ITS Billing Guidelines

Last updated: August 14, 2026

These guidelines are designed to help WCM departments understand, review, and manage ITS (Auxiliary) service charges with greater clarity. They explain what departments can expect during the monthly ITS billing process, where to review posted charges, how to submit billing updates, and how to request support when corrections, refunds, or disputed charges need additional review.

ITS service charges are cost-recovery charges for technology services, equipment, and support provided by Information Technologies & Services (ITS) to WCM departments. These charges may include items such as supported devices, network and phone services, software or application access, storage, hosting, specialized technology services, and other ITS-managed resources requested or used by a department. Current service descriptions and rates are available on the ITS Rates page.

Reviewing ITS Monthly Billing

ITS service charges are posted in WBG BI reporting under GL 708007, “ITS Auxiliary Internal Expense.” Detailed billing information is available through the BI Gateway Tile using the **ITS Billing Details** report or the **Department IT Profile** Power BI Dashboard.

Billing Cycle

Most of the ITS Auxilary billing is processed monthly, except licenses, and typically posted to the financial ledger on the last day of the month. The monthly billing is processed through a primary billing batch which can be identified on your WBG BI report in this format **ITS FY##-##-#**: fiscal year, fiscal period, and batch revision. This filed is important to read as it identifies the period the associated charges belong to.

- **FY##** identifies the fiscal year in which the batch occurred.
- **##** identifies the fiscal period. July is Period 01, August is Period 02, and so on. The WCM fiscal year begins in July as Period 1.
- **#** identifies the batch version. A “0” indicates the first batch for the period; higher numbers indicate revisions or correction batches.

For example, **ITS FY27-01-0** represents the first billing batch for FY27 Period 1. If an adjustment is needed after the primary batch is prepared, ITS may issue a correction batch for the same fiscal period and the revised batch may appear as **ITS FY27-01-1**.

If a charge cannot be processed because of an expired fund, insufficient funding, a fund hold, or another billing exception, ITS Billing team will contact the departmental administrator or designee to help resolve the issue and process those charges in the next upcoming batch.

Submitting Billing Updates Before the Deadline

If a department notices incorrect or outdated billing information during the monthly billing review, the departmental administrator or designee should submit the appropriate update before the monthly deadline. Updates may include changes to **fund numbers, equipment users, locations, service status, or disconnect requests**.

- Submit disconnect requests through myHelpdesk for equipment or services no longer in use.
- Submit a Device Billing Information Update Request for fund, user, location, or other billing updates

To ensure updates are reflected in the current month's billing cycle, requests should be submitted by close of business on the 23rd of the month.

ITS can accept only one fund or WBS number per service charge. If costs need to be split across multiple grant or non-grant funds, the department will need to manage the split after the charge has posted.

Corrections, Refunds, and Disputed Fees

For any ITS Billing issues or questions, departments can contact the ITS Billing team. Refund requests can only be considered for the most recent three billing cycles of the current fiscal year. Charges older than 90 days or from a prior fiscal year are not eligible for refund.

Please note that the following circumstances do not qualify as justification for a refund request:

- Billing information changes submitted after the batch has been processed.
- Lack of use of a service that was previously ordered and delivered.
- Dissatisfaction with the service provided.

Types of Billings and Proration of charges

If a device or service begins during the middle of a billing cycle, ITS may apply a prorated charge when that service is eligible. In those cases, the charge is calculated as a rounded percentage of the standard monthly rate. Departments can refer to the ITS Rate Sheet to see which services may be eligible.

Some ITS services are billed outside the standard monthly auxiliary process because they require separate review or service-specific approval. These charges may follow a different schedule than recurring monthly services, so departments are encouraged to confirm timing, funding requirements, and support documentation with the ITS Billing team before the service is ordered or charged.

Escalation and Support

For ITS billing questions, billing issues, or questions about corrections and refunds, departments can contact ITS-Billing@med.cornell.edu. The ITS Billing team will review the inquiry and coordinate with the appropriate service owner or departmental contact as needed.

Departments are encouraged to review ITS billing activity each month, submit updates on time, and keep funding and asset information current. Updates submitted after the monthly deadline may result in charges being posted incorrectly or delayed until a future billing cycle, if eligible.

Contact Information

ITS Billing Team: ITS-Billing@med.cornell.edu
Service requests and disconnects: myHelpdesk

References

- ITS Rates page
- WCM myHelpdesk Service Catalog
- ITS Billing Details Job Aid
- Department IT Profile Dashboard
- Accessing Business Intelligence Gateway Job Aid