Introduction to Information Technology Services new Billing and Services Interface
How We Got Here

• Why the change was made:
  • Legacy billing systems were at end of life
  • Too much time spent making legacy systems (9 different) work together
  • Need more visibility into work order process
  • Web based solution offers more flexibility

• What is the new system?
  • PCR360
    • Next generation IT solution from a company with decades providing IT support solutions
Planned Roll Out

ITS Internal

Customer billing and reporting

Service Request System
New Customer Bills and Services Listing
New Location for Customer Invoices

The last invoices that will be found on our current ITS Online Statements webpage (https://statements.it.wsu.edu/) will be August, 2016.

• Aged statements will continue to be located here

Starting September, 2016 invoices can be found at:

https://pcr360.wsu.edu/cc

PCR recommends using the Google Chrome browser for PCR360. Firefox and Explorer work as well, I have found Chrome does work better.
Getting Started in the New Customer Center

This window will drop into the PCR360 screen when you first logon. ITS will change the information on this screen over time so make sure to click “getting started” on the home screen from time to time.

Access is driven from the Service request system. If you can request/see a service there you should see it here too.
PCR360 Offers New Features

• In the past, ITS billing statements were the only place you could review what services being offered to your area. This caused monthly invoices to be very large.

• You can now search your services in real time, and for the first time you can see:
  • Calling cards
  • Authorization codes
  • Full summaries of services per employee
Viewing Your Services:
Viewing Your Services in PCR360

1. Logon to the PCR360 Customer Center
2. Close the “Getting Started” banner
3. Your personal services are listed in the top box
   1. These are not included in the “Department Services/Equipment” below
Viewing Departmental Services in PCR360

- Department Services are located below your personal services
- You can search on name, department number or name, or phone number
- Searches are conducted in the box left of the magnifying glass icon
Viewing Departmental Services in PCR360

- The “export to CSV” will give you the option to work with the information in Excel
  - This is limited by whatever search you have typed into the search box. To search all services leave this box empty
  - After clicking on “Export to CSV”, select “All Data”

- Ensure you allow for popups in your web browser
Viewing Departmental Services in PCR360

- Your report should appear in the download section of the webpage within a minute

- Download and work with the file
Viewing Your Month End Bill:
Viewing Month End Bill in PCR360

Follow this link.

If you do not see this you haven’t been set up with signature authority access or as a delegate in the service request system.
Viewing Month End Bill in PCR360

• After following the link you will be presented with this screen
  • The highlighted sections are selectable to filter results to the activity you wish to review

  ![Bill Date Range: September 1, 2016 - September 30, 2016
Charge Account: Total Bill Amount: $2,343.39
Charge Summary](image)

• The download options work the same way as earlier in the presentation
Viewing Month End Bill in PCR360

• Looking further down the page you’ll see the services provided to you organized in several different ways.

• Every symbol is a drop down and will give further detail:
  • By “Charge”
  • By “Object Code”
  • By “Tax Summary”
    • As of 09/01/2016 all taxes and fees will be included in line item charges
    • “Tax Summary” total should be zero for on campus customers
  • “Services”
    • Listing for Departmental services
      • These items are expandable by clicking on them
Notes of Interest:

- PCR360 structures budget-projects in a hierarchical manner.
  - Area > Dept. > fundsubfund > Program > Budget > Project
  - When searching for budget project use the budgetspace>spaceproject format.
PCR360-Contacts if You Need Help

Contact Cougtech at:
Its.ldbilling@wsu.edu
Or Call:
335-HELP(4357)