

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

---



# 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.

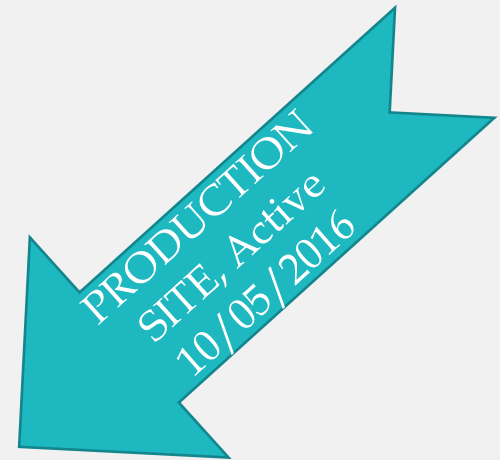
- Aged statements will continue to be located here

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

## Getting Started

I would like to...

 [View My Bill](#)

 [View My Calls](#)

Do not show Getting Started again

[close](#)

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

The screenshot displays the PCR360 Customer Center interface. At the top left, the word "Billing" is visible. In the top right corner, there is a "Logout" link. The main content area is titled "ITS Online Statements & Reporting". On the left side, there are three vertical panels: "Getting Started", "News" (with the text "All Caught Up!"), and "My Profile" (with a "More Info" link and the username "ronlengacher"). The main right-hand section is titled "My Services/Equipment" and features a search bar, a search icon, and an "Export to CSV" button. Below this is a table with the following data:

Type	Item ID ^	Catalog	GLA	Reference	Location
Service	0341	Authorization Code	11620001 - 25 > 3220 > 00101 > 01C > 1162 > 0001		
Service	59854	WSU Phone Number	11620001 - 25 > 3220 > 00101 > 01C > 1162 > 0001		

At the bottom right of the table area, it shows "1 — 2 of 2 items" and a page number "1".

# Viewing Departmental Services in PCR360

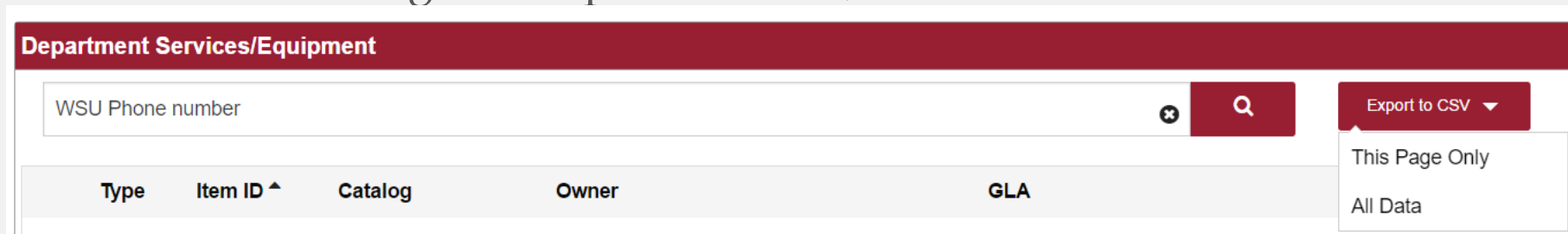
- ❖ Department Services are located below your personal services
- ❖ You can search on name, department number or name, or phone number
- ❖ Searches are conducted in the box left of the magnifying glass icon

**Department Services/Equipment**

# 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”



The screenshot shows the 'Department Services/Equipment' page in PCR360. At the top, there is a search bar containing the text 'WSU Phone number'. To the right of the search bar is a search button with a magnifying glass icon. Further right is a red button labeled 'Export to CSV' with a dropdown arrow. A dropdown menu is open below the 'Export to CSV' button, showing two options: 'This Page Only' and 'All Data'. Below the search bar and export button, there is a table header with columns: 'Type', 'Item ID ^', 'Catalog', 'Owner', and 'GLA'.

- ❖ 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

**My Profile** More Info

Username  
User Role  
Department

**Favorites** + ⚙

No Favorites added yet

1 — 2 of 2 items 1

**Department Services/Equipment**

WSU Phone number ✖ 🔍 Export to CSV ▾

This Page Only  
All Data

Type	Item ID ^	Catalog	Owner	GLA
Service	000000001	WSU Phone Number	3220: INFORMATION TECHNOLOGY SVCS	11620001 - 25 > 3220 > 00101 > 01C > 1162 > 0001
Service	000000002	WSU Phone Number	3220: INFORMATION TECHNOLOGY SVCS	11620001 - 25 > 3220 > 00101 > 01C > 1162 > 0001

© 2016 PCR, Inc. All Rights Reserved. [PCR, Inc.](#) | [About](#) | [Contact](#)

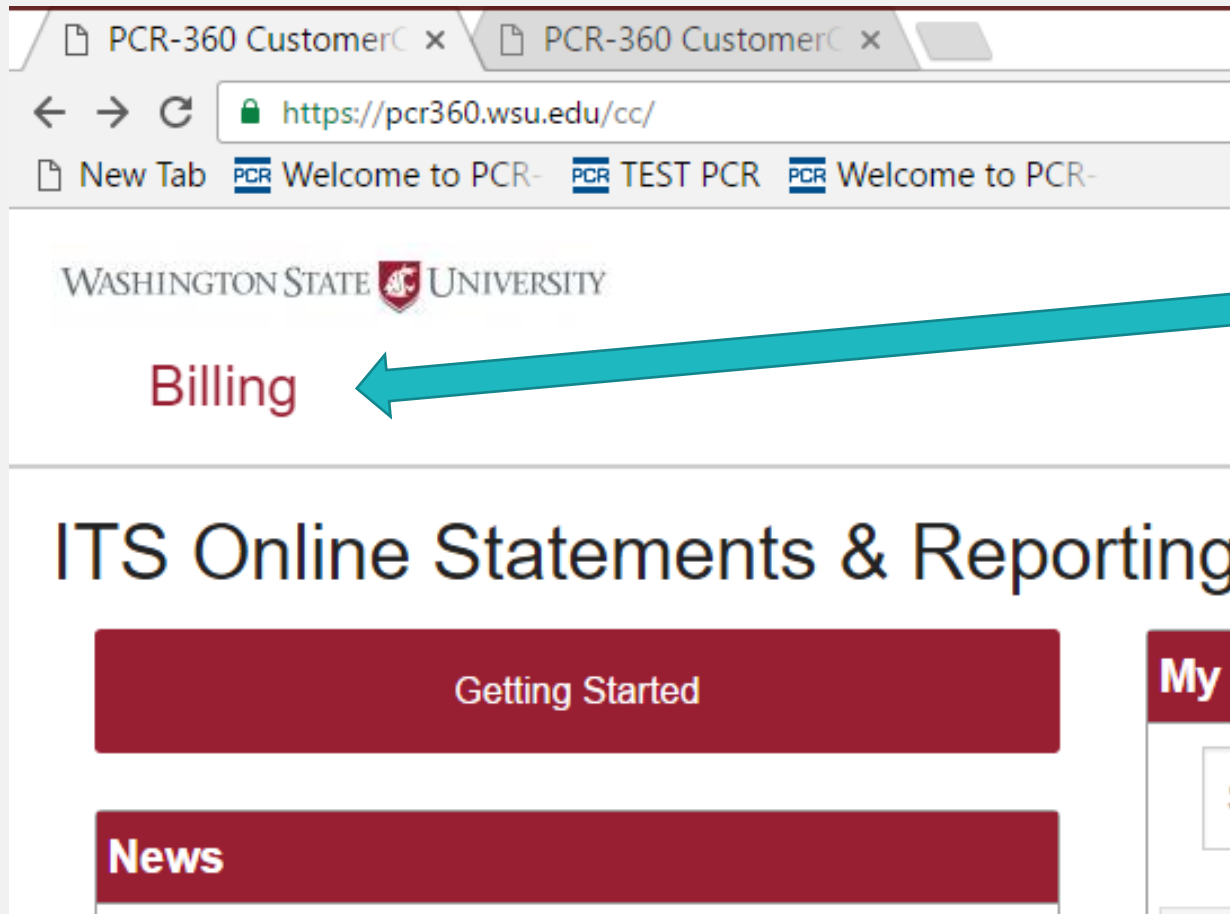
customer-cent....csv ⬅ Show all ✕

❖ Download and work with the file

Viewing Your Month End  
Bill:



# Viewing Month End Bill in PCR360

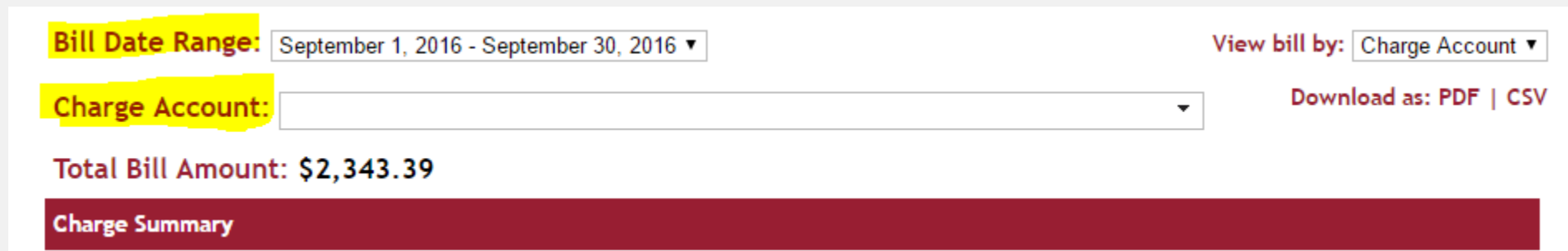


Follow this link.

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



The screenshot displays a web interface for viewing a month-end bill. It features several interactive elements: a 'Bill Date Range' dropdown menu set to 'September 1, 2016 - September 30, 2016', a 'View bill by:' dropdown menu set to 'Charge Account', and a 'Charge Account:' dropdown menu. Below these filters, the 'Total Bill Amount' is displayed as '\$2,343.39'. At the bottom, there are two download options: 'Download as: PDF' and 'Download as: CSV'. A dark red bar at the bottom of the interface is labeled 'Charge Summary'.

- 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 way
- 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



# Viewing Month End Bill in PCR360

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](mailto:Its.ldbilling@wsu.edu)

Or Call:

335-HELP(4357)

