side of the table points to the text: **Search populates monthly bills by account number/chartstring**



# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Account Manager > Accounts > Account Billing

Account Billing

Quick Search

Billing Date [ ] - [ ] EDT [ ]

Account Number [ %1234567%UR004672% ] Account Name [ ]

1 - 50 Next Page Rows Per Page 50

Billing Date	Account Number	
<a href="#">15-OCT-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	
<a href="#">15-SEP-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	155.05
<a href="#">15-AUG-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	466.08
<a href="#">15-JUL-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	274.39
<a href="#">15-JUN-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	12,220.05
<a href="#">15-MAY-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	151.51
<a href="#">15-APR-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	601.34
<a href="#">15-MAR-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	493.96
<a href="#">15-FEB-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	13,255.07
<a href="#">15-JAN-2019</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	194.35
<a href="#">15-DEC-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	659.30
<a href="#">15-NOV-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	1,066.07
<a href="#">15-OCT-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	14,315.18
<a href="#">15-SEP-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	342.09
<a href="#">15-AUG-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	621.07
<a href="#">15-JUL-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	559.99
<a href="#">15-JUN-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	
<a href="#">15-MAY-2018</a>	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	

After searching by either Billing Date or Account Number/Chartstring, click the system populated Billing Date to view the itemized monthly recurring charge information

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows a web browser window displaying the Pinnacle Account Summary page. The browser address bar shows the URL: [https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/?p=1103:4403:11020107792518:NO:RP:P4403\\_BILLING\\_DATE,P4403\\_ACCOUNT\\_I](https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/?p=1103:4403:11020107792518:NO:RP:P4403_BILLING_DATE,P4403_ACCOUNT_I). The page header includes the Columbia University Information Technology logo and the account number: COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200. The main content area is titled "Account Summary" and displays the following data:

**Account Summary**  
Billing Date: 15-SEP-2019 | Account Number: COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 | Account Name: [Redacted]

**Summary of Account Charges**

Category	Total Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069

**Totals**

Total Amount	Total Records
12,220.05	9480

A blue callout box with a bracket points to the "Summary of Account Charges" table and contains the text: "Account Billing Summary provides an overview of the recurring, one-time and usage charges incurred during the selected billing date".

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

“Breadcrumb”: Pinnacle leaves a trail of the selections leading the current view (in this case we are viewing the charges billed to COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200). Click one of these headings to return to the respective screen (e.g. Account Billing will display Account Billing Summary).

The screenshot shows the 'Account Summary' page for account COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200. The page includes a navigation breadcrumb, a left sidebar, and a main content area with a table of charges and a totals section. Callouts explain the components:

- Recurring Charges:** contains recurring and one-time charges incurred in this particular month; also referred to as non-usage charges
- Usage Charges:** contains usage charges incurred in this particular month
- Totals:** sum of recurring and usage charges incurred in this particular month
- NOTE One-Time Charges:** any one-time charges incurred during the month, would be listed here

Category	Total Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069
<b>Totals</b>		
Total Amount	12,220.05	9480

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows the Pinnacle Account Summary page for account COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200. The page includes a navigation menu on the left with options like Accounts, Account Billing, AP Allocation, Dashboards, Reports, and Home. The main content area displays the Account Summary, including the Billing Date (15-SEP-2019), Account Number, and Account Name. A table titled 'Summary of Account Charges' lists categories like Recurring Charges and Usage. A 'View Report' button is located in the top right of the main content area. A 'Totals' section at the bottom shows a Total Amount of 12,220.05 and Total Records of 9480.

**View Report: Select to view charges in a PDF format**

**Account Billing\*: Select to view charges in a CSV/Excel format \*recommended**

**Retrieve monthly bills as a PDF or CSV/Excel Report**

# CUIT Pinnacle System Upgrade:

*Retrieving Monthly Recurring Charges*

*[View Report Search](#)*

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows a web browser window displaying the Pinnacle Account Summary page. The browser's address bar shows the URL: [https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4403:11020107792518::NO:RP:P4403\\_BILLING\\_DATE,P4403\\_ACCOUNT\\_ID](https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4403:11020107792518::NO:RP:P4403_BILLING_DATE,P4403_ACCOUNT_ID). The page header includes the Columbia University Information Technology logo and the breadcrumb path: Account Manager > Accounts > Account Billing > COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200. A blue callout box with a white border and a blue arrow points to the 'View Report' button. The callout text reads: 'Click to generate the monthly bill as a PDF file (note: this reporting option lists the itemized charges categorized in numerous ways, resulting in a repetition of services throughout the document and is not a duplication of charges)'. The main content area shows the 'Account Summary' for the account 'COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200'. It includes a 'Summary of Account Charges' table and a 'Totals' table.

Category	Total Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069

Total Amount	Total Records
12,220.05	9480

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the PINNACLE Account Summary interface. The main content area shows the following data:

### Account Summary

Billing Date: 15-SEP-2019 | Account Number: COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200 | Account Name

#### Summary of Account Charges

Category	Total Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069

#### Totals

Total Amount	Total Records
12,220.05	9480

An overlaid window titled "PINNACLE - Waiting for Report - Mozilla Firefox" shows the report generation process:

Output Name: AU\_COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200\_15SEP2019  
Report Name: Account Bill  
Processing.....

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the Pinnacle system interface for account management. The main content area shows the 'Account Summary' for account number COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200. The 'Summary of Account Charges' table is as follows:

Category	Total Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069

The 'Totals' section shows a total amount of 12,220.05 and 9480 total records. An inset window shows a PDF report titled 'ps\_system.GetReportFile - Mozilla Firefox'. The report is for account 'CALERO' dated 9/15/2019. It includes a 'Subscriber-Department Overview' table:

SUBSCRIBER (NAME & ID)	DEPARTMENT	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
Garfinkel, Irwin - ig3	1234567	57.77	57.77	0.00	0.00	0.00	0.00
Neckerman, Kathryn - kmn2	1234567	19.12	19.12	0.00	0.00	0.00	0.00
Wimer, Christopher - cw2727	1234567	78.94	76.88	0.00	0.05	0.00	0.00
<b>Totals:</b>		<b>153.83</b>	<b>153.78</b>	<b>0.00</b>	<b>0.05</b>	<b>0.00</b>	<b>0.00</b>

The report also includes 'Service Summaries' for 'NetPhone' and 'NetPhone - by Category-Expense'. The 'NetPhone' summary shows a total of 38.24, with 38.24 in recurring charges. The 'NetPhone - by Category-Expense' table shows a total of 38.24 for recurring charges under subcode 63410.

Report generated as a PDF document.



# CUIT Pinnacle System Upgrade:

*Retrieving Monthly Recurring Charges*

*Account Billing Search*

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot shows the Pinnacle Account Summary page for account number COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200. The page includes a navigation menu on the left with options like Accounts, Account Billing, AP Allocation, Dashboards, Reports, and Home. The main content area displays a summary table with columns for Amount and Total Records. A callout bubble points to the 'Non-Usage Charges' row in the table.

	Amount	Total Records
Recurring Charges	12,192.80	411
Usage	27.25	9069

Totals	
Total Amount	Total Records
12,220.05	9480

**Select to view non-usage (recurring charges) for this particular month**

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Pinnacle - Non-Usage Charge

https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/f?p=1103:4425:11020107792518::NO:RP::

Getting Started PINNACLE PINNACLE TEST MyNetPhone

COLUMBIA UNIVERSITY  
Information Technology

Account Manager > Accounts > Account Billing > COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 > Non-Usage Charges

Accounts

Account Billing >

AP Allocation

Dashboards

Reports

Home

### Non-Usage Charges

Billing Date 15-SEP-2019 Account Number COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 Account Name

Quick Search

Charge Category (all) Select Service Number

Subscriber ID First Name Last Name

1 - 50 Next Page Rows Per Page 50

Report populated

Charge Category	Charge Code	Description	Amount	Quantity	Total	Service Number	Location	Subscriber ID	Name	Work Order	Bill Note
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	3474638906		6634618			Add BILL0003938
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	7187555523		8279586			RF77867/B3914 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9173282758		8279586			Global BILL0004186
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9177443410		8279586			Add BILL0004206
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6468243709		5941185			R1034675 12/11
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6469234534		5941185			RF77870/B3915 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9178035306		5941185			SN575606 4/15
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9179718471		5941185			
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6466455330		5941185			
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	3474467520		8279586			SN761933 2/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172257351		8279586			RF77866/B3913 10/17
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9173287134		8279586			Global BILL0004185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	7189166458		5941185			RF77871/B3916 10/17
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466172943		5941185			Global INC0877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172428811		5941185			Global INC0877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6464670574		5941185			SN858515 8/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9178618719		5941185			SN653224 8/15
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466753598		5941185			PER ATT WEBSITE
Recurring Charges	ATTDATAGRIAR	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	7187221685		5941185			SN733041 1/16

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

**Export CSV/Excel**

**"Breadcrumb"**

**Report populated**

**Use fields to narrow search**

**Click "Next Page" to view additional rows or increase "Rows Per Page"**

**Toggle headers to sort in ascending or descending order**

**Non-Usage Charges**

Billing Date: 15-SEP-2019 Account Number: COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 Account Name

Quick Search: Charge Category (all) Service Number Subscriber ID First Name Last Name

Charge Category	Charge Code	Description	Amount	Quantity	Total	Service Number	Location	Subscriber ID	Name	Work Order	Bill Note
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	3474638306		6634618			Add BILL0003938
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	7187555523		8279586			RF77867/B3914 10/17
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9173282758		8279586			Global BILL0004186
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9177443410					Add BILL0004206
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	64682437					R1034675 12/11
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	64692					777870/B3915 10/17
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9178035					SN575606 4/15
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9179718471					
Recurring Charges	ATTBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6466455330		5941185			
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	3474467520		8279586			SN761933 2/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172257351		8279586			RF77866/B3913 10/17
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9173287134		8279586			Global BILL0004185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	7189166458		5941185			RF77871/B3916 10/17
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466172943		5941185			Global INCO877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172428811		5941185			Global INCO877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6464670574		5941185			SN858515 8/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9178618719		5941185			SN653224 8/15
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466753598		5941185			PER ATT WEBSITE
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	7187221685		5941185			SN733041 1/16

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Instructions

Go Rows 15 Actions

1 - 15

Interactive Report generates an interactive web report providing customized filtering and sorting options

SUBSCRIBER_ID	BILLING_DATE	BILLING_CYCLE	BILL_HISTORY_ID	CHARGE_TYPE_ID	CHARGE_CATEGORY_ID	CHARGE_CODE	CHARGE_CATEGORY_CODE	ASSIGNED_ID	ITEM_DESCRIPTION	BILL_NOTE	WO_ID	WORK_ORDER	CHARGE_PACKAGE_CODE	QUANTITY	CHARGE_AMOUNT	TOTAL_AMOUNT	
1460481			11402978	24	3	ATT_IPAD	Recurring Charges	1104378	AT&T Mobile_iPAD_Domestic Data	SN1157584 1/18	-	-	-	1	63.7		
1460481	Last 5 Years		11402978	24	3	CUITVOIP650	Recurring Charges	807549	Soundpoint 6-Line IP Phone	Upgrade INC0646135	-	-	-	1	45.7		
1460481	Last 2 Years		11402978	24	3	SURCHARGE	Recurring Charges	1203760	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	0		
1460481	Last Year		11402978	24	3	SURCHARGE	Recurring Charges	1203761	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	5.73		
1460481	Last Month		11402978	24	3	SURCHARGE	Recurring Charges	1203761	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	5.73		
2040890	Last Week		11407628	36	3	BRNDVOIP650	Recurring Charges	970210	Soundpoint HD 6-Line IP Phone	Psychology 416D	-	-	-	1	22.8		
6657292	Last 2 Days	15-SEP-19	10	11444690	24	3	CUITDSKUSSP	Recurring Charges	1158914	Exchange & Central w/1 GB Storage	INC1273911	-	-	-	1	34.2	
6657292	15-SEP-19	10	11444690	36	3	CUITVX401	Recurring Charges	1149157	Polycom VVX401 IP Phone	New INC1274727	-	-	-	1	42.2		
8216498	15-SEP-19	10	11457232	52	3	ATDATAWVCE	Recurring Charges	863416	Mobile Data Access-Unlimited	RF56669/B1807 7/16	-	-	-	1	53		
8216498	15-SEP-19	10	11457232	61	3	ATTTEXTUNLD	Recurring Charges	863417	Unlimited Text,Vid,Inst Msg	RF56669/B1807 7/16	-	-	-	1	15.91		
8216498	15-SEP-19	10	11457232	24	3	ATT_IPAD	Recurring Charges	909287	AT&T Mobile_iPAD_Domestic Data	SN824844 6/16	-	-	-	1	63.7		
8216498	15-SEP-19	10	11457232	24	3	CUITDSKUSSP	Recurring Charges	863554	Exchange & Central w/1 GB Storage	INC0833053	-	-	-	1	34.2		
8216498	15-SEP-19	10	11457232	24	3	CUITVOIP650	Recurring Charges	874429	Soundpoint 6-Line IP Phone	Upgrade INC0646135	-	-	-	1	45.7		
8216498	15-SEP-19	10	11457232	24	3	SURCHARGE	Recurring Charges	1206426	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	6.2		
8216498	15-SEP-19	10	11457232	24	3	SURCHARGE	Recurring Charges	1206427	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	5.73		
8216498	15-SEP-19	10	11457232	24	3	SURCHARGE	Recurring Charges	1206428	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	0		

1 - 15

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

PINNACLE - BILLHIST CHARGE - Mozilla Firefox

https://pinnacle-test.cuit.columbia.edu/pls/pinnacletest/f?p=1006:430311E4A1C95B7839DF19C9685D22D5:918516472362::NO:::NO

Interactive Report generates an interactive web report providing customized filtering and sorting options

REGORY_ID	CHARGE_CODE	CHARGE_CATEGORY_CODE	ASSIGNED_ID	ITEM_DESCRIPTION	BILL_NOTE	WO_ID	WORK_ORDER	CHARGE_PACKAGE_CODE	QUANTITY	CHARGE_AMOUNT	TOTAL_AMOUNT	BATCH_ID	BATCH_DATE	EXPENSE_ACCOUNT_NUMBER	EXPENSE_SUBCODE_NUMBER
3	ATT_IPAD	Recurring Charges	1104378	Mobile_IPAD_Domestic Data	SN1157584 1/18	-	-	-	1	63.7	63.7	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	
3	CUITVOIP650	Recurring Charges	807549	Soundpoint 6-Line IP Phone	Upgrade INCO646135	-	-	-	1	45.7	45.7	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63210
3	SURCHARGE	Recurring Charges	1203760	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	0	0	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63410
3	SURCHARGE	Recurring Charges	1203761	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	5.73	5.73	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63420
3	BRNDVOIP650	Recurring Charges	970210	Soundpoint HD 6-Line IP Phone	Psychology 416D	-	-	-	1	22.8	22.8	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	CUITDSKUSSP	Recurring Charges	1158914	Exchange & Central w/1 GB Storage	INC1273911	-	-	-	1	34.2	34.2	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63210
3	CUITVWX401	Recurring Charges	1149157	Polycm VWX401 IP Phone	New INC1274727	-	-	-	1	42.2	42.2	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63410
3	ATTDATAWVCE	Recurring Charges	863416	Mobile Data Access-Unlimited	RF56669/B1807 7/16	-	-	-	1	53	53	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	ATTTEXTUNLD	Recurring Charges	863417	Unlimited Text,Vid,Inst Msg	RF56669/B1807 7/16	-	-	-	1	15.91	15.91	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	ATT_IPAD	Recurring Charges	909287	Mobile_IPAD_Domestic Data	SN824844 6/16	-	-	-	1	63.7	63.7	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	CUITDSKUSSP	Recurring Charges	863554	Exchange & Central w/1 GB Storage	INC0833053	-	-	-	1	34.2	34.2	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63210
3	CUITVOIP650	Recurring Charges	874429	Soundpoint 6-Line IP Phone	Upgrade INCO646135	-	-	-	1	45.7	45.7	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63410
3	SURCHARGE	Recurring Charges	1206426	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	6.2	6.2	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	SURCHARGE	Recurring Charges	1206427	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	5.73	5.73	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430
3	SURCHARGE	Recurring Charges	1206428	Wireless Overhead & Govt. Mun. Surcharges	-	-	-	-	1	0	0	CTS099	15-SEP-19	COLUM-1234567-01-GENRL-UR004672-01-70003-00000000-200	63430

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

**Select to download CSV/Excel spreadsheet**

**Press OK to open**

**Opening account\_charge\_list.csv**

You have chosen to open:  
account\_charge\_list.csv  
which is: Microsoft Excel Comm...  
from: https://pinnacle...

**What should Firefox do with this file?**

Open with Excel (default)

Save File

Do this automatically for files like this from now on.

**OK** **Cancel**

**Non-Usage Charges**

Billing Date: 15-SEP-2019 Account Number: COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 Account Name

Quick Search [all] [Select] Service Number [ ] Subscriber ID [ ] First Name [ ]

1 - 50 [Next Page] Rows Per Page [50]

Charge Category	Charge Code	Description	Amount	Quantity	Work Order	Bill Note
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		Add BILL0003938
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		RF77867/B3914 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		Global BILL0004186
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		Add BILL0004206
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		R1034675 12/11
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1		RF77870/B3915 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00 9178035306	SN575606 4/15
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00 9179718471	
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00 6466455330	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 3474467520	8279586
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 9172257351	8279586
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 9173287134	8279586
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 7189166458	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 6466172943	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 9172428811	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 6464670574	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 9178618719	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 6466753598	5941185
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35 7187221685	5941185

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Save file

account\_charge\_list [Read-Only] - Excel

Charge Ca	Charge Co	Descriptio	Amount	Quantity	Total	Service N	Location	Subscribe	Name	Work Ord	Bill Note
Recurring	ATTBWD	Mobile Da	69	1	69	6.47E+09		5941185	PRE Office of the Pre	RF77870/B3915	10/17
Recurring	ATTBWD	Mobile Da	69	1	69	3.47E+09		6634618	PRE Office of the Pre	Add BILL0003938	
Recurring	ATTBWD	Mobile Da	69	1	69	6.47E+09		5941185	PRE Office of the President		
Recurring	ATTBWD	Mobile Da	69	1	69	9.18E+09		5941185	PRE Office of the Pre	SNS75606 4/15	
Recurring	ATTBWD	Mobile Da	69	1	69	9.18E+09		5941185	PRE Office of the President		
Recurring	ATTBWD	Mobile Da	69	1	69	6.47E+09		5941185	PRE Office of the Pre	R1034675 12/11	
Recurring	ATTBWD	Mobile Da	69	1	69	7.19E+09		8279586	PRE Office of the Pre	RF77867/B3914	10/17
Recurring	ATTBWD	Mobile Da	69	1	69	9.17E+09		8279586	PRE Office of the Pre	Global BILL0004186	
Recurring	ATTBWD	Mobile Da	69	1	69	9.18E+09		8279586	PRE Office of the Pre	Add BILL0004206	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	7.19E+09		5941185	PRE Office of the Pre	SN858515 8/16	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	9.17E+09		5941185	PRE Office of the Pre	Global INC0877449	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	6.47E+09		5941185	PRE Office of the Pre	Global INC0877449	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	7.19E+09		5941185	PRE Office of the Pre	RF77871/B3916	10/17
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	9.17E+09		8279586	PRE Office of the Pre	Global BILL0004185	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	6.47E+09		5941185	PRE Office of the Pre	PER ATT WEBSITE	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	3.47E+09		8279586	PRE Office of the Pre	SN761933 2/16	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	6.46E+09		5941185	PRE Office of the Pre	SN858515 8/16	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	7.19E+09		5941185	PRE Office of the Pre	SN733041 1/16	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	9.18E+09		5941185	PRE Office of the Pre	SN653224 8/15	
Recurring	ATTDATA	AT&T Data	127.35	1	127.35	9.17E+09		8279586	PRE Office of the Pre	RF77866/B3913	10/17
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		2601553	PRE Office of the President		
Recurring	ATTDATA	Mobile Da	53	1	53	9.29E+09		5822996	PRE Office of the Pre	Add BILL0004925	
Recurring	ATTDATA	Mobile Da	53	1	53	9.18E+09		8062079	PRE Office of the Pre	SN762616 2/16	
Recurring	ATTDATA	Mobile Da	53	1	53	6.47E+09		4181082	PRE Office of the Pre	SN548255 2/15	
Recurring	ATTDATA	Mobile Da	53	1	53	6.46E+09		8279586	PRE Office of the Pre	RF93442/B5714	7/18
Recurring	ATTDATA	Mobile Da	53	1	53	3.48E+09		4689025	PRE Office of the Pre	SN824844 6/16	
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		7360149	PRE Office of the Pre	SN584811 4/15	
Recurring	ATTDATA	Mobile Da	53	1	53	6.47E+09		7270317	PRE Office of the President		
Recurring	ATTDATA	Mobile Da	53	1	53	6.46E+09		8718457	PRE Office of the Pre	RF69081/B2483	5/17
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		4925959	PRE Office of the Pre	SN492207 11/14	
Recurring	ATTDATA	Mobile Da	53	1	53	9.17E+09		7450487	PRE Office of the Pre	RF65765/B2639	3/17
Recurring	ATTDATA	Mobile Da	53	1	53	9.17E+09		6971286	PRE Office of the President		
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		8594542	PRE Office of the Pre	RF86807/B4912	4/18
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		8594542	PRE Office of the Pre	RF86806/B4911	4/18
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		8594542	PRE Office of the Pre	RF86805/B49109	4/18
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		8594542	PRE Office of the Pre	RF75723/B3731	9/17
Recurring	ATTDATA	Mobile Da	53	1	53	3.47E+09		7684821	PRE Office of the Pre	RF86808/B4910	4/18

Itemized list of non-usage charges  
(recurring and one-time) incurred  
during this particular month



# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the 'Non-Usage Charges' page in the Pinnacle system. The page shows a table of charges with columns for Charge Category, Charge Code, and Description. The interface includes a 'Personalize Regions' dialog box and an 'Account Charge List' dialog box, both of which are used to customize the table's columns.

**Annotations:**

- Select to personalize columns:** Points to the 'Personalize Regions' dialog box.
- Press Edit Columns to change visibility:** Points to the 'Edit Columns' button in the 'Personalize Regions' dialog box.
- Press ← or → to move column:** Points to the left and right arrow buttons in the 'Account Charge List' dialog box.
- Press – or drag the column to left side panel to hide:** Points to the minus sign button in the 'Account Charge List' dialog box.
- Press to restore column position and visibility:** Points to the 'Restore Defaults' button in the 'Account Charge List' dialog box.
- Press to Save:** Points to the 'Save' button in the 'Account Charge List' dialog box.

**Table Data:**

Charge Category	Charge Code	Description
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Pack

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Account Manager > Accounts > Account Billing > COLUM--1234567-01-GENRL-UR004672-01-00000-00000000.... Non-Usage Charges

Accounts

Account Billing >

AP Allocation

Dashboards

Reports

Home

Summary  
Non-Usage Charges  
**Usage Charges**

Account Number COLUM--1234567-01-GENRL-UR004672-01-00000-00000000....

Charge Category (all) Select Service Number

Subscriber ID First Name

1 - 50 Next Page Rows Per Page 50

Charge Category	Charge Code	Description	Amount	Quantity	Total	Service Number	Location	Subscriber ID	Name	Work Order	Bill Note
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9173282758		8279586			Global BILL0004186
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9179718471		5941185			
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9177443410		8279586			Add BILL0004206
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	7187555523		8279586			RF77867/B3914 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6468243709		5941185			R1034675 12/11
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6469234534		5941185			RF77870/B3915 10/17
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	3474638906		6634618			Add BILL0003938
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	6466455330		5941185			
Recurring Charges	ATTBBWDUL	Mobile Data Unlimited-Global	69.00	1	69.00	9178035306		5941185			SN575606 4/15
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466172943		5941185			Global INC0877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172428811		5941185			Global INC0877449
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9172257351		8279586			RF77866/B3913 10/17
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	7189154420		5941185			SN858515 8/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6464670574		5941185			SN858515 8/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	3474467520		8279586			SN761933 2/16
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	6466753598		5941185			PER ATT WEBSITE
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9178618719		5941185			SN653224 8/15
Recurring Charges	ATTDATAGBLA8	AT&T Data Global Add-On Package (800MB)	127.35	1	127.35	9173287134		8279586			Global BILL0004185

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the Pinnacle Usage Charges interface. The browser address bar shows the URL: <https://pinnacle-test.cuit.columbia.edu/pls/pinnadetest/f?p=1103:4427:11020107792518::NO:RP::>. The page title is "PINNACLE - Usage Charges". The breadcrumb navigation shows: Account Manager > Accounts > Account Billing > COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200 > Usage Charges.

The main content area is titled "Usage Charges" and includes a "Quick Search" section with filters for Usage Subtype, Subscriber ID, Service Number, First Name, and Last Name. Below the search filters, there is a table of usage charges. The table has columns for Connect Date, Service Number, Units, UOM, Usage Subtype, Usage Detail, Amount Billed, Location, Subscriber ID, and Subscriber Name. A blue bracket on the right side of the table points to the text: "Itemized list of usage charges incurred during this particular month".

Connect Date	Service Number	Units	UOM	Usage Subtype	Usage Detail	Amount Billed	Location	Subscriber ID	Subscriber Name
19-JUL-2019 09:29:00	3472268723	8:00	min.	Wireless Plans	347-226-8723 to 212-854-3689 (NEW YORK, CL)	4.72		2775588	
19-JUL-2019 11:51:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800 (COLUMBIA, CL)	0.59		2775588	
19-JUL-2019 11:59:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800 (COLUMBIA, CL)	0.59		2775588	
20-JUL-2019 01:59:00	3474174441	0:00	min.	Wireless Plans	347-417-4441 to 347-417-4441	0.00		8594542	
20-JUL-2019 02:00:00	9174458540	0:00	min.	Wireless Plans	917-445-8540 to 917-445-8540	0.00		1731084	
20-JUL-2019 02:04:00	9174553259	0:00	min.	Wireless Plans	917-455-3259 to 917-455-3259	0.00		4181082	
20-JUL-2019 02:07:00	3472377289	0:00	min.	Wireless Plans	347-237-7289 to 347-237-7289	0.00		2775588	
20-JUL-2019 02:10:00	9175437630	0:00	min.	Wireless Plans	917-543-7630 to 917-543-7630	0.00		1460481	
20-JUL-2019 02:13:00	3472760255	0:00	min.	Wireless Plans	347-276-0255 to 347-276-0255	0.00		7360149	
20-JUL-2019 02:33:00	9174567943	0:00	min.	Wireless Plans	917-456-7943 to 917-456-7943	0.00		6971286	
20-JUL-2019 02:38:00	9178035306	0:00	min.	Wireless Plans	917-803-5306 to 917-803-5306	0.00		5941185	
20-JUL-2019 02:41:00	3476107410	0:00	min.	Wireless Plans	347-610-7410 to 347-610-7410	0.00		4689025	
20-JUL-2019 02:42:00	6468740742	0:00	min.	Wireless Plans	646-874-0742 to 646-874-0742	0.00		6634618	
20-JUL-2019 02:49:00	3474638906	0:00	min.	Wireless Plans	347-463-8906 to 347-463-8906	0.00		6634618	
20-JUL-2019 05:25:00	9292133510	0:00	min.	Wireless Plans	929-213-3510 to 929-213-3510	0.00		5822996	
20-JUL-2019 06:43:00	6463736670	0:00	min.	Wireless Plans	646-373-6670 to 646-373-6670	0.00		8718457	
20-JUL-2019 08:29:00	7189154420	0:00	min.	Wireless Plans	718-915-4420 to 718-915-4420	0.00		5941185	
20-JUL-2019 13:06:00	3472268723	0:00	min.	Wireless Plans	347-226-8723 to 347-226-8723	0.00		2775588	
20-JUL-2019 13:15:00	3472268723	0:00	min.	Wireless Plans	347-226-8723 to 347-226-8723	0.00		2775588	

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

The screenshot displays the Pinnacle system interface for retrieving monthly recurring charges. The browser address bar shows a URL with parameters. The page title is "PINNACLE - Usage Charges". The breadcrumb navigation includes "Account Manager", "Accounts", "Account Billing", and "Usage Charges". The main content area is titled "Usage Charges" and includes a "Quick Search" section with filters for "Usage Subtype" (set to "all"), "Service Number", "Subscriber ID", and "First Name". Below the search filters is a table of usage charges. A modal dialog box is open over the table, titled "Opening billable\_usage.csv", with the text "You have chosen to open: billable\_usage.csv which is: Microsoft Excel Comma Separated Values File from: https://pinnacle-test...". The dialog offers options to "Open with Excel (default)", "Save File", or "Do this automatically for files like this from now on". The "OK" button is highlighted with a blue box and a callout bubble that says "Press OK to open".

**Select to download CSV/Excel spreadsheet**

**Press OK to open**

Connect Date	Service Number	Units	UOM	Usage Subtype	Usage Detail		
19JUL-2019 09:29:00	3472268723	8:00	min.	Wireless Plans	347-226-8723 to 212-854-3689		
19JUL-2019 11:51:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800		
19JUL-2019 11:59:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800		
20JUL-2019 01:59:00	3474174441	0:00	min.	Wireless Plans	347-417-4441 to 347-417-4441		
20JUL-2019 02:00:00	9174458540	0:00	min.	Wireless Plans	917-445-8540 to 917-445-8540		
20JUL-2019 02:04:00	9174553259	0:00	min.	Wireless Plans	917-455-3259 to 917-455-3259		
20JUL-2019 02:07:00	3472377289	0:00	min.	Wireless Plans	347-237-7289 to 347-237-7289	0.00	2775588
20JUL-2019 02:10:00	9175437630	0:00	min.	Wireless Plans	917-543-7630 to 917-543-7630	0.00	1460481
20JUL-2019 02:13:00	3472760255	0:00	min.	Wireless Plans	347-276-0255 to 347-276-0255	0.00	7360149
20JUL-2019 02:33:00	9174567943	0:00	min.	Wireless Plans	917-456-7943 to 917-456-7943	0.00	6971286
20JUL-2019 02:38:00	9178035306	0:00	min.	Wireless Plans	917-803-5306 to 917-803-5306	0.00	5941185
20JUL-2019 02:41:00	3476107410	0:00	min.	Wireless Plans	347-610-7410 to 347-610-7410	0.00	4689025
20JUL-2019 02:42:00	6468740742	0:00	min.	Wireless Plans	646-874-0742 to 646-874-0742	0.00	6634618
20JUL-2019 02:49:00	3474638906	0:00	min.	Wireless Plans	347-463-8906 to 347-463-8906	0.00	6634618
20JUL-2019 05:25:00	9292133510	0:00	min.	Wireless Plans	929-213-3510 to 929-213-3510	0.00	5822996
20JUL-2019 06:43:00	6463736670	0:00	min.	Wireless Plans	646-373-6670 to 646-373-6670	0.00	8718457
20JUL-2019 08:29:00	7189154420	0:00	min.	Wireless Plans	718-915-4420 to 718-915-4420	0.00	5941185
20JUL-2019 13:06:00	3472268723	0:00	min.	Wireless Plans	347-226-8723 to 347-226-8723	0.00	2775588

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Excel interface showing a spreadsheet titled "billable\_usage-1 [Read-Only] - Excel". The spreadsheet displays a list of usage charges with columns for Service Units, UOM, Usage Sub, Usage Det, Amount B, Location, Subscriber, and Subscriber Name. A blue bracket highlights a section of the data, and a text box indicates: "Itemized list of usage charges incurred during this particular month".

**Save file**

Connect	Service	Units	UOM	Usage Sub	Usage Det	Amount B	Location	Subscriber	Subscriber Name
#####	3.47E+09	8:00 min.	Wireless	f 347-226-8		4.72	2775588	PRE Office of the President	
#####	3.47E+09	1:00 min.	Wireless	f 347-226-8		0.59	2775588	PRE Office of the President	
#####	3.47E+09	1:00 min.	Wireless	f 347-226-8		0.59	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-417-4		0	8594542	PRE Office of the President	
#####	9.17E+09	0:00 min.	Wireless	f 917-445-8		0	1731084	PRE Office of the President	
#####	9.17E+09	0:00 min.	Wireless	f 917-455-3		0	4181082	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-237-7		0	2775588	PRE Office of the President	
#####	9.18E+09	0:00 min.	Wireless	f 917-543-7		0	1460481	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-276-0		0	7360149	PRE Office of the President	
#####	9.17E+09	0:00 min.	Wireless	f 917-456-7		0	6971286	PRE Office of the President	
#####	9.18E+09	0:00 min.	Wireless	f 917-803-5		0	5941185	PRE Office of the President	
#####	3.48E+09	0:00 min.	Wireless	f 347-610-7		0	4689025	PRE Office of the President	
#####	6.47E+09	0:00 min.	Wireless	f 646-874-0		0	6634618	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-463-8		0	6634618	PRE Office of the President	
#####	9.29E+09	0:00 min.	Wireless	f 929-213-3		0	5822996	PRE Office of the President	
#####	6.46E+09	0:00 min.	Wireless	f 646-373-6		0	8718457	PRE Office of the President	
#####	7.19E+09	0:00 min.	Wireless	f 718-915-4		0	5941185	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-255-7		0	2601553	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-255-7		0	2601553	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-255-7		0	2601553	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	7.19E+09	0:00 min.	Wireless	f 718-909-2		0	5941185	PRE Office of the President	
#####	7.19E+09	0:00 min.	Wireless	f 718-915-4		0	5941185	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	9.18E+09	0:00 min.	Wireless	f 917-753-8		0	8062079	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	
#####	9.18E+09	0:00 min.	Wireless	f 917-753-8		0	8062079	PRE Office of the President	
#####	3.47E+09	0:00 min.	Wireless	f 347-226-8		0	2775588	PRE Office of the President	

Itemized list of usage charges incurred during this particular month

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Use Breadcrumb to return to Account Billing screen listing all monthly bills

The screenshot displays the 'Usage Charges' screen in the Pinnacle system. The breadcrumb navigation at the top reads: Account Manager > Accounts > Account Billing > COLUM-1234567-01-GENRL-UR004672-01-00000-00000000-200 > Usage Charges. A callout bubble points to the 'Account Billing' breadcrumb. The page includes a search bar, a 'Quick Search' section with filters for Usage Subtype, Subscriber ID, First Name, and Last Name, and a table of usage charges. The table has columns for Connect Date, Service Number, Units, UOM, Usage Subtype, Usage Detail, Amount Billed, Location, Subscriber ID, and Subscriber Name. The data shows various usage events from July 2019, all with an amount billed of 0.00.

Connect Date	Service Number	Units	UOM	Usage Subtype	Usage Detail	Amount Billed	Location	Subscriber ID	Subscriber Name
19JUL-2019 09:29:00	3472268723	8:00	min.	Wireless Plans	347-226-8723 to 212-854-3689 (NEW YORK, CL)	4.72		2775588	
19JUL-2019 11:51:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800 (COLUMBIA, CL)	0.59		2775588	
19JUL-2019 11:59:00	3472268723	1:00	min.	Wireless Plans	347-226-8723 to 803-445-3800 (COLUMBIA, CL)	0.59		2775588	
20JUL-2019 01:59:00	3474174441	0:00	min.	Wireless Plans	347-417-4441 to 347-417-4441	0.00		8594542	
20JUL-2019 02:00:00	9174458540	0:00	min.	Wireless Plans	917-445-8540 to 917-445-8540	0.00		1731084	
20JUL-2019 02:04:00	9174553259	0:00	min.	Wireless Plans	917-455-3259 to 917-455-3259	0.00		4181082	
20JUL-2019 02:07:00	3472377289	0:00	min.	Wireless Plans	347-237-7289 to 347-237-7289	0.00		2775588	
20JUL-2019 02:10:00	9175437630	0:00	min.	Wireless Plans	917-543-7630 to 917-543-7630	0.00		1460481	
20JUL-2019 02:13:00	3472760255	0:00	min.	Wireless Plans	347-276-0255 to 347-276-0255	0.00		7360149	
20JUL-2019 02:33:00	9174567943	0:00	min.	Wireless Plans	917-456-7943 to 917-456-7943	0.00		6971286	
20JUL-2019 02:38:00	9178035306	0:00	min.	Wireless Plans	917-803-5306 to 917-803-5306	0.00		5941185	
20JUL-2019 02:41:00	3476107410	0:00	min.	Wireless Plans	347-610-7410 to 347-610-7410	0.00		4689025	
20JUL-2019 02:42:00	6468740742	0:00	min.	Wireless Plans	646-874-0742 to 646-874-0742	0.00		6634618	
20JUL-2019 02:49:00	3474638906	0:00	min.	Wireless Plans	347-463-8906 to 347-463-8906	0.00		6634618	
20JUL-2019 05:25:00	9292133510	0:00	min.	Wireless Plans	929-213-3510 to 929-213-3510	0.00		5822996	
20JUL-2019 06:43:00	6463736670	0:00	min.	Wireless Plans	646-373-6670 to 646-373-6670	0.00		8718457	
20JUL-2019 08:29:00	7189154420	0:00	min.	Wireless Plans	718-915-4420 to 718-915-4420	0.00		5941185	
20JUL-2019 13:06:00	3472268723	0:00	min.	Wireless Plans	347-226-8723 to 347-226-8723	0.00		2775588	
20JUL-2019 13:15:00	3472268723	0:00	min.	Wireless Plans	347-226-8723 to 347-226-8723	0.00		2775588	

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Account Manager > Accounts > Account Billing

Account Billing

Quick Search

Billing Date: [ ] EDT [m] - [ ] EDT [m]

Account Number: [ ] Account Name: [ ]

1 - 50 Next Page Rows Per Page 50

Billing Date	Account Number	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		642.98
15-SEP-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		407.37
15-AUG-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		12,402.73
15-JUL-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		155.05
15-JUN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		466.08
15-MAY-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		274.39
15-APR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		12,220.05
15-MAR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		151.51
15-FEB-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		601.34
15-JAN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		493.96
15-DEC-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		13,255.07
15-NOV-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		194.35
15-OCT-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		659.30
15-SEP-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		1,066.07
15-AUG-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		14,315.18
15-JUL-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		342.09
15-JUN-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		621.07
15-MAY-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200		559.99

Return to Account Billing screen

# CUIT Pinnacle System Upgrade:

## Retrieving Monthly Recurring Charges

Account Manager > Accounts > Account Billing

Accounts

Account Billing

AP Allocation

Dashboards

Reports

Home

Account Billing

Search Create Multiple Account Report

Saved Search All Clear Manage Save

Quit

**These menu options DO NOT yield the monthly recurring charges and therefore, should not be used at this time**

Billing Date	Account Name	Amount
15-OCT-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	642.98
15-SEP-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	407.37
15-AUG-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	12,402.73
15-JUL-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	155.05
15-JUN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	466.08
15-MAY-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	274.39
15-APR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	12,220.05
15-MAR-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	151.51
15-FEB-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	601.34
15-JAN-2019	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	493.96
15-DEC-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	13,255.07
15-NOV-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	194.35
15-OCT-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	659.30
15-SEP-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	1,066.07
15-AUG-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	14,315.18
15-JUL-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	342.09
15-JUN-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	621.07
15-MAY-2018	COLUM--1234567-01-GENRL-UR004672-01-00000-00000000--200	559.99



# Frequently Asked Questions

- How can I obtain access to Pinnacle?

*Access must be requested by the Departmental Administrator via ServiceNow by accessing the system or emailing [askcuit@columbia.edu](mailto:askcuit@columbia.edu) to generate a request. Please include UNI as well as the 7-digit department number(s) the user will need access to.*

- How can I make changes to the monthly bill?

*All changes must be requested via the ServiceNow system.*

- What if a charge does not belong to our department?

*Please submit a Billing Inquiry via ServiceNow as soon as possible. The turnaround time is generally 5-7 business days.*

- Can I create a report for YTD charges?

*Unfortunately charges can only be accessed by month at this time.*

- What is the Billing Cycle?

*Our billing cycle encompasses charges incurred from the 15th of the current month through the 14th of the following month (e.g. 15-JUL-2020 bill includes charges from the 15th of June through the 14th of July).*

# Contact Us

## ***ServiceNow***

*Website:* <https://columbia.service-now.com/>

*E-mail:* [askcuit@columbia.edu](mailto:askcuit@columbia.edu)

*CUIT Services:* [www.cuit.columbia.edu](http://www.cuit.columbia.edu)

- For billing questions, chartstring changes, Pinnacle access and training, please create a ticket in the CUIT ServiceNow instance
- To initiate service, request a service change or disconnection, please create a ticket in the CUIT ServiceNow instance