

**INFORMATION TECHNOLOGY
MAINTENANCE AND SERVICE BILLING REPORTS
IT SERVICE CENTER AND TELECOMMUNICATIONS**

Maintenance Reports Review and Submission Procedures

[General Information FAQ](#) | [ITSC Maintenance FAQ](#)

[Telecommunication Maintenance FAQ](#)

The Department Property/Inventory Manager is responsible for having the actual physical inventory of each department. We are asking the cooperation from each Division, Dean and Department Head in taking the physical inventory of all equipment assigned to their department.

Beginning with the fiscal year 2012 the Information Technology division implemented procedures for departments to use for reviewing and correcting the Yearly Maintenance Billing Reports. Due to the number of departments on campus each department is requested to follow the same procedures to make all corrections submitted consistent for accuracy.

For all questions regarding what should be reviewed and how to make corrections, please refer to the Frequently Asked Questions links.

Please do not confuse

**Information Technology Maintenance Billing reports
with Purchasing Department's State Inventory reporting.**

Purchasing is unable to answer questions regarding the IT Maintenance Billing reports.

General Information - Frequently Asked Questions

1. [Who is responsible for keeping the actual physical inventory for each department?](#)
2. [Why must the original copy be returned?](#)
3. [Can I submit the corrections by email or call corrections in to the IT Systems Billing Administrator?](#)
4. [Where can I find the deadline for returning the Maintenance reports?](#)
5. [What happens if the department fails to return the maintenance reports with by the deadline?](#)
6. [Why is it important to keep a copy of the original report for my department?](#)
7. [If my report corrections and changes cannot be deciphered by the IT Systems Billing Administrator can my report be returned to the Department?](#)
8. [Where can I find the charges for maintenance fee, monthly services or service tickets?](#)
9. [Why must I do a transfer form to correct, report, change equipment?](#)
10. [Who do I contact if I am unable to find answers to my questions after reading the FAQs?](#)

1. Who is responsible for keeping the actual physical inventory for each department?

The Department Property/Inventory Manager is responsible for having the actual physical inventory of each department. We are asking the cooperation from each Division, Dean and Department Head in taking the physical inventory of all equipment assigned to their department.
[\(Back to General FAQ\)](#)

2. Why must the original copy be returned?

The original report is always preferred for quick deciphering. The report must be returned to the Information Technology (IT)-Systems Billing Administrator on or before the deadline.
[\(Back to General FAQ\)](#)

3. Can I submit the corrections by email or call corrections into the IT Systems Billing Administrator?

No reports, corrections or changes will be accepted that are emailed. The IT Systems Billing Administrator will not accept calls to make corrections, please do not ask.
[\(Back to General FAQ\)](#)

4. Where can I find the deadline for returning the Maintenance reports?

The deadline can be found in the heading of each page of the report.
[\(Back to General FAQ\)](#)

5. What happens if the department fails to return the maintenance reports?

Failure to return the Maintenance reports by the deadline will be deemed accepted as billed, regardless of any changes that may occur during final processing.
[\(Back to General FAQ\)](#)

6. Why is it important to keep a copy of the original report for my department?

All departments are required to keep a copy of the report sent to IT. Many times you may need a copy in the future and IT may not be able provide you with copy within your time frame.
[\(Back to General FAQ\)](#)

7. If my report cannot be deciphered by the IT Systems Billing Administrator what will happened to my corrections and changes ?

Any maintenance report that cannot be easily deciphered will be returned to the department Division, Dean or Department Head for clarification and the deadline will still be adhered to and enforced.
[\(Back to General FAQ\)](#)

[8. Where can I find the charges for maintenance fees, monthly services or service tickets?](#)

Charges/Assessments for maintenance fees, month services and service tickets can be found Information Technology; Telecommunications, [Click Here](#).
[\(Back to General FAQ\)](#)

9. Why must I do a transfer form to correct, report, change equipment?

Transfers must be used to properly allow shared reporting between the university's two inventory systems; IT Maintenance Inventory and the Purchasing State Inventory.
[\(Back to General FAQ\)](#)

10. Who do I contact if I am unable to find answers to my questions after reading the FAQs?

For questions not covered or clear in the FAQ's, please contact Carron Sanders, Billing Administrator, by email csanders@wtamu.edu . Please include WT id numbers and account numbers in your message.

[\(Back to General FAQ\)](#)

[\(Back to the Top\)](#)

Information Technology Service Center - Frequently Asked Questions

Network, PC, Printer Maintenance

- [1. Why must the ITSC Maintenance report be reviewed and returned each year?](#)
- [2. What Information should be reviewed on the ITSC Maintenance report?](#)
- [3. Where can I find the maintenance fees charged on equipment?](#)
- [4. WT ID# listed twice on the report.](#)
- [5. How do I report a location change?](#)
- [6. How do I report a change to the End User?](#)
- [7. How do I add equipment not listed on the ITSC report?](#)
- [8. How do I transfer equipment to another department?](#)
- [9. How do I surplus equipment needing to be picked up by ITSC?](#)
- [10. How do I report equipment listed previously picked up by IT for surplus?](#)
- [11. What do I do if I have equipment I am unable to find, locate or missing?](#)
- [12. Are fees still charged on equipment if it is reported unable to find, locate or missing?](#)
- [13. Can IT assist me in locating equipment?](#)
- [14. How do I report Stolen Equipment?](#)
- [15. Why must I do a transfer form to correct, report, change equipment?](#)
- [16. Who do I Return both reports after to reviewing?](#)
- [17. Failure to report equipment not listed on ITSC Maintenance report.](#)

1. Why must the ITSC Maintenance report be reviewed and returned each year?

The maintenance report assists with keeping all equipment proper updates and maintainance. It is equally important that all inventory records are kept updated for reporting to the different agencies.

[\(Back to ITSC FAQ\)](#)

2. What Information should be reviewed on the ITSC Maintenance report?

The following information should be reviewed on each piece of equipment:

- Department Name
- Department Account Number
- WT id number
- Location of Equipment
- End User (Include full First and Last names)
- Type of Equipment (Ipad, Laptop, desk)
- Model #

[\(Back to ITSC FAQ\)](#)

3. Where can I find the maintenance fees charged on equipment?

All maintenance fees can be found by [clicking here](#) or on the WT University Links, Information Technology; Telecommunications.

[\(Back to ITSC FAQ\)](#)

4. WT ID# listed twice on the report.

Sometimes during the report processing an error will cause a WT id number to be listed twice. If a duplicate id number should occur on your report circle the two ID numbers and write the word "dup" beside the id number in the margin.

[\(Back to ITSC FAQ\)](#)

5. How do I report a location change?

To report a different location other than what is shown on the report [click here](#) to follow the link to the IT Equipment Transfer Form and complete:

- Complete section A
- Complete section C select 'Change Location'
- Complete section D
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

Print the transfer form and attach to the ITSC Maintenance report.

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

6. How do I report a change to the End User?

To report a different End User other than what is shown on the report [click here](#) to follow the link to the IT Equipment Transfer Form and complete:

- Complete section A
- Complete section C select 'User Change'
- Complete section D
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

Print the transfer form and attach to the ITSC Maintenance report.

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

7. How do I Add equipment not listed on the ITSC report?

To Add equipment not shown on the report [click here](#) to follow the link to the IT Equipment Transfer Form and complete:

- Complete section A
- Complete section C select 'Install'
- Complete section D
- Note: Add equipment (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

Print the transfer form and attach to the ITSC Maintenance report.

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

8. How do I transfer equipment to another department?

To Transfer Equipment to another Department [click here](#) to follow the link to the IT Equipment Transfer Form and complete:

- Complete section A (department with equipment report)
- Completed section B (transfer to other department)
- Complete section C select 'Install'
- Complete section D
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

Print the transfer form and attach to the ITSC Maintenance report.

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

9. How do I surplus equipment needing to be picked up by ITSC?

To requested IT to pick up equipment and bring it to surplus [click here](#) to follow the link to the IT Equipment Surplus Form and complete:

- Complete section A
- Complete section C
- Complete section D
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

Print the transfer form and attach to the ITSC Maintenance report.

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

10. How do I report equipment listed previously picked up by IT for surplus?

To report equipment that was surplus by IT or Central Supply prior to the maintenance report being processed a completed transfer form must be attached to the report. No exceptions!

DO NOT WRITE INFORMATION ON THE REPORT!

[\(Back to ITSC FAQ\)](#)

11. What do I do if I have equipment I am unable to find, locate or missing?

Equipment that you are unable to locate or missing [click here](#) to follow the link to the IT Equipment Transfer Form and complete:

- Complete section A
- Complete section C select Other (Billing Only Unable to Locate)
- Complete section D
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

[\(Back to ITSC FAQ\)](#)

12. Are fees still charged on equipment if reported unable to find, locate or missing?

Yes, fees are still charged on unable to find, locate and/or missing equipment. All missing equipment the department is *unable to locate will remain on the departments maintenance billing report until it falls off of purchasing 's state inventory and/or on the IT Maintenance report for the current year plus two (2) years depending on the age of the equipment determined by IT.*

[\(Back to ITSC FAQ\)](#)

13. Can IT assist me in locating equipment?

IT will make every effort to find the equipment within its immediate resources. However, should it become necessary for IT to send an individual to the department to further assist with locating the equipment; the request then becomes a *billable service ticket at the rate of \$50.00 per hour (one hour minimum).*

[\(Back to ITSC FAQ\)](#)

14. How do I report Stolen Equipment?

Equipment that is truly stolen, call IT immediately! IT will take action to protect West Texas A&M University from breach or loss of information and shut the computer off of the network. IT and the department must contact the University Police Department.

[\(Back to ITSC FAQ\)](#)

15. Why must I do a transfer form to correct, report, change equipment?

Transfers must be used to properly allow shared reporting between the university's two inventory systems; IT Maintenance Inventory and the Purchasing State Inventory.

[\(Back to ITSC FAQ\)](#)

16. Who do I Return both reports to after reviewing?

Return the both the IT Service Center and Telecommunication Maintenance Billing Reviews to IT, Carron Sanders, Systems Billing Administrator, HELC-55. Return before or on the Deadline Date shown on the report including all related supporting documentation together.

[\(Back to ITSC FAQ\)](#)

17. Failure to report equipment not listed on ITSC Maintenance report.

Failure to report equipment used within the department that is NOT on the maintenance report will result in the equipment NOT being covered for an assessment for a repair, nor any repairs by the IT department. Should the equipment require repair by IT, the following charges will be charged per incident.

- *Standard yearly Maintenance Fees*
- *Plus \$100.00 per Assessment Charge*
- *Plus \$ 50.00 per hour Labor (one hour minimum)*
- *Plus Parts and Shipping Cost.*

[Click here](#) for Service Ticket fees.

[\(Back to ITSC FAQ\)](#)

[\(Back to the Top\)](#)

Telecommunication - Frequently Asked Questions

Service and Maintenance

1. [Why must the Telecommunication Maintenance report be reviewed and returned each year?](#)
2. [What Information should be reviewed on the Telecommunication Maintenance report?](#)
3. [What maintenance fees are charged on various types of equipment?](#)
4. [How do I report a location change?](#)
5. [How do I report a change to the End User or correct the spelling?](#)
6. [How do I add an extension not listed on the report?](#)
7. [How do I disconnect or discontinue service on an extension?](#)
8. [What do I do if an extension is listed on the report twice?](#)
9. [Who do I Return both report to after reviewing?](#)
10. [Failure to report extensions not listed on Telecommunication Maintenance report.](#)
11. [Where can I find the monthly service fees charged on single or multi lines?](#)

1. **Why must the Telecommunication Maintenance report be reviewed and returned each year?**

It is important all equipment has the proper updates and properly maintained. It is equally important that all inventory records are kept updated for reporting for licenses.

[\(Back to FAQ Telecom\)](#)

2. **What Information should be reviewed on the Telecommunication Maintenance report?**

The following information should be reviewed on each extension:

- Department Name
- Department Account Number
- Extension Number
- Location of Extension
- End User (Include full First and Last names)

[\(Back to FAQ Telecom\)](#)

3. **What maintenance fees are charged for single and/or multi line phones?**

For a for list of the Yearly Telecom Maintenance and Service Assessments [click here](#)

[\(Back to FAQ Telecom\)](#)

4. **How do I report a location change?**

This report allows enough space to line through the location on the report and write the new location beside it.

[\(Back to FAQ Telecom\)](#)

5. **How do I report a change to the End User or correct the spelling?**

This report allows enough space to line through the last name write the correct name above it; repeat the same for the first name line through correct above. If you write large, write see attached

beside the extension and on a separate piece of paper write the ext., last name, first name and location information.

[\(Back to FAQ Telecom\)](#)

6. How do I add an extension not listed on the report?

This report allows enough space to add an extension on the bottom of the page.

If you write large write see attached at the bottom of the page and on a separate piece of paper write the ext., last name, first name and location information.

[\(Back to FAQ Telecom\)](#)

7. How do I disconnect or discontinue service on an extension?

Disconnect or discontinue service on an extension [click here](#) and complete the Telephone Disconnect Telephone Extension; then submit form.

[\(Back to FAQ Telecom\)](#)

8. What do I do if an extension is listed on the report twice?

Sometimes during the report processing an error will cause an extension number to be listed twice. If a duplicate extension number should occur on your report twice circle the two ID numbers and write the word "dup" beside the extension number.

[\(Back to FAQ Telecom\)](#)

9. Who do I Return both reports to after reviewing?

Return the both the IT Service Center and Telecommunication Maintenance Billing Reviews to IT, Systems Billing Administrator, Carron Sanders. Return before or on the Deadline Date shown on the report including all related supporting documentation together.

[\(Back to FAQ Telecom\)](#)

10. Failure to report extensions not listed on Telecommunication Maintenance report.

Failure to report extensions NOT listed on the Telecommunications Maintenance report will result in the extension being disconnect. To reconnect the extension will result in a service ticket with billable fees as a new install. For Service Ticket fees [click here](#).

[\(Back to FAQ Telecom\)](#)

11. Where can I find the monthly service fees charged on single or multi lines?

The monthly service fees charges for a single or mutli line telephone can be found by [clicking here](#).

[\(Back to FAQ Telecom\)](#)

[\(Back to the Top\)](#)