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# CELL PHONE ORDERING PROCEDURES

REV B. JULY 6, 2005

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**TO:** DEPARTMENT MANAGERS  
**FROM:** COMPUTING SERVICES  
**SUBJECT:** CELL PHONE ORDERING PROCEDURES  
**DATE:** 06-DEC-04

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## **PURPOSE**

Due to the increasing demand for wireless service, this memo provides guidelines on how to request cellular phone service for official use. Keep in mind that there are six agencies involved in processing these requests. Using these procedures will assist ASC Telecommunications in processing your request in a timely and efficient manner.

## **GENERAL INFORMATION**

There are two wireless companies who can service the San Luis Valley. The State of Colorado has a contract with Verizon Wireless to provide state agencies with wireless service. When utilizing this service Adams State College (ASC) receives a discount on the wireless service and has the State of Colorado backing if there are any problems. Therefore, unless there is a specific justification to deviate, ASC will request all wireless service from Verizon wireless through the State Telecommunications Department.

## **1. ORDERING DEPARTMENT RESPONSIBILITY**

Using this link, [www.verizonwireless.com](http://www.verizonwireless.com) go to the Verizon wireless web site. There you will find several options. Select *PURCHASE NEW SERVICE / PICK YOUR PLAN*. A window will pop-up, enter the zip code 81101. You will then have a list of calling plans for this area. Review and select the calling plan that you need. Then select ORDER. This will take you to a page where you can select the cell phone you want. Then select ORDER. This will take you to the next page where you can select any accessories you may need. Press, CONTINUE ORDER. This where you can review your order and select additional options. Once you have reviewed this page press, CONTINUE ORDER. Review this page carefully. If it is correct, print two copies. Keep one copy for your records.

**~\*~ DO NOT ORDER FROM THIS WEB SITE. ~\*~**

### **FOR P-CARD USERS**

You now have the information needed to submit a work request for wireless service to Computing Services. On one of the copies printed from the Verizon web site, write the following information;

- ❖ The name of the requesting department
- ❖ The name of the person who will be using the phone.
- ❖ The department manager's signature.
- ❖ Department Vice Presidents Name and Signature.
- ❖ Statement of usage agreement signed by the user. {See attached example}

Once this is completed you can submit it to computing services for processing.

The phone bill will still be sent to the business office, then to the department manager. It is the users responsibility to pay the bill on time with the P-CARD.

### **FOR PURCHASE ORDERS**

For those who do not have a p-card, a purchase requisition must be submitted to purchasing. Using this information, fill out a Purchase Requisition to be submitted to Purchasing. You now also have the necessary information to submit a request for wireless service to Computing Service. On the second copy, provide the following information:

- ❖ The name of the requesting department
- ❖ The name of the person who will be using the phone.
- ❖ The department manager's signature.
- ❖ A waiver for non p-card purchase from the Director of Purchasing.
- ❖ Department Vice President's Name and Signature.
- ❖ Statement of usage agreement signed by the user. {See attached example}

## **2. PURCHASING RESPONSIBILITY**

After receiving the Purchase Requisition, Purchasing will assign a purchase order number and forward a copy to the Computing Services Telecommunications Specialist. Purchasing will also forward a copy of the Purchase Order and ASC Wireless Service Request to the Business Office.

## **3. COMPUTING SERVICE RESPONSIBILITY**

Once the Wireless Service request has been received it will be reviewed for completeness. If the request has the required information, an ASC work order will be opened. A state service request will be filled out and submitted to the State of Colorado Telecommunications Department. Once the order has been received by State Telecommunications and processed, a confirmation copy of the request is returned. This usually has the cell phone number assigned to the department user.

The cell phone will be shipped to Computing Service, unless other arrangements are made. Once the cell phone is received, arrangements will be made with the department for delivery. When the shipment arrives, the Telecommunications Specialist will submit the invoice and a copy of the ASC Wireless Service Request to Purchasing. From the time a work order is submitted until the equipment is delivered is approximately 7 to 10 days

#### **4. STATE OF COLORADO TELECOMMUNICATIONS RESPONSIBILITY**

The State Telecommunications Department receives the service request, reviews it for accuracy and submits it to Verizon Wireless. Once Verizon Wireless receives the order, a cell phone number is assigned and the order is processed for shipment ASC A copy of the order is sent back to the State Telecommunications Department, who then forwards a copy to ASC Telecommunications.

#### **5. VERIZON WIRELESS RESPONSIBILITY**

Verizon Wireless processes the orders received from the State of Colorado. They send a confirmation copy with the new cell phone number back to the State of Colorado Telecommunications Department.

#### **6. ASC BUSINESS OFFICE RESPONSIBILITY**

The Business office will receive a copy of the ASC wireless service request from Purchasing, which includes the following:

- ❖ Department name
- ❖ Purchase requisition
- ❖ Cell phone number
- ❖ Name of user

The Business office will use this information to pay the recurring wireless service charges, for services order on a purchase order.

It is the department's responsibility to pay the bill with the P-CARD.

#### **7. DEPARTMENT MANAGER RESPONSIBILITY**

It is the responsibility of the requesting department manager to:

- ❖ Approve the initial wireless service request
- ❖ Review the wireless phone bill for accuracy
- ❖ Notify the Business Office of billing errors
- ❖ Ensure that the annual expense of the wireless phone is covered by the existing departmental operating budget
- ❖ Sign and return a copy of the wireless service bill to the Business Office, for services order on a purchase order.
- ❖ Insure timely payments of wireless service bills for P-card users.
- ❖ Notify Computing Service when the wireless service has been terminated.

#### **8. USER RESPONSIBILITY**

- ❖ **Sign and abide by the *Letter of Usage Agreement***

#### **SUMMARY**

Though this process may appear difficult, if followed correctly many problems and frustrations are eliminated. If you have any questions regarding the process, please call the Computing Services Help Desk at 587-7741.

# Adams State College

## Cellular Service Letter of Usage Agreement

1. The cellular service and equipment is the property of Adams State College. It is for official business only. Adams State College may at any time request information from the cellular service provider and or change, alter, modify or cancel service as necessary to protect the interest of the college.
2. The user is responsible for the equipment and proper usage of airtime.
3. The user will not port (transfer) any cellular phone number to another cellular provider. Additionally, the user may not change, alter or modify any service agreements with the cellular provider without written permission from the department supervisor, purchasing and computing service.
4. Cellular service bills will be mailed to Adams State College, not the individual. A copy of the monthly bill can be obtained or requested from the business office or department manager to assist the user in managing the airtime appropriately.
5. Upon termination of employment, transfer to another department, or upon demand, the user will surrender the cellular equipment and accessories to Adams State College.

Employee's name \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date