



BILLING REFUNDS AND CORRECTIONS

Policy Number: FISCAL 07-05

Issue Date: 03/30/07

Effective Date: Immediate

1. Purpose

Establish a policy on refunds and corrections to IOT customer's bills.

2. Revision History

Revision Date	Revision Number	Change Made	Reviser
03/22/2007	01	Draft	C. Bradley
05/17/2007	02	General Revisions	R. Bauchle
07/15/2013	03	General Revisions	T. Bradshaw
03/13/2017	04	General Revisions	T. Bradshaw

3. Persons, Groups, Systems Affected

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

4. Standard

Indiana Office of Technology serves as an internal central service fund and is responsible for billing other agencies for the IT and Telecom services provided them based on cost. Annually, IOT sets rates based on projected costs and usage. Every year, IOT undergoes a federal reconciliation based on actual costs and usage. IOT is required to pay the federal government for any overcharges that are noted as a result of the reconciliation. Please note that the refund policy is dependent upon the current budget year of the state.

Part of the central processing function is to provide sufficient detail in every billing statement to allow each agency to audit and track charges for IT and Telecom services. IOT will present paperless invoices to each agency by the 5th of each month. Agencies should review their invoices monthly and submit any corrections to IOT billing immediately. IOT billing will be available to assist any agencies requiring help in understanding the charges billed.

The IOT refund and/or correction of billing policy limits are as follows:

Data processing charges

IOT is able to provide refunds for data processing services within the fiscal year only, not to exceed a three month period.

Telecom charges



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IOT initially pays all telecom invoices for long distance as well as other phone charges on behalf of the state agencies and then IOT bills each agency for the specific services they used. Vendors such as AT&T and Frontier have the authority to review their records and billing statements up to 18 months prior to the current date and make corrections to their billing to IOT. Once corrections have been made, IOT will forward those charges and/or credits to the appropriate agency.

Miscellaneous

All other billing errors that are not vendor related should be reported to IOT billing immediately and resolved within a three month period.

5. Responsibilities

5.1. Agencies review of IOT invoices in a timely manner. Report any errors to IOT for future correction.

5.1.1. Once the billing journal is posted, the agency must make any necessary corrections in the own general ledger. IOT can only correct chartfiels within the billing module for future charges or prior to billing.

5.2. Indiana Office of Technology support of inquiries and billing questions. Prompt posting of corrections or credits due to agencies for billing errors.