



BILLING POLICY

Policy Number: FISCAL 07-03

Issue Date: 03/30/2007

Effective Date: Immediate

1. Purpose

Establish a policy on the frequency and content of IOT's billing statements.

2. Revision History

Revision Date	Revision Number	Change Made	Reviser
03/22/2007	01	Draft	C. Bradley
04/09/2007	02	Revision	T. Bradshaw
05/17/2007	03	General Revisions	R. Bauchle
7-15-13	04	Process Revisions	T. Sturgill

3. Persons, Groups, Systems Affected

Agencies and other state entities who receive goods and services from IOT

4. Policy

The billing close date for services is the 23rd of each month. If the 23rd falls on a weekend day, then the close date becomes the Friday prior to the 23rd. IOT will close billing for the current period on that day and the next month's billing will begin. Please note that any services provided between the 24th and the end of the calendar month will be included in the following month's billing statement.

IOT charges for services based on actual customer usage, equipment purchased or services rendered. IOT will charge goods and services rendered to Encompass Chartfields as directed by agency. If no chartfields are provided, the default chartfields provided by agency will be used. IOT does not prorate monthly service charges with the exception of telecom pass through charges. In those cases, IOT will pass forward the prorated vendor charges.

5. Responsibilities

5.1. IOT Fiscal staff is responsible for preparing and reviewing billing statements and checking for inconsistencies and abnormalities.

5.2. Agencies are responsible for reviewing the invoices for accuracy and reporting any issues to IOT in a timely manner (See policy for refunds and credits).



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6. Agencies should contact IOT billing by opening a ticket with [IOT Customer Service Desk](#). Your ticket will be assigned to the Billing Team. You may also contact us by phone at (317) 234-4357 (Local), or (800) 382-1095 (Remote calls).