

Department of Administrative Services - State Accounting Enterprise

Section	Procedure Number	Page Number	Effective Date
PRE-AUDIT	260.501	1 of 1	July 1, 2003 Revised 6/1/04
Subject	CENTRAL SERVICES ICN - TELEPHONE		

1. By authority of Section 8D.11, Code of Iowa, ICN provides most of the state offices with Telecommunications Services.
2. Each month the affected departments receive a Summary Invoice. All billing detail is available on the ICN Account Utility only.
3. The detail listings are to be used by departments to verify the correctness of the charges. In the event there are no charges for a particular listing, the listing is not printed.
4. ICN creates a "header file" which is used to charge the correct accounting code for each telephone's charges. Any changes in the 39 digit accounting code to which a telephone is charged should be changed by the department via ICN's Account Utility or be reported directly to ICN at (515) 725-4633. It is necessary to know the telephone number and the correct or new accounting code when requesting changes.
5. The funds will be automatically transferred thru I/3 approximately 5 days after ICN billings are available to the customer. The department should be sure that funding is available. Once a year, ICN requires a signed Certification Letter to authorize automatic transfers from customer I/3 accounts. Once authorized for a fiscal year, transfers happen automatically.
6. All ICN services are bill through NetPlus and are billed monthly to all customers.
7. Any problems or questions concerning ICN billings should be directed to ICN Customer Service and Support at (515) 725-4633. Problems or questions concerning the accounting process for reimbursement of telephone expense should be directed to DAS-SAE-Daily Processing.