Telecommunications Contact: New, Transfer, Terminate

**Introduction**

This document describes the process to request, transfer, or terminate Telecommunication Department Contacts in VeraSmart. VeraSmart is used to charge faculty, staff and students for wireless and long distance services. These charges appear in Banner.

**Department Contact Definition**

A Department Contact is the individual, usually the senior level Administrative Assistant, who has the authority to request services from Telecommunications. Department Contacts receive a monthly report from the VeraSmart system. This monthly report shows long distance and cellular charges attached to the department’s index code for department members. The contact can also request the following services for department members:

- New cellular services, including hardware and peripherals
- Changes to cellular services
- Long distance authorization codes*
- Updates to department phone numbers and display information on desk phones

Note: Though a Department Contact can request an authorization code for a department member, auth codes will only be given to the owner.

**Request a New Department Contact**

Department Contacts must be authorized by the Business Manager or Department Head. To authorize a Department Contact, the Business Manager or Department Head must send an e-mail to CSC (helpdesk@pacific.edu) with the following information about the Department Contact:

**Department Contact Information:**

- Department Name:
- Name of Contact:
- Phone Number:
- University ID (988#):
- PacificNet ID (Userid):
- Authorized Index Codes:
- Effective date:

CSC will validate the information and create a request for Telecommunications. Telecommunications will notify the requestor upon completion.

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Telecommunications Contact: New, Transfer, Terminate, Continued

**Department Contact Change due to Transfer or Other circumstances**

If a Department Contact is transferred or access needs to be terminated for any reason, the Business Manager or Department Head of the affected unit must send a request to CSC ([helpdesk@pacific.edu](mailto:helpdesk@pacific.edu)) to terminate the Department Contact for that index code. The request must contain the following information about the contact:

- Date to terminate access:
- Department Name:
- Name of Contact:
- Phone Number:
- University ID (988#):
- PacificNet ID:
- Affected Index Codes:

CSC will validate the information and create a request for Telecommunications. Telecommunications will notify the requestor upon completion.

**Note:** The new Budget Manager or Supervisor for a transferred contact must follow the procedure for requesting a new Department Contact if needed.

**Department Contact Change due to a Termination**

Telecommunications will terminate Department Contact access when an employee leaves the University based on a notification from Human Resources.

Supervisors must notify Telecommunications via CSC if the employee is temp/casual or a temporary agency employee.

**View Bills for Several Invoice Periods**

At the end of each quarter, Business Contacts will receive a VeraSmart link to a quarterly report for their authorized index codes. If the Business Contact is new or for some reason did not receive the emailed report link, please contact the Customer Support Center and request a report for the desired time period.

**How to Report Problems and Billing Discrepancies**

Contact the Customer Support Center (CSC) at 209-946-7400, to report issues with this procedure or discrepancies with bills. CSC will answer questions, help with procedures, or escalate issues to Telecommunications.
# Review Department Telecommunication Bills

## Introduction

This document describes the steps necessary for Department Contacts to view department long distance and wireless bills in VeraSmart.

## Prerequisites

Department Contacts must be authorized in VeraSmart and will receive an email each month which contains a link to a VeraSmart report.

## How to View Long Distance & Wireless Bills

Follow the steps below to view bills for the department’s index code(s):

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click on the VeraSmart report link in the email.</td>
</tr>
<tr>
<td>2</td>
<td>Click on the Index Code to show details for that Index.</td>
</tr>
<tr>
<td>3</td>
<td>Click on the Employee’s name to see details for that employee.</td>
</tr>
<tr>
<td>4</td>
<td>You can toggle between Summary and Overview.</td>
</tr>
<tr>
<td>5</td>
<td>You can toggle between various sections for each employee.</td>
</tr>
<tr>
<td>6</td>
<td>You can navigate through the report using the links at the top.</td>
</tr>
<tr>
<td>7</td>
<td>In the upper right-hand corner, you can click on Excel to export the report to Microsoft Excel.</td>
</tr>
</tbody>
</table>

### Index Code

<table>
<thead>
<tr>
<th>Index Code</th>
<th>Department Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>GTE</td>
<td>Telecommunications-OIT</td>
</tr>
</tbody>
</table>

### Personnel Name

- Ross, Jeffrey
- Snowden, Faye H