

ITS Online Customer Statements

NOTE: The website URL for **Workday reference guides** that are referenced in this section is:
<https://confluence.esg.wsu.edu/display/WKB/Workday>

MONTHLY CUSTOMER INVOICES

Each month WSU Information Technology Services (ITS) makes available online customer reports detailing and summarizing telecommunications expenditures for each set of Foundation Data Model (FDM) worktags.

Department personnel may select to view monthly reports as billing or call details statements.

Billing Statement

The Billing Statement provides a summary of charges to a billing group, set of FDM worktags, or owner (the user-of-record), grouped by type of service.

The Billing Statement provides a summary of charges for calls, telephone and voicemail service, and equipment.

The summary report screen provides optional dropdown lists that itemize telephone call types and charges, including toll expenses; telephone, data, and equipment recurring charges; and ITS telecommunications-related services charged to the group, account, or owner. Call details are grouped by charge summary and charge accounts.

Call Details Statement

The Call Details statement provides call time, duration, type, owner (user-of-record), department, from and to telephone numbers, from and to locations, call cost, and authorization code used (if not specifically assigned to the telephone).

The Call Details statement includes search fields for narrowing the statement view to a specific telephone number or authorization code.

Review

Departmental personnel should review the report each month to verify report accuracy and to monitor departmental telecommunications activity. It is especially important to monitor telephone toll activity to ensure that suspected toll fraud is reported in a timely fashion.

To report suspected toll fraud, contact ITS Security Services; telephone 509-335-4357; or send e-mail to:

abuse@wsu.edu

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REPORTS

ITS Online Customer Billing Statement

To view the monthly ITS Online Customer Billing Statement, go to the ITS Customer Center website at:

pcr360.wsu.edu/cc

The following numbered paragraphs refer to numbered sections on the full detail view report sample in [Figure 1](#). Unnumbered sections are considered self-explanatory.

Account (1)

This field displays the worktags for charges associated with the billing record.

Charge Summary (2)

This section shows a summary of the total monthly usage and charges for intercampus calls (SIP) using five-digit dialing, local area calls, interstate long-distance calls, intrastate long-distance calls, toll-free calls, ITS telecommunications services, and equipment.

Local area calling and SIP charges are paid centrally and are listed on department billing statements with a cost of \$0.00.

Item Billed (3)

This field displays the work order number associated with the service or equipment charge item. Departments may submit service or equipment requests at:

pcr360.wsu.edu/cc

ITS initiates a work order when a request for service is submitted. For tracking purposes, ITS assigns a number to each work order that is applied to each item in the service request.

ITS also uses the work order number to research answers to department questions concerning items listed on the ITS Online Customer Billing Statement.

Services (4)

In addition to the call type, the detailed Services section provides the date and time of the call, the call duration, location, number dialed, origination ID, and the charge. See also Service ID, Origination ID, and Number Dialed below.

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Number Dialed (5) The number dialed field displays the telephone line number associated with the recipient of the call associated with the charges.

| Origination ID The origination ID displays the telephone line number associated with the sender of the call associated with the charges.

| Total charges (6) All telecommunications charges are attributed to a billing record identified by a name assigned to the telephone line number.
NOTE: Usually the billing record name is the same as the caller ID that appears on display telephones.

Submit a service request to ITS to change the name assigned to a telephone line number. To access the online service request, go to the ITS Customer Center website at:

pcr360.wsu.edu/cc

ITS Online Customer Call Detail Report To view the monthly ITS Online Customer Call Detail Report, go to the ITS Customer Center website at:

pcr360.wsu.edu/cc

Call Type This field displays the type of incoming or outgoing call charged to the departmental account, e.g., intercampus call (SIP) using five-digit dialing, local area call, interstate long-distance call, intrastate long-distance call, or a toll-free call.

Owner The name associated with the telephone line number.

From # The origination ID displays the telephone line number associated with the sender of the call associated with the charges.

To # The number dialed fields displays the telephone line number associated with the recipient of the call associated with the charges.

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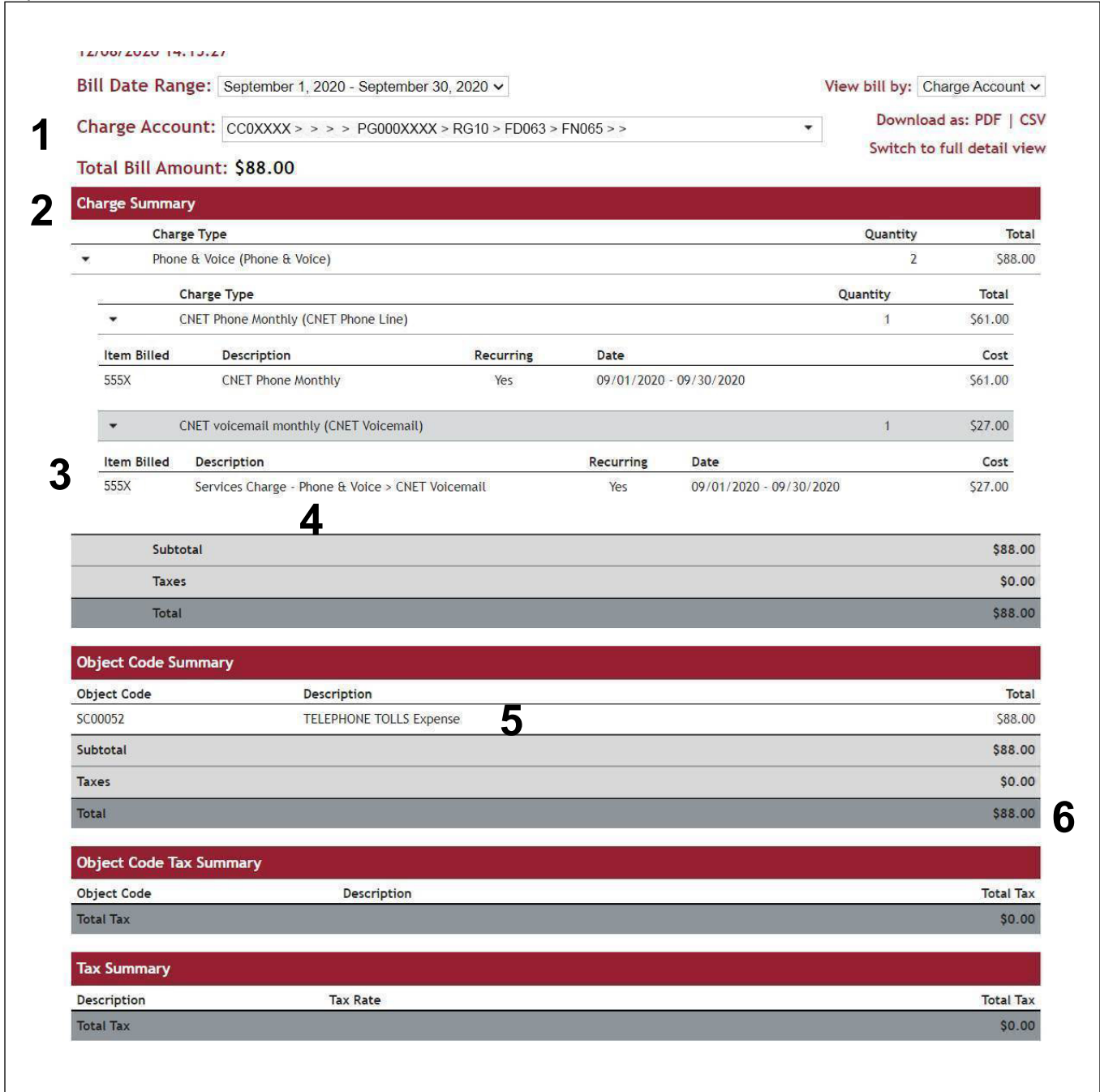


Figure 1

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Expenditure Transfer

Complete and route an Accounting Journal business process in Workday to transfer telecommunications charges from one University account to another. See *BPPM 30.25* and the Workday Create Accounting Journals reference guide for complete instructions regarding expenditure transfers.

Billing Corrections/Changes

If the change involves a correction only submit the request through the ITS Customer Center.

For more billing information, see the ITS Customer Center website at:

pcr360.wsu.edu/cc