

Finding Your Bill

1. Go to <https://its.unl.edu/services/its-billing-services> for information on the billing cycle schedule, service news, and updates.
2. Click the **DEPARTMENTAL BILLING USERS** button on the right to view current and past bills.
 - To view recent bills, click the **PRODUCTION** button. The current month's invoice will be available on the fourth to last business day.
 - To view older bills, click the link [Bills Created Prior to July 2018](#).
3. You will login using your TrueYou credentials. *You may be required to use DUO two-factor authentication if it is enabled for your login.*

View Your Bill

1. From the **User Icon**, select **Department Mgr –UN**.
2. In the menu, click **Billing > Department Billing**.
3. Click the **Billing Date** of the date and department number you wish to view for details.
4. Click the **View Report** action button to open a .PDF of the bill.

The screenshot shows the CALERO PINNACLE web application interface. The breadcrumb trail at the top reads "Department Mgr - UN > Billing > Department Billing". The main menu on the left includes "Billing", "Department Billing", "Recurring Charges", and "One Time Charges". The "Department Billing" section is active, showing a "List" button and a "Pop-Out Menu" with a "Quick Search" field. The main content area contains search filters for "Billing Date", "Department Number", and "Division", along with a "Department Name" field. Below the filters are pagination controls for "1 - 50" and "Rows Per Page" set to "50". A table header is visible with columns: "Billing Date", "Department Number", "Department Name", "Division Code", "Division Name", and "Current Charges Due". Annotations with arrows point to the "User Icon" (top right), "Main Menu" (left sidebar), "2nd Level Menu" (Department Billing), "Action Buttons" (top right), and "Pop-Out Menu" (over the Department Billing menu item).

Understanding Your Bill

Items appearing on a bill for the first time will be highlighted throughout the invoice.

First Page

Important messages or updates may appear here as well as new charges.



Information Technology Services

140683
ITS - ADMINISTRATION

501 BUILDING - ROOM 1271 0203

Bill Message:
University of Nebraska - Information Technology Services

Reminders:

***Do you need your voicemail passcode reset? You don't have to call for help anymore!
Whether you call it a passcode, a password, or a pin, the University of Nebraska ITS department has added the ability to

Administrative Billing Information on the following subjects can be found at: <http://its.unl.edu/services/its-billing-services>

- Departmental Invoice Access Authorization Form
- Accessing Your Invoice
- Getting to Know Your Invoice
- FAQ
- Glossary Terms

For cellular questions, call Huskertech at 402-472-5151 or email its-huskertech@nebraska.edu
For wireline or dataport questions, call Telecom Services at 402-472-3434 or email telecom@nebraska.edu
For questions about your ITS bill, email its-billing@nebraska.edu

Questions about your invoice?
Email us at its-billing@nebraska.edu

Department and Cost Object Overview

Summary of charges by department and cost object. It shows total, recurring monthly charges, one time charges, usage, tax and other for all of the cost objects included in the department's invoice. The size of this section will depend on the number of cost objects used by the department.

Department and Cost Object Overview						
Cost Object (Number and Name)	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
21 [REDACTED] - [REDACTED]	1,092.53	1,084.12	7.73	0.68	0.00	0.00
21 [REDACTED] - [REDACTED]	12.90	12.90	0.00	0.00	0.00	0.00
[REDACTED]		2,097.01	0.00	27.53	0.00	0.00
21 [REDACTED] - [REDACTED]	69.17	69.17	0.00	0.00	0.00	0.00
Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

Department & Service Type Summary

Summary by type of service for each service included in the department’s invoice. The size of this section will vary depend on the number of services the department is using (e.g. is being charged for).

Cost Object & Service Type Summaries						
21 -						
	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
<i>Dataport</i>	8.60	8.60	0.00	0.00	0.00	0.00
<i>Voice-Centrex</i>	114.17	111.41	0.00	2.76	0.00	0.00
Cost Object 000000 service total	122.77	120.01	0.00	2.76	0.00	0.00
21 -						
	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
<i>Alarm</i>	5.00	5.00	0.00	0.00	0.00	0.00
<i>Backup Service</i>	5.00	5.00	0.00	0.00	0.00	0.00
<i>Voice-Centrex</i>	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Cost Object 000000 service total	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Department 000000 Service Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

Cost Object & Service Type Summaries

Breakdown of the service type associated with each cost object. The size of this section will depend on the number of cost objects and the number of services the department is using (e.g. being charged for).

Cost Object & Service Type Summaries						
21 -						
	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
<i>Dataport</i>	8.60	8.60	0.00	0.00	0.00	0.00
<i>Voice-Centrex</i>	114.17	111.41	0.00	2.76	0.00	0.00
Cost Object 000000 service total	122.77	120.01	0.00	2.76	0.00	0.00
21 -						
	TOTAL	RECURRING	ONE TIME	USAGE	TAX	OTHER
<i>Alarm</i>	5.00	5.00	0.00	0.00	0.00	0.00
<i>Backup Service</i>	5.00	5.00	0.00	0.00	0.00	0.00
<i>Voice-Centrex</i>	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Cost Object 000000 service total	2,331.94	2,304.41	0.00	27.53	0.00	0.00
Department 000000 Service Totals:	3,629.31	3,590.61	7.73	30.97	0.00	0.00

Cost Object 21##### Summary by Service Type and Service ID

Specific charges associated to the cost object grouped by type of service. In the example, there is one authcode, one cellular phone, and several dataports under the cost object. The size of this section will depend on the number of individual instances of each service type the department is using (e.g. being charged for).

Cost Object 2105230001 Summary by Service Type and Service ID									
Service Type	User Name / Description	Location/Bldg-Rm	Use Qty	Usage Duration	Usage Amount	Recurring Amount	One Time Amount	Other Fees	Total
Authcode									
			0	0.00	0.00	0.00	0.00	0.00	0.00
Cellular									
4024297091			0	0.00	0.00	45.02	0.00	0.00	45.02
Dataport									
D1A	BRACE, DeWITT	XYZ123	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	BESSEY, CHARLES	XYZ124	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	MORRILL, CHARLES	XYZ125	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	SMITH, ELLEN	XYZ126	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	ANDREWS, E BENJAMIN	XYZ127	0	0.00	0.00	4.30	0.00	0.00	4.30
D1A	CONNELLY, JAMES	XYZ128	0	0.00	0.00	4.30	0.00	0.00	4.30

Service ID Detail for Cost Object: 21#####

Detailed usage and associated charges for each service associated with the cost object.

SERVICE ID DETAIL FOR COST OBJECT: 21						
Cost Object: 21 WIDGET DEPARTMENT,						
Service: Authcode						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	AUTHORIZATION NUMBER - AUTH		1	0.00	0.00	
					Total (1)	0.00
Service: Cellular 4024297091						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	VERIZON UNLIMITED MOBILE BROADBAND 3G/4G -		1	45.00	45.00	
5/1/2018 - 5/31/2018	Verizon Regulatory Charge - REG2		1	0.02	0.02	
5/1/2018 - 5/31/2018	BLOCK DOWNLOADS - XDWN		1	0.00	0.00	
					Total (3)	45.02
Service: Dataport D1A						
Recurring Charges						
DATE EFFECTIVE	DESCRIPTION & ITEM CODE	BILL NOTE & ORDER & CONTACT	QTY	RATE	CHARGE	
5/1/2018 - 5/31/2018	ETHERNET CONNECTION - DE		1	4.30	4.30	