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GETS Education Program

DISPUTE PROCESS MEETING

2013 GETS Education Program

Background and Logistics

Why are we having this session today?

- At the May 2013 GETS Education Session – 17 participants from 10 agencies requested a GETS Dispute Process Training Session.

Where can I get copies of the PowerPoint Slides?

- The slides are available at the GTA website:
<http://gta.georgia.gov/gets-education-sessions>

If you are participating by webinar and would like to complete the evaluation form please send an email to Shawn.Whitney@gta.ga.gov

Ensuring our common understanding

- **The learning objectives for this session will ensure you:**
 - Understand the accountable parties in the Dispute Process
 - Understand the timing of the GETS Dispute Process
 - Understand the way prior period adjustments are included in the GTA invoice
 - Become familiar with the primary processes and tools to facilitate the dispute process
- **After this session, you will be asked to complete a feedback form demonstrating your understanding of the material**



Agenda

- **Dispute Types and Criteria for Submitting**
- **Dispute Timelines and Process**
- **90-day Dispute Limitation Policy**
- **Review how prior period adjustments are included on the GTA invoice**

Types of Billing Disputes

- **Enterprise Level**
 - Dispute of the Enterprise invoice at the Resource Unit level
 - Impacts multiple agencies
 - Requires knowledge of enterprise trends and contract changes in order to identify/validate
 - Initiated and submitted by GTA Finance
- **Customer Level**
 - Dispute of customer invoice
 - Impacts individual agencies
 - Requires additional time and specific knowledge of agency operational activity in order to identify/validate
 - Initiated by customer
 - Submitted to vendor by GTA Finance

Criteria for Submitting a Dispute

- All disputes (both Managed Network Services and Infrastructure) should be sent to: ChargebackAdmin@gta.ga.gov
- Disputes cannot be researched and resolved without the following information
 - Invoice number of charges being disputed
 - Month or months being disputed
 - Cost Center of charges being disputed (found on your invoice)
 - Resource unit being disputed (Voice Port Basic, Application Tape Storage, etc)
 - Specific item within the Resource Unit that is being disputed (Provide an identifier such as the Voice Port Number, Circuit Number, Serial Number, etc)
 - Explanation of the reason for the dispute (Be as specific as possible. Include dates, order numbers and service request numbers if applicable)

INF Dispute Process Timeline

Business Days	Agency	GTA	IBM
1	Dispute submitted to ChargebackAdmin		
1		GTA validates, creates tracking ticket number, and emails Agency. GTA creates Maximo Ticket for dispute.	
1			Vendor acknowledges receipt of ticket
20			IBM researches the dispute
1			Vendor send resolution to GTA
2		GTA receives, reviews, and the resolution and sends to the agency	
1	Agency receives resolution		IBM Closes Maximo Ticket. Prior Period Adjustments ready for next invoice cycle
20-50	Prior Period Adjustment reflected on invoice		



47-77 Business Days

MNS Dispute Process Timeline

Calendar Days	Agency	GTA	AT&T
1	Dispute submitted to ChargebackAdmin		
1		GTA validates, creates tracking ticket number, and emails Agency. GTA send dispute to AT&T.	
1			Vendor acknowledges receipt of ticket
90			AT&T Researches the dispute
1			Vendor send resolution to GTA
1		GTA receives, reviews, and the resolution and sends to the agency	
1	Agency receives resolution		Prior Period Adjustments ready for next invoice cycle
45-75	Prior Period Adjustment reflected on invoice		



110-140 Calendar Days

Process – Dispute Ticket Submission

- Customer emails ChargebackAdmin@gta.ga.gov
- Customer receives auto email acknowledgement of dispute
- GTA opens ticket in Dispute Analysis and Resolution Tracking tool (DART)
- GTA submits dispute to appropriate service provider
- GTA provides DART ticket number to customer within 2 business days (SLA clock starts)

Process – Dispute Ticket Resolution

- **Service Provider submits resolution to GTA once research of the dispute is completed**
- **GTA validates service provider resolution and credit (if applicable).**
- **If GTA agrees with the resolution, GTA notifies customer with Service Provider resolution and advises as to which billing cycle adjustments will appear**
 - If GTA disagrees with the resolution, GTA notifies Service Provider and provides reason for disagreement with new supporting documentation

Process – Dispute Ticket Resolution

- **If customer accepts service provider resolution, GTA closes dispute ticket in tracking tool**
 - If customer disagrees with the resolution, customer notifies GTA and provides reason for disagreement with new supporting documentation
 - GTA submits customer response and new supporting documentation to vendor
 - If vendor agrees with customer, vendor submits updated resolution to GTA
 - If vendor disagrees with customer, GTA will facilitate discussion between customer and vendor

Billing Timelines

- **INF**
 - Invoice rendered to customers on the 15th business day of the month
 - Service Provider has 20 days within which to resolve a customer level dispute in order to meet the expected SLA target
 - Credit or resolution may not be reflected until the second invoice cycle after the dispute is logged
 - Applicable credits will include the disputed months and any additional months required for processing the dispute

Billing Timelines

- **MNS**
 - Invoice rendered to customers on the 10th business day of the month
 - Service Provider has 90 calendar days within which to resolve a customer level dispute
 - Credit or resolution may not be reflected until the fourth invoice cycle after the dispute is logged
 - Applicable credits will include the disputed months and any additional months required for processing the dispute

INF Timeline example



- **May 6- Agency sends dispute to chargebackadmin@gta.ga.gov**
- **May 11- GTA researches dispute and opens ticket with IBM (2 business days)**
 - If for any reason the dispute is too vague, IBM can request additional detail from GTA/Agency
- **June 6- IBM resolves dispute on 20th business day**
- **June 19- June GSMRT invoices are released, June Invoice/May RU consumption**
- **Credit will reflect on the July invoice**
- **Why?- The invoice cutoff date for RU's is the 15th of the month. In this situation the dispute was resolved on the 6th which is too late to impact June billing.**

MNS Timeline example

- **July 12 - Invoice is rendered**
- **July 15 - Customer finds error and submits dispute**
- **July 17 - GTA submits dispute to AT&T**
- **Per contract, AT&T has 90 days to resolve**
 - On average, AT&T takes 30-45 to resolve a dispute
- **October 17 - AT&T submits credit for resolution**
- **Credit appears on customer's December invoice**



Average Volume and Resolution Times

- **INF Disputes**

- Average # of disputes = 25 disputes per month
- Average resolution time for INF disputes = 20 business days
- Contractual obligation = 20 business days

- **MNS Disputes**

- Average # of disputes = 30 per month
- Average resolution time for MNS disputes = 45 calendar days
- Contractual obligation = 90 calendar days

DISPUTE PROCESS MEETING – 90 DAY DISPUTE LIMITATION POLICY

When Can Disputes Be Filed?

Once an invoice is issued by GTA, the charges on the invoice can be disputed until three invoices have been issued

January Invoice

February Invoice

March Invoice

No disputes accepted for January once April Invoice is issued



Months in Which Invoice Charged Can Be Disputed

	Months in Which Invoice Can Be Disputed											
Invoice Month	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
July	Disputed	Disputed	Disputed									
August		Disputed	Disputed	Disputed								
September			Disputed	Disputed	Disputed							
October				Disputed	Disputed	Disputed						
November					Disputed	Disputed	Disputed					
December						Disputed	Disputed	Disputed				
January							Disputed	Disputed	Disputed			
February								Disputed	Disputed	Disputed		
March									Disputed	Disputed	Disputed	
April										Disputed	Disputed	Disputed
May											Disputed	Disputed
June												Disputed



The GETS Invoice Collection Dates

Activity	MNS	INF
Vendor takes snapshot of active RUs	Last day of the month, two months prior to billing month	15th day of the month prior to billing month
Vendor bills GTA	5th business day of the month	10th business day of the month
GTA bills customers	10th business day of the month	15th business day of the month

- AT&T's invoice is due to GTA 35 days from the resource unit snapshot date in order for AT&T to process the data to produce the invoice
- IBM's invoice collection in the middle of the month allows them 25 days to produce their invoice to GTA



The GETS Invoice Collection Dates

Example:

Activity	MNS	INF
Resource Unit inventory date	October 30, 2012	October 15, 2012
Vendor Invoice produced from inventory snapshot	December 7, 2012	November 15, 2012
GTA Invoice Date	December 14, 2012	November 22, 2012
GTA GSMRT Invoice Date Range	12/01/2012 - 12/31/2012	11/01/2012 - 11/30/2012

DISPUTE PROCESS MEETING – PRIOR PERIOD ADJUSTMENTS

PPAs – INF Example

	Units	Unit Rate	Amount	GTA Admin Fee	Charge
Intel Medium Complexity/Service Level Adjustments	<u>3,349.2800</u>	1.0000	3,349.28	285.36	3,634.64
Desktop Hardware Service Charge Adjustments	<u>819.8700</u>	1.0000	819.87	69.85	889.72
Laptop Hardware Service Charge Adjustments	<u>376.4600</u>	1.0000	376.46	32.07	408.53
Tablet PC Hardware Service Charge Adjustments	<u>319.9700</u>	1.0000	319.97	27.26	347.23
Desktop Bundle Hardware Charge Adjustments	<u>78.2400</u>	1.0000	78.24	6.67	84.91
Laptop Bundle Service Charge Adjustments	<u>146.4900</u>	1.0000	146.49	12.48	158.97
Adjustments			5,090.31	433.69	5,524.00



PPAs – MNS Example

	Units	Unit Rate	Amount	GTA Admin Fee	Charge
Voice Port - Basic Adjustments	<u>-18.4600</u>	1.0000	-18.46	-1.57	-20.03
Voice Port-Premium Adjustments	<u>24.6100</u>	1.0000	24.61	2.10	26.71
Voice Mailbox Adjustments	<u>0.0000</u>	1.0000	0.00	0.00	0.00
Adjustments			6.16	0.52	6.68



PPAs – MNS Drill Down Example

Voice Port - Basic Adjustments

Billing Period: 08/01/2013 to 08/31/2013

Account Code

Phone Number

Adjustment Description

GA01.98000.00000000.000000000980111

4044638311

7/1/2013 Prior Period Adj-3590617-4044638311

-18.4600

4044638311

Total: -18.4600

GA01.98000.00000000.000000000980111

Total: -18.4600

Grand Total

Total: -18.4600

Additional Tips Regarding Disputes

- **Retain a file of all orders and RFS documents submitted**
 - Assists in validating items that are added or removed from your invoice.
- **Retain a copy of the confirmation email that provides your order due date and the Service Request number if you order services from AT&T**
- **Submit your disputes on a timely basis**
 - All charges are considered valid if not disputed within release of three invoices

Dispute Updates to Agencies

- Status updates on open or recently resolved disputes for GETS full-service agencies
- Distributed to CRMs and customers on last business day of each month
- Spreadsheet includes: Date of Entry, Agency, Dispute Description, Service Tower, DART Ticket #, Maximo Ticket #, Amount, Resolution status, Additional Comments, Customer Notified (Y/N), Date of Notification

	B	C	D	E	F	G
	AGENCY	DISPUTE DESCRIPTION	Service Tower	DART TICKET #	MAXIMO TICKET #	\$ Amount
2	DOR	Application Tape Storage (Archive and Active) charges were not removed as promised per IN427406. May 2013 invoice affected.	SERVER	3106	SR840447	\$0.00
3	DOR	Tier 2 Storage charges still appears for May and June for the agency. The credits were promised in IN427419 & IN416544 respectively.	SERVER	3107	SR840450	\$0.00
4	DOR	Server Misclassification:Print File server not Low Intel.	SERVER	3108	SR840455	\$0.00
5	DOR	EUC Decommission Dispute ON # 140792.	EUC	3118	SR842505	\$0.00
6	DOR	EUC Decommission Dispute ON# 140774.	EUC	3119	SR842546	\$0.00
7	DOR	EUC Decommission Dispute ON# 140774 (HSC).	EUC	3120	SR842548	\$0.00
8	DOR	EUC Decommission Dispute ON# 140122.	EUC	3121	SR842550	\$0.00
9	DOR	EUC Decommission Dispute ON# 140122 (HSC).	EUC	3122	SR842553/SR842558	\$0.00
10	DOR	EUC Decommission Dispute ON # 139488.	EUC	3123	SR842564	\$0.00
11	DOR	EUC Decommission Dispute ON# 139062.	EUC	3124	SR842568	\$0.00
12	DOR	EUC Decommission Dispute ON # 135857.	EUC	3125	SR842575	\$0.00
13	DOR	EUC Decommission Dispute ON # 137250.	EUC	3126	SR842580	\$0.00
14	DOR	EUC Decommission Dispute ON # 137250 (HSC).	EUC	3127	SR842584	\$0.00
15	DOR	EUC Decommission Dispute ON # 137380.	EUC	3128	SR842586	\$0.00
16	DOR	EUC Decommission Dispute ON # 137486.	EUC	3129	SR842593	\$0.00
17	DOR	EUC Decommission Dispute ON # 137486 (HSC).	EUC	3130	SR842595	\$0.00
18	DOR	EUC Decommission Dispute ON# 137633.	EUC	3131	SR842597	\$0.00
19						
20						

Close

- **Please complete your Learning Objectives Evaluation**
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- **Webinar audio slides will be available tomorrow on the GTA website - <http://gta.georgia.gov/gets-education-sessions>**
- **Thank you for your attendance**