

Viewing MSU Telecom customer bills in Pinnacle – effective for invoices dated on or after Feb. 26, 2016

Pinnacle provides a validated MSU user with the ability to download and view monthly invoice reports from generated bills. Each month a new bill is generated allowing the user to view and download reports, either from a department level and/or individual general ledger account level.

Customer access to MSU Telecom monthly Pinnacle invoices

Note: only authorized MSU users are allowed access to the customer side of the system with permissions limited to the specific assigned organization ID (department in Pinnacle).

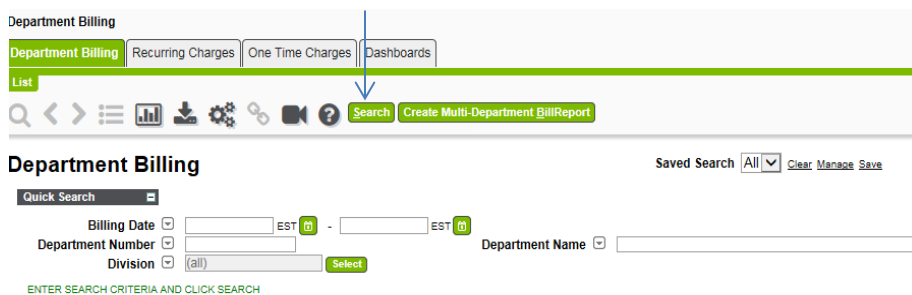
Pinnacle uses Campus Active Directory to facilitate a user login. Campus Active Directory requires that you have an updated MSU NetID password to log in.

Note: if you have not changed your MSU NetID password since July 2015 you will need to do so to access Pinnacle. You can change your MSU NetID password by going to <https://netid.msu.edu/change-netid-password.html>

1. Through a web browser (e.g. Internet Explorer) go to the [Pinnacle login](#) page.



2. The user name is your MSU netID.
3. The password is your MSU netID password.
4. Select the Billing drop down menu.
5. On the drop down menu select Department Billing.
6. Select the search button on the taskbar.



7. Select on the hyperlinked Billing Date for the desired Department Number.

Department Billing

Department Billing | Recurring Charges | One Time Charges | Dashboards

Quick Search

Billing Date [] EST [] - [] EST []

Department Number [] Department Name []

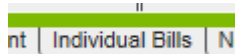
Division [(all)] Select

1 - 1 Rows Per Page 50

Billing Date	Department Number	Department Name	Division Code	Division Name
26-NOV-2015	10069887	AVP FOR ADVANCEMENT ADMINISTRATION	10069000	UNIVERSITY ADVANCEMENT

8. For individual account billing:

a. Select the Individual Bills tab



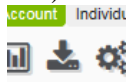
b. Select search.

c. Select the hyperlinked Subscriber ID with the desired account name and number.

i. Select Summary; this will allow you to click View Report for a list of recurring charges and a summary of usage charges; or

ii. Select the Non-Usage tab or Usage Tab and click search to provide an itemized list of recurring charges or usage charges.

9. Select the Export CSV file button to download itemized list (arrow pointing down on task bar. See image or alt text).



10. Choose open or save file.

Department Billing – From Department Billing

11. Click on Billing Date and desired Department Number.

a. Select from summary, which allows you to click View Report for a detail itemized list of recurring charges and a summary of usage charges, or

b. Click the Non-Usage tab or the Usage Tab and click “Search” to provide an itemized list of recurring charges or usage charges.

12. To download this list as a CSV file click the downward pointing arrow (export CSV file) icon.

13. Choose open or save file from selection.

14. Downloading multi-department invoice PDF.
 - a. From Department Billing check one or more boxes of departments to download.

Department Billing

Department Billing | Recurring Charges | One Time Charges | Dashboards

List

Search | Create Multi-Department Bill Report

Billing Date: [] EST [] - [] EST []

Department Number: []

Division: (all) [Select]

1 - 34 Rows Per Page: 50

<input type="checkbox"/>	Billing Date	Department Number	Department Name	Division Code
<input type="checkbox"/>	26-NOV-2015	10070130	IPF CAMPUS PLANNING AND ADMINISTRATION	10072000
<input type="checkbox"/>	26-NOV-2015	10072088	IPF CAMPUS BUS SERVICE	10072000
<input checked="" type="checkbox"/>	26-NOV-2015	10072090	IPF MOTOR POOL	10072000
<input checked="" type="checkbox"/>	26-NOV-2015	10072092	IPF SERVICE GARAGE	10072000
<input type="checkbox"/>	26-NOV-2015	10072214	IPF CUSTODIAL SERVICES	10072000
<input type="checkbox"/>	26-NOV-2015	10072252	IPF ELEVATOR AND ELECTRONIC SERVICES	10072000

15. Click Create Multi-Department Bill Report button.
 - a. A dialogue window will appear. Click OK.

Create Billprint_report

Create a single report containing multiple departmental bill reports

Report Output Name: Multi-Department Bill

Show Subscriber Detail:

Ok Cancel

16. Select Reports, then Outputs; located at the top right of the screen.
17. Select search.
18. Select the download icon (a downward pointing arrow) of the selected department bill.

Outputs Saved Search: My Ou

Quick Search

Output Name: [] Report Name: [] SI

Run Date: [] EST [] - [] EST [] Run By: [] Show

Run Status: All Reports Completed Running Failed

1 - 1 Rows Per Page: 50

<input type="checkbox"/>	Output Name	Report Name	Run By	Run Date	File Format	Size (KB)	Last Accessed
<input type="checkbox"/>	Multi-Department Bill	Department Bill - Multiple	CHHARDEN	26-JAN-2016 11:34AM	PDF	117.2	26-JAN-2016 11:36AM

19. You will be provided with the option below to open or save the document.

