Office of Information Technology
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DENVER | ANSCHUTZ MEDICAL CAMPUS

How to Use the CU Denver | Anschutz OIT Billing Customer Center

Contents

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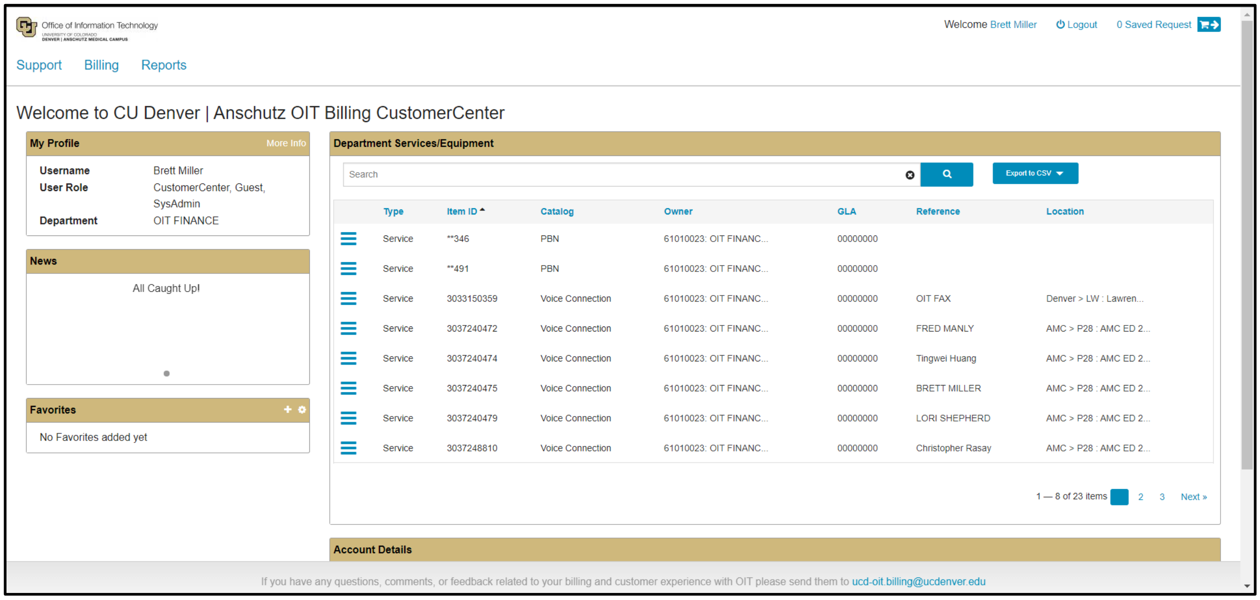
Accessing the Customer Center

1. Navigate to http://billing.oit.ucdenver.edu/cc
2. Enter your CU credentials when prompted by the CU Denver | Anschutz Web Login
3. **The Customer Center home page can always be accessed by clicking the CU logo in the top-left corner**

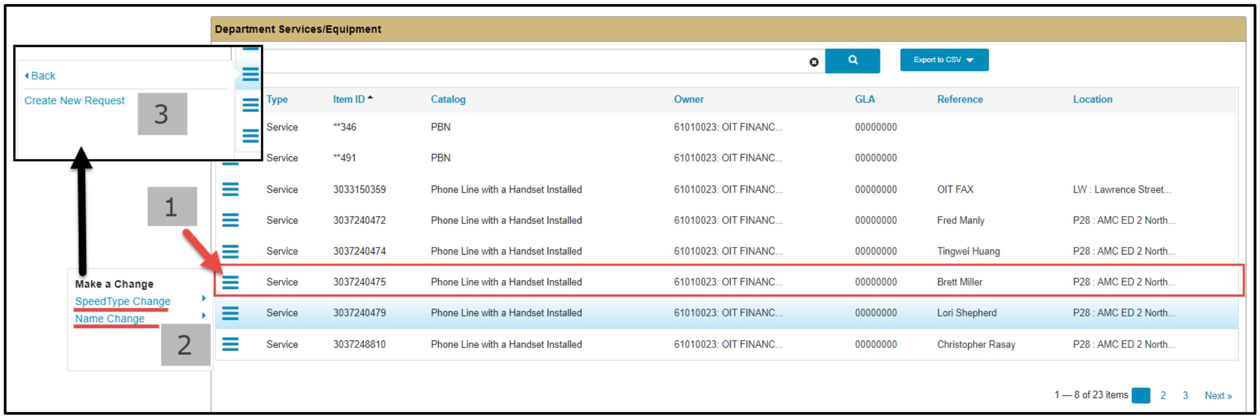


Above is a screenshot of how the landing page should appear upon login.

Viewing and Changing the Services in your Department

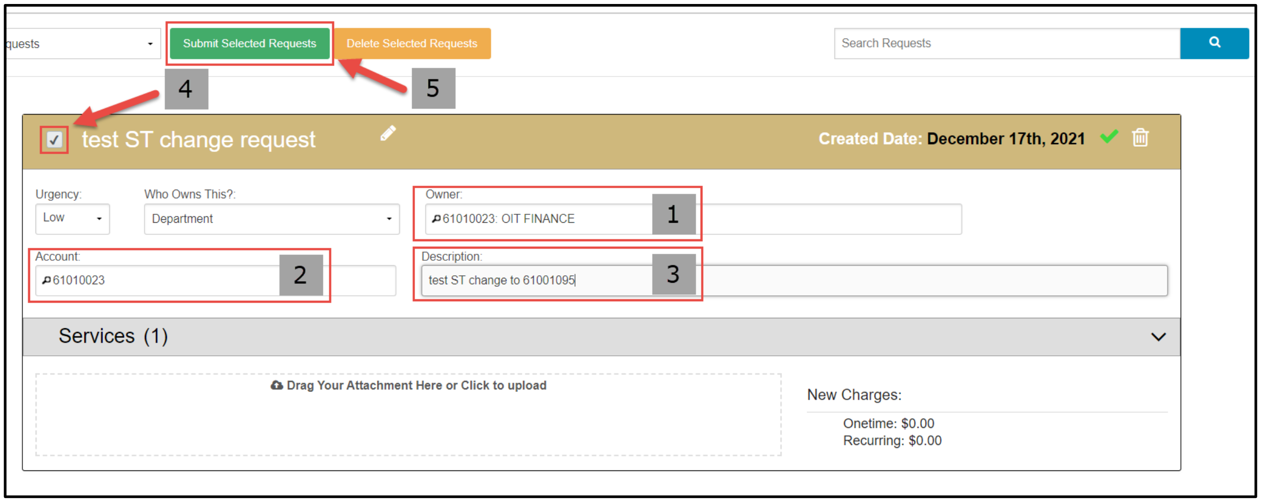
In the “Department Services/Equipment” widget you can view the active services for every SpeedType where you are designated as a coordinator.

- You can navigate through the list using the page numbers in the bottom right
- You can export the entire list to a csv using the “Export to CSV” button in the top right
- You can submit requests for individual services (see below)



1. To begin a SpeedType Change Request or a Name Change Request for an individual service click on the blue hamburger icon on the far left for the service that you are trying to change
    a. You can use the search bar at the top to filter your services using any keywords in the Department Services/Equipment table. E.g. search for “Voice” to see all voice services, a SpeedType to view all services under a specific SpeedType/Department, someone’s name to find their phone or pager service(s), etc.
2. Choose either SpeedType Change or Name Change from the menu that pops up to the left
3. Click “Create New Request” from the new menu that pops up
4. Click the “Saved Request” link in the top right of the screen (not shown in screenshot) to begin filling out the request
5. Proceed to the corresponding instructions below for the request that was chosen

Service Request – SpeedType Change



1. In the "Owner" field enter the current SpeedType for the Service OR use the magnifying glass to search for the current SpeedType for this service; there should only be 1 option available
2. The "Account" field should auto-populate with the current SpeedType for the service. If it does not then you must enter the current service SpeedType as you did in the owner field
3. Enter a short description identifying the new SpeedType for the service
4. Check the checkbox in the request header
5. Click the "Submit Selected Requests" button at the top of the page to submit the request
6. You will be redirected to a screen showing proof of your request submission
7. You can click the CU Logo in the top-left corner to go back to the home screen
8. If you want to check on the status of any outstanding requests, or view/search your request history there is a Menu option titled "Requests" in the top-left hand corner (under the logo) where you can view this information

Additional Information:

- You can name the request by clicking the pencil icon in the header of each request
- You can delete a request by selecting the request (checkbox) and clicking the "Delete Selected Requests" button at the top of the page

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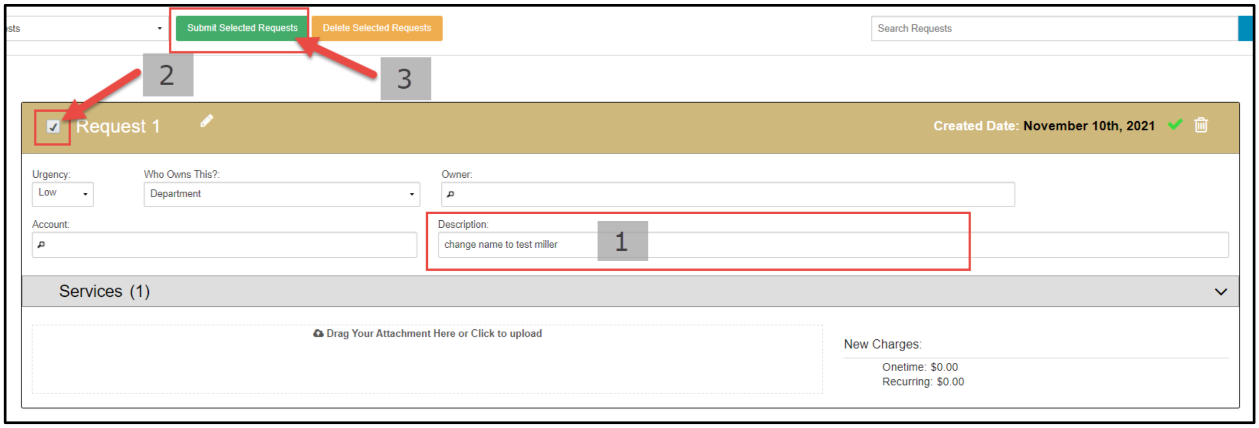
Service Request – Name Change (Phone or Pager Services ONLY)



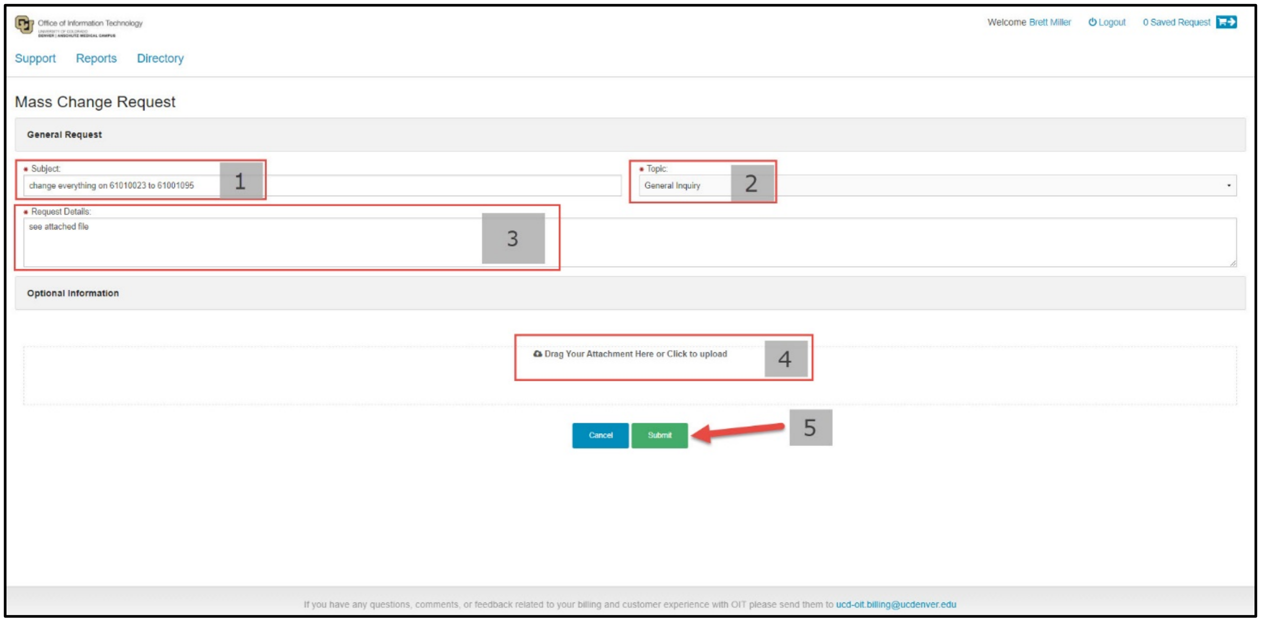
1. In the “Description” field enter the new name, as well as any clarifying details for the request
2. Check the checkbox in the request header
3. Click the “Submit Selected Requests” button at the top of the page to submit the request
4. You will be redirected to a screen showing proof of your request submission
5. You can click the CU Logo in the top-left corner to go back to the home screen
6. If you want to check on the status of any outstanding requests, or view/search your request history there is a Menu option titled “Requests” in the top-left hand corner (under the logo) where you can see this information

Additional Information:

- You can name the request by clicking the pencil icon in the header of each request
- You can delete a request by selecting the request (checkbox) and clicking the “Delete Selected Requests” button at the top of the page

Submitting a Request for Many Changes via a File

If you are wanting to submit many changes at once (whether they are SpeedType changes, name changes, or both) it may be easiest to do so using the “Mass Change Request” form. You can access this form by clicking the “Support” heading in the top-left of the home page, then choose “Mass Change Request” from the drop-down list.



1. Enter a subject line summarizing the request
2. Leave the “Topic” as the default option (General Inquiry)
3. Enter any additional or clarifying information into the “Request Details” section
4. Attach an excel or pdf file that notates all requested changes
5. Click the “Submit” button to submit the request

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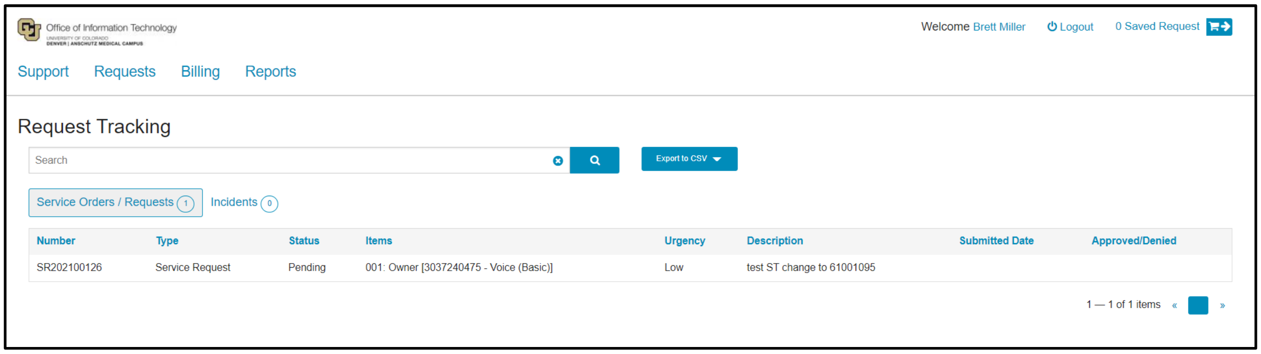
Tracking Requests

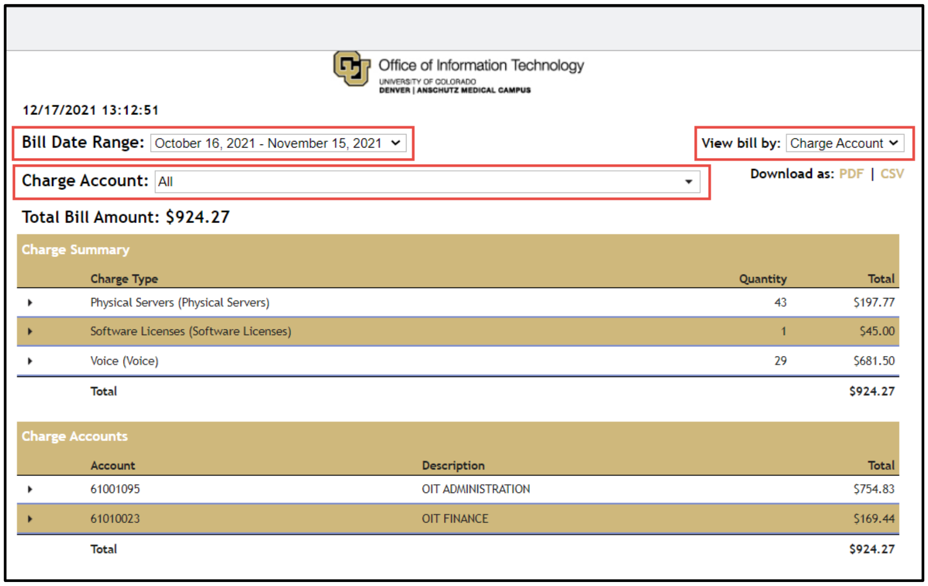
To view/edit any submitted requests click the “Requests” header in the top-left of the home screen, then select “Request Tracking” from the drop-down menu. You will arrive at a screen that looks like this:



If a request has been completed the “Status” will change from “Pending” to “Completed”. You can drill into your request by clicking the row. When drilled into an individual request you can also cancel it by clicking the “Cancel Request” button in the top-right of the screen.

Viewing your Bill

To view your bill(s) click the “Billing” header in the top-left of the home screen, then select “View Bill” from the drop-down menu. You will arrive at a screen that looks like this:



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12/17/2021 13:12:51

Bill Date Range: October 16, 2021 - November 15, 2021

View bill by: Charge Account

Charge Account: All

Download as: PDF | CSV

Total Bill Amount: $924.27

Charge Summary

Charge Type	Quantity	Total
Physical Servers (Physical Servers)	43	$197.77
Software Licenses (Software Licenses)	1	$45.00
Voice (Voice)	29	$681.50
Total		$924.27

Charge Accounts

Account	Description	Total
61001095	OIT ADMINISTRATION	$754.83
61010023	OIT FINANCE	$169.44
Total		$924.27

1. Use the “Bill Date Range” to select the month for which you want to view a bill.
2. Use the “View bill by” drop-down to select from 1 of 3 different views for your bill:
    a. **“Charge Account” is the default view**, and the most similar to how statements have traditionally been presented. “Charge Account” refers to the SpeedType for charges. This view shows all charges that have been billed to the SpeedTypes that you have access to.
    b. **“Owner”** is a similar view to “Charge Account”, albeit slightly different. An Owner in PCR-360 appears as SpeedType, but is more a departmental representation of a SpeedType. Services are assigned to Owners in the system, however, a charge (usually a phone move or change) can be billed to a SpeedType that is different from the Owner. You would use this drop-down option if you wish to view charges for services under one/all of the departmental owners that you have access to.
    c. **“Billing Group”** refers to one of 3 entities: CU AMC | Denver, CU Medicine, or University of Colorado Hospital. If you manage SpeedTypes (or Cost Centers) that belong to more than one of these entities then you could use this option to separate the billing information accordingly.
3. The third drop-down menu will change based on what you selected in the “View bill by” drop-down in the previous step. If you are viewing by “Charge Account” then you can either view all SpeedTypes that you manage or you can enter/select a specific SpeedType from the “Charge Account” drop-down. The same goes for viewing by Owner and Billing Group. Use this drop-down to filter by individual owner/billing group.

Additional Information:

- You can export the bill to PDF or CSV using the buttons in the top-right of the screen

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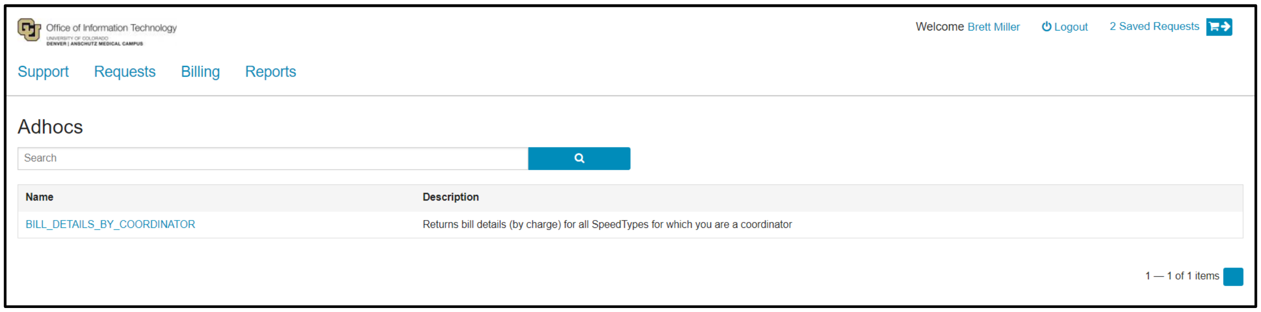
Ad Hoc Reporting

To view/download ad hoc reports that are available to you, click the “Reports” header in the top-left of the home screen, then select “Adhocs” from the drop-down menu. You will arrive at a screen that looks like this:



All coordinators should have access to the report shown above: BILL_DETAILS_BY_COORDINATOR. This report is most similar to the excel document that has traditionally been provided as part of the billing statement email. **NOTE**: The data in this report will only be from the most recent bill. If you require more comprehensive data then you will need to submit a request for a new ad hoc report, or we can provide the data to you outside of the reporting functionality in PCR-360.

If you have requested any additional ad hoc reports from OIT Billing then those would also show up in this list once the request has been fulfilled. Clicking on the link to the report will provide a table with the results and an option to download the report as a csv. You can also search for keywords in the report.