



## Business Guidelines

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

**Technology Services services** are tracked and billed through the PCR-360 Billing System and recognized by the "Txxxxx" invoice numbers, except personal and taxable transactions for software purchases by students and staff (see POS transactions below).

**Rates** – Technology Services 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: <https://it.tamu.edu/services/help-and-consulting/help-resources/it-billing-department/>

**Billing**- Accounts will be billed monthly. 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 charges begins on the 1st and closes on the last day of the month.
  - All statements (excluding those for commercial customers) can be viewed online beginning the first business day of the month. A link will be sent out when a new bill is available.
    - Departmental TAMUS customers may view their invoices at <https://pcr360.it.tamu.edu/cc>.
    - NetID & password are required at login.
  - Commercial customers will receive statements through email.
  - "C" Invoices – These will no longer be used for Technology Services bills beginning in FY2022. The past invoices will still be available to view at <https://onlinebills.tamu.edu>.



**Payment** - All receivables are due within 30 days from the date of the invoice.

- Past Due Accounts -
  - 60 days past due – Technology Services Accounts Receivable personnel mails out a copy of the statement with a “Past Due” stamp.
  - 90 days past due – Customer is contacted by phone and emailed every other week.
  - 120 days past due – Commercial customers may be placed on STATE HOLD
  - 180 days past due – Customer is contacted by phone and emailed every week. At this time, Technology Services-provided services may be terminated.
  - 270 days past due – Customer and supervisor are contacted by phone weekly.
  
- Non-Sufficient Funds (NSF) Policy -
  - NSF personal checks written by students will result in a registration block on their student account.
  - NSF personal checks written by non-students will result in notification to their department.
  - NSF commercial checks will result in closure of the account and cancellation of services.

**Account Updates/Changes**

- Any account changes or billing contact updates should be directed to: [tamu-it-billing@tamu.edu](mailto:tamu-it-billing@tamu.edu)

**Billing Questions should be directed to:**

Technology Services Accounts Receivable  
West Campus Office Bldg. 0066  
769 West Campus Blvd.  
3142 TAMU  
College Station, TX 77843-3142

979-862-1797 or 979-458-5452

[TAMU-IT-Billing@tamu.edu](mailto:TAMU-IT-Billing@tamu.edu)