Virginia Information Technologies Agency

Customer Credit/Adjustment Requests for VITA Services
EFFECTIVE DATE: 2/1/16, v#3
Only the VITAweb Portal has the current version. Verify copy against VITAweb

PURPOSE: To establish and document the Virginia Information Technologies Agency's policy regarding the verification and issuance of customer credits and adjustments.

SCOPE: This policy addresses the issuance of credits/adjustments associated with all VITA billed services to all VITA customers. This includes Mainframe Services, Telecommunications Services, and Comprehensive IT Goods and Services.

ACRONYMS: IT: Information Technology
VITA: Virginia Information Technologies Agency

STATEMENT OF POLICY/ PROCEDURE:

Credit Considerations:
A credit request generally will be honored when the customer has been billed incorrectly and the request for credit, along with supporting documentation, is submitted timely. Incorrect billings include vendor billing errors passed to customers and VITA errors that have been passed to customers. Customer negligence (e.g., executing an application program in an indefinite loop, incurring tolls charges as a result of inadequate telephone security, or not completing the proper forms or processes to surplus IT inventory) will not be grounds for credit relief by VITA.

It is the customer's responsibility to thoroughly check and verify the VITA bill in a timely manner. Once a credit/ adjustment request has been submitted and logged, it is not necessary to resubmit a request concerning the same inventory items for subsequent months.

Please see below for information on how to request credits/adjustments for each bill type issued by VITA. A credit for services billed by VITA that is attributable to vendor overcharges shall be issued to the extent that the charges are recoverable from the vendor(s). Any other credits and adjustments granted will be limited to 120 days prior to the credit/adjustment request.

Mainframe Services

The "Mainframe Services Credit Request" form
http://www.vita.virginia.gov/MISFORMS/forms/VITAF_17.cfm

must be completed to request a credit for Mainframe Services Billing.Each credit request must be documented in writing by the customer in order to minimize confusion and ambiguity, and to facilitate tracking and resolution.

Telecommunications Services

The customer must send an email detailing the request to billing@vita.virginia.gov or complete the "Telecommunications Billing Questions" form at http://www.vita.virginia.gov/MISFORMS/forms/VITATBR_TBQ.cfm to request a credit/adjustment for telecommunications services. Each credit/adjustment request must be documented in writing by the customer in order to minimize confusion and ambiguity, and to facilitate tracking and resolution.

Comprehensive IT Goods and Services

For the comprehensive IT goods and services bill, customers must complete the "Comprehensive Services Credit/Change Request" form at http://www.vita.virginia.gov/misforms/forms/vitaf.cfm. Each credit request must be documented in writing by the customer in order to minimize confusion and ambiguity and to facilitate tracking and resolution. Supporting documentation as outlined in the dispute instructions on the form must also be included.

If supporting documentation is not included and the customer maintains that the asset does not exist and Northrop Grumman agrees that the asset cannot be located electronically, the asset in question will be moved to "Suspect" status. The asset will cease billing as long as it does not report electronically; however, no credit will be provided to the customer for prior months. If the asset later reports in electronically, billing for the asset will commence again.

Missing data in the agency use field does not warrant a credit.

Exceptions

All exceptions to this policy must be approved by the VITA Director of Administration and Finance.

Version History		
Version	Date	Change Summary
1	02/11/2011	Original document
2	10/1/2011	Change in credit time frame
3	2/1/2016	Mainframe Service Change/Adjustment wording change