

INTERNATIONAL CALLS & FAXES POLICY

Policy Statement

The AUC recognizes the need of departments to use international calls and faxes for continuous business operation. This policy outlines the procedure when the AUC community requests/makes international calls and faxes for business as well as private purposes.

Reason for Policy/Purpose

A different approach is followed for collecting payment for business and private international calls and faxes on behalf of AUC. AUC does not pay for private international calls or faxes but this is the responsibility of each individual requesting the service at the time of service request.

Failure to comply with this policy may result in termination of the international function on an extension and/or a department cost center being charged in full for costs incurred by faculty or staff for either business or private international calls and faxes.

Who Approved This Policy

Vice President for Planning & Administration

Mr. Brian MacDougall

Date:

Chief Technology Officer

Ms. Nagwa Nicola

Date:

Who Needs to Know This Policy

Staff, faculty and students who intend to make international calls/faxes for business and private purposes.

Web Address for this Policy

In progress.

Contacts

Responsible University Official: Mr. Hussein Moustafa, Director: UTI and Mr. Khaled Mahmoud, Associate director, UTI - Telecom
Responsible University Office: University Technology Infrastructure (UTI)

If you have any questions on this policy or procedure, you may:

1. Call mr. Hussein Moustafa at 2615.3562, or Khaled Mahmoud at 2615.3535
2. Send an e-mail to houssein@aucegypt.edu or kreem@aucegypt.edu

Definitions:

Term (alphabetical order)	Definition as it relates to this policy
AUC	The American University in Cairo
UTI	University Technology Infrastructure

Policy/Procedure:

Business international calls:

A) Faculty:

1. The faculty member has to provide either his/her AUC id# or cost center, preferably both when contacting the AUC switchboard to make an international business call. The AUC operator completes a form indicating the caller's name, number called from and confirming the caller's department by his/her name using the AUC directory.
2. Once the faculty member gives the number to be dialed to the AUC operator, the call is ended and the operator will connect the caller directly to Telecom Egypt (TE) using the number provided (extension or home number).
3. Once the call is finished, the call duration will be provided to the AUC operator by Telecom Egypt and the calling time is noted on the sheet.
4. At month end an email approval request is sent to the department chair from the Head of Tel & Fax Operation to confirm and approve business international calls. *It is imperative that the cost center is indicated by the department chair.*
5. The Head of Tel & Fax Operation submits a signed report to the Telecom Accountant who prepares a General Journal Voucher to DR the cost center and CR the UTI communication budget.

B) Staff:

1. The Telecom Accountant retrieves information of international business calls from:
 - a) the AUC billing system, per extension on a quarterly basis and/or
 - b) a report provided to him by the Head of Tel & Fax Operation.

2. When a staff member completes the form for requesting international capabilities on his/her extension, the cost center to be charged for calls has to be included on the form.
3. It is the responsibility of the requester to inform the Telephone & Fax office of any changes in original information supplied, eg. cost center.
4. The Telecom Accountant completes a General Journal Voucher to DR the department that the extension belong to, CR the UTI communication budget.
5. We are currently working on automation of some processes. One such process would be the availability of a monthly report for review by the department chair from the telecom website, arranged by cost center.*

Private International calls:

A) Faculty:

1. The faculty member has to provide either his/her AUC id# or cost center, preferably both when contacting the AUC switchboard to make an international private call. The AUC operator fills in a form indicating the caller's name, number called from and confirming the caller's department by his/her name using the AUC directory.
2. Once the Faculty member gives the number to be dialed to the AUC operator, the call is ended and the operator will connect the caller directly to Telecom Egypt (TE) using the number provided (extension or home number).
3. Once the call is finished, the TE operator contacts the AUC operator giving the call duration and the calling time is noted on the sheet by the telephone operator.
4. At month end all private calls are combined into one sheet sorted by Faculty member and this list (including the detailed calling sheet) is sent to AUC Payroll by the Telephone office with a copy to the Telecom Accountant and the Financial & Admin Manager, IT.
5. The Payroll office deducts the amount for private international calls directly from the payroll, CR the UTI communication budget.

B) Students:

1. A student who wish to make an international private call, has to visit the telephone office in person. The student pays for the call immediately in cash where cash collected is kept in a locked safe till month end.
2. The student receives a receipt of payment; a copy is kept with the telephone operator.
3. At month end, the cash is paid into the UTI Communication budget via cash collection advice at CIB by the Telephone office.
4. Copies of all receipts with corresponding CIB deposit slips are kept with the Head of Tel & Fax Operation for future reference.

C) Staff:

1. The same steps #1 to 3 are followed as for a faculty member.
2. The staff member is informed of the cost of their call by the AUC telephone operators upon finishing the call.
3. The staff member has the option of paying for private calls in cash by visiting the Telephone office (located on the ground floor in the New Cairo Campus center beneath the Faculty Lounge).
4. If the staff member does not pay in cash, the Head of Tel & Fax Operation will send a notice to the staff member via internal mail at the end of the month indicating the amount to be paid.
5. Once cash is collected, a receipt as proof of payment will be issued to the staff member. Cash collected is kept in a locked safe till month end.
6. At month end, a collection advice is prepared and cash paid into the UTI communication budget at CIB. Copies of all receipts with corresponding CIB deposit slips are kept with the Head of Tel & Fax Operation for future reference.
7. If private calls are not paid for by the staff member before the monthly payroll date, the amount due will be deducted directly from the staff member's monthly salary by the Payroll office.

Business faxes:

1. The staff/faculty member use internal mail or an office custodian and send the document they wish to fax attached to the completed fax request form (available from the Telecom website).
2. The fax operator is responsible for sending the fax as per details provided on the fax form.
3. At month-end the Head of Telephone & Fax operation collects all the fax forms, and submits it to the Telecom Accountant. He prepares a journal voucher to charge the departments according to the information provided on the original fax form.

Personal faxes:

1. The student, staff or faculty member takes the document they wish to fax to the fax office in person.
2. After it is faxed, they are notified of the cost and pay the Fax operator directly whereupon the operator furnishes the requester with a receipt.
3. Cash is kept in a locked safe in the operator office until month end when a collection advice is completed by the Head of Telephone & Fax Operation (with a copy of the receipts) and cash paid into the UTI communication budget at CIB.

4. Copies of all receipts with corresponding CIB deposit slips are kept with the Head of Tel & Fax Operation.

Forms:

The fax form is available online from the Telecom website : <http://telecom.ucegypt.edu/>

Related Information:

Current Telecom Egypt rates for international calls and faxes are available from <http://telecom.ucegypt.edu/> – periodically updated as rates may change.

Appendices (Optional):

None.

History/Revision Dates:

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