

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 Account Reconciler, Property and/or Inventory Manager is responsible for having the actual physical inventory for 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.

To ensure consistency that all corrections are made accurately we ask that each department follow the same procedures to make corrections/changes.

Questions regarding how to make changes/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 each department return the original copy to IT?**
3. **Can I submit the corrections by email or call corrections in to the IT Billing?**
4. **Where can I find the deadline for returning the Maintenance reports?**
5. **What happens if the department fails to return the maintenance reports by the deadline?**
6. **Why is it important to keep a copy of the original report for my department?**
7. **What happens to reports IT billing cannot be deciphered?**
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. **Whom do I contact if I am unable to find answers to my questions after reading the FAQs?**

1. Who is responsible for keeping a list of inventory for each department?

The departments' Account Reconciler/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.

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2. [Why must each department return the original copy to IT?](#)

The original report is always preferred for quick deciphering. The report must be returned to Information Technology-Billing on or before the deadline. IT billing will not be able to locate any departments' reports until after billing is completed.

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3. [Can I submit the corrections by email or call corrections into the IT Billing?](#)

IT billing will not accept reports, corrections or changes emailed or called in, please do not ask.

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4. [Where can I find the deadline for returning the Maintenance reports?](#)

The deadline can be located in the heading of each page of the report.

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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.

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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. Should you need a copy IT may not be able provide you with a copy within your timeframe.

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7. What happens to reports IT billing cannot decipher?

IT billing will return report it cannot easily decipher to the department's Account Reconciler, Division, Dean or Department Head for clarification. The deadline will remain enforced.

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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 are located on the Information Technology; Telecommunications, [click here](#). Any equipment currently not in use, in storage, cabinet, closet or department hold in IT will be charged maintenance fees.

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

Transfers allow reporting between the university's two inventory systems IT Maintenance Inventory and the Purchasing State Inventory.

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10. Whom 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, IT billing, by email csanders@wtamu.edu. Please include WT id numbers and account numbers in your message.

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Information Technology Service Center - Frequently Asked Questions

Network, PC, Printer Maintenance

1. [Why must departments review and return ITSC Maintenance report 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 to make a location change.](#)
 6. [How to change the End User.](#)
 7. [How to add equipment not listed on the ITSC report.](#)
 8. [How to transfer equipment to another department.](#)
 9. [How do I surplus equipment for ITSC to pick up?](#)
 10. [How do I report equipment listed previously picked up by IT?](#)
 11. [What do I do if I have equipment I am unable to find, locate, missing or not in use?](#)
 12. [Are fees assessed on equipment unable to find, locate, missing or decides to keep?](#)
 13. [Can IT assist me in locating equipment?](#)
 14. [How do I report Stolen or Lost off campus equipment?](#)
 15. [Why must I do a transfer form to correct, report, change equipment?](#)
 16. [Whom do I Return both reports to after reviewing?](#)
 17. [Failure to report equipment not listed on ITSC Maintenance report.](#)
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1. **Why must departments review and return ITSC maintenance reports each year?**
University funding by different agencies relies on accurate inventory records.
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2. What Information should departments review on the ITSC Maintenance report?

The departments should review the following information:

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

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

All maintenance fee are located on the WTAMU; University Links; Information Technology; Telecommunications/billing. [Click here](#) for link to fees.

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4. WT ID# listed twice on the report.

Processing sometimes receives an error that will cause a WT id number to list twice.

If a duplicate WT ID number should occur on the report, circle the two ID numbers and write the word “dup” beside the ID number in the margin.

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5. How to make a location change.

To change the location complete an IT Equipment transfer form. [Click here](#) to complete IT Equipment Transfer form:

- Complete section A
- Complete section C select ‘Location Change’
- Complete section D
- Section E type in ‘N/A’ in red fields.
- 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!

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6. How to change the End User.

To change the End User complete an IT Equipment transfer form. [Click here](#) to complete IT Equipment Transfer form:

- Complete section A
- Complete section C select ‘User Change’
- Complete section D
- Section E type in ‘N/A’ in red fields.
- 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!

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How to Add equipment not listed on the ITSC report.

To add equipment, complete an IT Equipment transfer form. [Click here](#) to complete IT Equipment Transfer form:

- Complete section A
- Complete section C select 'Add to Inventory'
- Complete section D
- Section E type in 'N/A' in red fields.
- 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!

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7. [How to transfer equipment to another department?](#)

To Transfer Equipment to another Department complete an IT Equipment transfer form.

[Click here](#) to complete IT Equipment Transfer form:

- Complete section A (department currently has/billed equipment)
- Completed section B (transfer to department information)
- Complete section C select 'Dept. Change (Both Dept. must sign)'
- Complete section D select 'Dept. Change (Both Dept. must sign)'
- Section E type in 'N/A' in red fields.
- 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!

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8. How do I surplus equipment for ITSC to pick up?

To request IT to pick up equipment and bring it to surplus, complete an IT Equipment transfer form. [Click here](#) to complete IT Equipment Transfer form:

- Complete section A
- Complete section C Select 'Request Equipment Pickup'
- Complete section D
- Section E type in 'N/A' in red fields.
- 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!

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9. How do I report equipment listed previously picked up by IT?

Departments reporting equipment previously picked up by IT or Central Supply prior to the maintenance report print date must have a completed transfer form. Attach the completed Transfer form to the report. No exceptions!

DO NOT WRITE INFORMATION ON THE REPORT!

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10. What happens if I cannot locate, find equipment or equipment is missing?

Equipment that you are unable to locate or missing. Complete an IT Equipment transfer form.

[Click here](#) to complete IT Equipment Transfer form:

- Complete section A
- Complete section C Select 'Missing Unable to Locate'
- Complete section D
- Section E type in 'N/A' in red fields.
- Note: (plus any other notation)
- Print and Attach the transfer form to the inventory report to return to billing

All equipment (pc/computer/tablet/etc.) not currently in use but the department wants to keep will be charged maintenance fees. We are asking departments to store all unused equipment in IT Inventory Control room for safekeeping and software updates.

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11. Are fees assessed on equipment unable to find, locate, missing or decides to keep?

Yes, fees are still charged on unable to find, locate and/or missing equipment or decides to keep.

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.*

All equipment (pc/computer/tablet/etc.) not currently in use but the department wants to keep will be charged maintenance fees. We are asking departments to store all unused equipment in IT Inventory Control room for safekeeping and software updates

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12. Can IT assist me in locating equipment?

IT will make every effort to assist with locating 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).*

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13. How do I report Stolen or Lost off campus Equipment?

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

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

Transfers forms are completed to allow sharing of information and reporting between the university's two inventory systems, IT Maintenance Inventory and the Purchasing State Inventory.

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15. Whom do I Return both (ITSC and Telecom) reports to after reviewing?

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

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16. 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 fees will assessed per incident.

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

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

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Telecommunication - Frequently Asked Questions

Service and Maintenance

1. [Why is it important to review the Telecommunications Maintenance reports each year?](#)
2. [What should departments review on the Telecommunication Maintenance report?](#)
3. [What maintenance fees are assessed for telecom equipment?](#)
4. [How to 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 request an extensions to be disconnected or service discontinued?](#)
8. [How do I report extension listed on the report twice?](#)
9. [Whom do I Return both reports 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 is it important to review the Telecommunication Maintenance reports each year?

It is important to review all Telecom reports for proper updates for reporting for licenses.

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2. What should departments review on the Telecommunication Maintenance report?

Review the following information for each extension:

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

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3. What maintenance fees are assessed for telecom equipment?

All Information Technology fees are located on the Information Technology web site.

[Click here](#) for IT fees

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4. How to report a location change.

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

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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.

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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.

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7. How do I request an extension to be disconnected or service discontinued?

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

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8. How do I report an extension listed on the report twice?

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

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

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

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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](#).

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