



PCR-360 Customer Center - Quick Start Guide

The screenshot shows the PCR-360 Customer Center interface. At the top, there is a navigation bar with links: Support, Requests, Billing, and Reports. A red box labeled '1' highlights these links. Below the navigation bar, the main content area is titled 'Welcome to CU Denver | Anschutz OIT Billing CustomerCenter'. On the left, there is a 'My Profile' section with user information and a 'News' section. The main section is titled 'Department Services/Equipment'. It features a search bar with a magnifying glass icon and a red box labeled '2' highlighting it. To the right of the search bar is an 'Export to CSV' button with a dropdown arrow, highlighted by a red box labeled '3'. Below the search bar is a table with columns: Type, Item ID, Catalog, Owner, GLA, Reference, and Location. The table contains several rows of service data. A red box labeled '4' highlights the 'Reference' column. At the bottom of the table, there is a pagination bar showing '1 — 8 of 108 items' and page numbers 2, 3, ..., 13, 14, with a 'Next' button. A red box labeled '5' highlights the pagination bar.

1. Links to Customer Center Functions

- Support – Mass Change Requests
- Request – List of submitted requests
- Billing – View your Bill
- Reports – Billing Reports

2. Search Department Services/Equipment by Keywords

- Examples:
 - Search for “Voice” to see all voice services
 - Search by SpeedType to view all services under a specific SpeedType/Department
 - Search by someone’s name to find their phone or pager service(s), etc.

3. Export List of Services to CSV

- You can export the entire list to a csv using the “Export to CSV” button in the top right

4. Submit Change Request for a Specific Service

- Click the blue hamburger icon () for the service that you are trying to change

5. Page Navigation

- You can navigate through the list using the page numbers in the bottom right

Billing Contact information

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