

Information Technology

ANNUAL NETWORK, PC/PRINTER BILLING REPORTS

Review and Submission Procedures

Each year the annual reports are sent to the campus community for review. The departments are allowed approximately 6 weeks or more to complete the review. During the review departments can submit corrections, changes or updates prior to returning the annual billing reports to the Information Technology, Systems Billing Administrator.

- All Annual Billing Reports are required to be returned by the deadline listed on the annual billing memo attached to the reports.
- Failure to return the reports by the deadline will result in the equipment not being covered for repairs or maintenance of any nature.
- Equipment not added to the report by the deadline are subject to a per incident charge for any repair or maintenance costs. (i.e. parts, labor and any other related fees).
- Updates received after the deadline will need to be processed through the IT Service Center, itsc@wtamu.edu or extension 4357, all relative fees and charges will be applied.
- Failure to meet the annual deadlines set on the annual billing memo will be deemed as accepted and no changes, corrections or updates were required. The billing assessments will stand as billed.
- Equipment and fees can only be removed from the report by submitting the proper work order or equipment transfer form.

The Office of Information Technology (OIT) has developed new forms for your convenience, <https://wtaccess.wtamu.edu/forms/>, OIT.

All departments are encouraged to keep a copy of the billing reports for their records.

Please direct questions to Carron Sanders, csanders@wtamu.edu or extension 2165 include account numbers.

Annual Network, PC, Printer Billing Report

Verify the following information for each piece of equipment listed on the billing report:

- Department name
- Department account number
- WT Identification number (WT ID#)
- End User (Do not solely depend on the user to locate the equipment this information may not be correct if departmental changes were made and not reported to IT.)
- Location: Building and Room number

Billable maintenance fees:

- All computers (desktop or laptop) are assessed network maintenance fees.
(Laptops should be attached to the network a minimum of once each month for system updates and virus scans.)
- All computers in any departmental storage room, closet or other areas are assessed maintenance fees.
- Printers connected to the network (multiple people can print networked printers) are assessed maintenance fees.

Do not list the follow types of equipment on the report:

- Local printers (only one person can printer to these printers. Call the IT Service Center if you do not know if a printer is local or network).
- Printers serviced by Tascosa Office.
- Lab Swipe Station computers.
- Smart Classroom computers located at the podiums.

Duplicate Listings:

- Circle the item and write dup. beside the id number.

IT Equipment Transfer Forms are required for the following:

- Computer or printers moved or transferred between departments.
IT Equipment Transfer forms must be completed and signed by both department heads.
- Remove, delete or surplus equipment from the annual billing report. Surplus equipment must be brought to or picked up by the IT Service Center and placed in IT Surplus storage.
- Equipment Transfers should be done throughout the year to keep the inventory updated.

Please place all computers and or printers in one location for the IT Service technicians to pickup for surplus. The IT Service technician will make two attempts to pick up the surplus computers or printers. If the technicians are unable to retrieve the equipment, the department head will be notified and the equipment will remain on the billing with maintenance fees assessed.

All IT Transfer Equipment forms should be emailed Carron Sanders, Systems Billing Administrator, csanders@wtamu.edu, beginning September 1 through the deadline for return the reports.

Equipment Surpluses completed prior to receiving the Annual Billing Report:

- Computers or Printers listed that have been previously sent to IT for surplus, draw a line through the equipment and attach a copy of the supporting IT Equipment Transfer Form to the billing report. We must have supporting documentation to remove the equipment from the report.

Annual Additional Information form – Network, PC, and Printers uses:

- Add a computer or printer not shown on the billing report; use the Annual Additional Information –Network, PC/Printer Form, add the required information for each item.
- Changes to the departmental account number list WT ID#; old account number followed by the new account number.
- Any other information can be listed on the Annual Addition Information form as necessary.
- Information may be written on the report if there is enough room to be clearly written.

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