

Telecommunications – Phone Bill Procedure for Processing Monthly Statements

1. BSS receives email, monthly from either Jane Stewart or Lu-Anne Troutman, with UNCC Telephone Bill attached.
2. Click on attachment and save to desktop or file.
3. Open saved document in Microsoft Word, WordPad, or notepad.
4. Scroll to department Organization Code and print section.
5. IMPORTANT – Input page numbers to print, ex: 10-20. Without, the whole document will print.
6. Enter Account summary into SAM; includes: Toll (long distance), monthly recurring charges (MRC), and one-time charges and credits (OCC).
7. Review faculty and staff member charges with “Toll Charges.”
8. Copy or Scan to faculty and staff members with “Toll Charges.”
9. All faculty and staff must note if long distance charges are “Business or Personal.”
10. University Policy states no personal phone calls. All Personal phone calls must be paid back to the University.

The telephones at the University are installed for University business. No personal long-distance telephone calls should be charged to either the DAIN or Southern Bell University accounts. If it is necessary to make a personal long-distance telephone call using one of the University telephones, it should be charged to the individual's home telephone by making a third number call. If for some reason a personal call is charged to the University, it is the responsibility of the individual placing or receiving the call to reimburse his departmental account within five days of the telephone bill. Under no circumstance should the DAIN system be used for personal calls. Local personal calls should be held to a minimum.