



Jennifer Stackpole, CFO  
Financial Services Division

## SOP Directive 3.0 - Monthly Telecommunication Bill Review

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Effective immediately, a Standard Operating Procedure (SOP) is being deployed to ensure a uniform process is in place for reviewing the monthly telecommunication charges for the NC Department of Labor (NCDOL).

Each respective NCDOL manager will ensure that their monthly telecommunication charges are reviewed, including long-distance, cellular, and any other charges or fees to confirm that the NC Department of Information Technology (DIT) charges are accurate and for valid NCDOL official State business purposes.

Each respective NCDOL manager can designate up to two (2) staff members who will be authorized to access and review their respective section's monthly telecommunication charges utilizing the **DIT NetPlus Customer Care Portal (NetPlus CCP)** through this weblink: <https://ncdit.ventraq.com/CustomerCarePortal/Menu.jsp>.

The NetPlus CCP designated staff members will be responsible for performing the following duties:

- Access the monthly telecommunication bill through NetPlus CCP, Invoice Retrieval by selecting the billing date for the month being reviewed with the DOL-0021 plus the Department Code (DIT Account) for the respective bureau and/or office.
- Review the charges for accuracy and confirm the charges are for valid NCDOL official State business purposes. Note any adjustments or corrections to the telecommunication bill as well as including any pages that require adjustments or corrections which should be marked accordingly on a printed or scanned copy.
- It is not necessary to print the entire DIT telecommunication bill. Please only print the account summary approval page and any pages that require adjustments or corrections.
- Print the first page of the detailed report for the month being reviewed entitled Account Summary for DOL-0021 plus the Department Code (DIT Account). A signature approval from the respective NCDOL manager or their designee is required on the account summary page for the all telecommunication charges.
- Scan and send the approved telecommunication charges to the Financial Services Division – Accounts Payable group email address ([DOL.AccountsPayable@labor.nc.gov](mailto:DOL.AccountsPayable@labor.nc.gov)) no later than seven (7) business days from the date the monthly report posts in the NetPlus CCP.
- The Financial Services Division – Accounts Payable Section will collect and track these approvals to ensure that each respective section has approved their monthly telecommunication charges. Once the Accounts Payable Section receives the necessary approval from each respective bureau and/or office, the telecommunication bill will be released from the NC Accounting System for payment.
- Retain a copy of the approved telecommunication bill's account summary page, along with any pages that were printed because of needed adjustments or corrections, at your respective location for audit purposes.
- Any telecommunication charges made by an employee that are not for valid NCDOL official State business will be subject to reimbursement by the employee. Employee abuse or misuse will be dealt with through the established disciplinary procedures.

The Monthly Telecommunication Bill Review SOP implementation became effective on July 16, 2018 and is being amended with an effective date of March 31, 2021. This SOP shall remain in effect until rescinded or amended by the Chief Financial Officer of the Financial Services Division.

  
Jennifer Stackpole, CFO