

Business Guidelines April 12, 2017

The Office of the Vice President and Chief Information Officer and the departments of Texas A&M Information Technology provide a robust, secure and innovative IT environment that supports Texas A&M University's goals in teaching, research and service. Departments of Texas A&M IT provide essential enterprise services including IT infrastructure, wired and wireless networks, information security, communications and support.

Due to the complexity of the Texas A&M IT environment, the Business Support Services (BSS) department maintains two separate billing systems:

- **Telecommunication-related services** are tracked and billed through the PCR Billing System and recognized by their "Txxxxxx" invoice numbers.
 - Texas A&M customers are billed using their FAMIS account number.
 - Commercial customers may request an account using the form at http://it.tamu.edu/files/TCOM_Account_form.xls

- **All other Texas A&M IT services** are tracked and billed through the CLAIM Billing System and recognized by their "Cxxxxxx" invoice numbers, except personal and taxable transactions for software purchases and/or computer repairs by students and staff (see POS transactions below). Accounts are created by completing a **DEPARTMENTAL ACCOUNT** or **COMMERCIAL ACCOUNT** form. These forms provide the fiscal, administrative, and approval information required to establish an account with Texas A&M IT. Account forms become permanent record of the account and are stored in a physically secure location.
 - **DEPARTMENTAL ACCOUNTS** - Set up by customers within the TAMU System, State of Texas, or Federal Government. The UIN of the responsible party is required on all regularly used accounts. See account form for more information. Departmental account forms are available online at http://it.tamu.edu/files/Dept_Account_Form.pdf.
 - **COMMERCIAL ACCOUNTS** - Available only to businesses, private organizations, or individuals for specialized services not available commercially or not readily available in this geographic area, or for services required to support a college or department. Commercial account forms are available by request only and require the following:
 - Approval by either the Vice President, Executive Director or a designated staff member.
 - A valid driver's license or passport to be presented when applying for Texas A&M IT services.
 - A Sales Tax Exemption form, if the organization is tax exempt.
 - A deposit equal to two times the user's estimated monthly expenditures, with

the exception of federal or state government entities.

- Completion of the TAMU Customer Information Sheet. See account form for more information.

Rates - Texas A&M IT service rates are reviewed annually through a rate study analysis. Rates will be posted to the website when submitted to the Office of Cost Analysis for approval. Final rates will be posted to the update as soon as approved and will become effective at the beginning of the fiscal year. Rates are dependent upon the organizational classification of the client requesting our services. Examples are TAMUS Rates, TAMUS Auxiliary Rates, and Non-TAMUS Rates. See: http://it.tamu.edu/Help_and_Consulting/Help_Resources/IT_Billing_Department/General_Computing_Rates.php

Billing - Accounts will be billed monthly or annually, according to the rates for that service. Services with annual rates will be billed beginning in September each fiscal year for existing customers. For new customers, annual services added during the year will be billed upon service delivery, although some may be eligible to be prorated for the remainder of the fiscal year. Services billed monthly may be canceled at any time with a 30-day written notice. Cancellation of services that have already been billed will not be refunded for the unused service period, whether monthly or annually.

- “T” Invoices - The billing cycle for Telecommunications charges begins on the 1st and closes on the last day of the month.
 - Statements will be emailed within the first week of each month.
- “C” Invoices - The billing cycle for all other services begins on the 21st and closes on the 20th of the following month. Exceptions are December, which opens on the 21st of November and closes on the 16th of December, and January, which opens on the 17th of December and closes on the 20th of January.
 - Statements for departmental accounts can be viewed online beginning on the 1st of each month at <http://onlinebills.tamu.edu>.
 - Commercial customers will receive paper statements through the mail.

Payment - All receivables are due within 30 days from the date of the invoice. In the event of non-payment, the Non-TAMUs account and access to the account will be terminated. If a customer has a deposit, outstanding invoices will be deducted from the deposit, and any remaining deposit will be returned. In the event of TAMUS, the account and access to the account will be terminated after 180 days of non-payment. Once the customer is in good standing, the account can be reopened.

- Past Due Accounts - Collection attempts begin after 30 days past due and continue until account is paid or corrected due to a billing error.
 - 30 days past due – Texas A&M IT Accounts Receivable personnel mails out a copy of the statement with a “Past Due” stamp.
 - 60 days past due – Customer is contacted first by phone and then by email.
 - 90 days past due – Customer is contacted by phone and emailed every other week.
 - 180 days past due – Customer is contacted by phone and emailed every week. At this time, Texas A&M IT-provided services will be terminated.

- o 270 days past due – Customer is contacted by phone and emailed weekly. Note: At this time, FMO will reverse the receivable, it will appear as negative revenue, and will reduce the fund balance on the Texas A&M IT account. Texas A&M IT will continue its collection process.
- Non-Sufficient Funds (NSF) Policy -
 - o NSF personal checks written by students will result in a registration block on their student account.
 - o NSF personal checks written by non-students will result in notification to their department.
 - o NSF commercial checks will result in closure of the account and cancellation of services.

Account Updates/Changes/Terminations

Texas A&M IT accounts have no expiration date unless requested by the department.

- “T” Invoices - For changes to accounts related to Telecommunication, complete the form at <http://it.tamu.edu/files/workOrderAccountAddressChange.pdf>
- “C” Invoices - The account’s current information may be viewed online at <http://onlinebills.tamu.edu> in the Account Detail section.
 - o The Account Detail shows the information we currently have on file, including the responsible party.
 - o Changes or cancellations may be made by clicking on the email link and notifying the Billing Team of the change.

Point of Sale (POS Transactions) – This is the only time Texas A&M IT accepts payment for goods or services, and it is done through iPayments.

- POS transactions are for personal sales, not departmental. This could be by check or Touchnet for software from the Software Center, or computer repairs from Help Desk Central.
- Identity of the purchaser is verified with TAMU ID or Driver’s License at the time of payment.
- Collection of funds is handled according to TAMU System Policy and Regulations described under 21.01.02 found at <http://policies.tamus.edu/21-01-02.pdf>.

Billing Questions should be directed to:

IT Accounts Receivable

750 Agronomy Rd, Suite 2601D General Services Complex * 3142 TAMU

College Station, TX 77843-3142

Phone # 979-862-1797 TAMU-IT-Billing@tamu.edu