

INTER-OFFICE MEMORANDUM

Office of Accounts and Control

TO: Chief Financial Officers
All Agencies

DATE: February 13, 2014

FROM: Louise M. Anderson
Associate Controller - Operations

SUBJECT: Verizon Wireless Payments
CFO 14-03

We have been contacted by Verizon Wireless regarding problems they are having with applying state payments for wireless service to the correct agency account. Even though the supplier puts invoice numbers and phone numbers on their invoices, the company does not apply their payments by invoice number or phone number.

We are asking that all agencies enter the Verizon Wireless account number in the first part of the description field when making these payments. This will ensure that your payments will be applied to the correct account.

In addition, if your agency sees a balance forward on a Verizon Wireless account that cannot be explained, please contact Verizon Wireless for a breakdown of the past due balance as this is most likely related to misapplied payments.

Please forward this to others in your agency as needed.

Thank you for your cooperation in this matter.