

RP.2.1 Service Centers Managed by RELLIS Campus Administration

Approved November 15, 2022
Next Scheduled Review: November 15, 2027



Procedure Summary

This procedure provides guidelines for Service Centers managed by RELLIS Campus Administration by defining the billing practices to ensure compliance with System, state, and federal regulations and laws.

Procedure

1. GENERAL

- a. System Policy 21.01.05 specifies the regulations associated with all Service Departments and Centers within The Texas A&M University System (“the System”). This procedure further specifies the procedures associated with Service Centers managed by RELLIS Campus Administration and their billing processes.
- b. This procedure does not seek to contradict or supersede any System policy or regulation and in the event of such, System policies and regulations will prevail.
- c. All communication related to billing and invoicing should be directed to RELLIS Finance at Finance@rellis.tamus.edu.

2. APPLICATION OF BILLING RATES

- a. At-Cost Rates will include only the aggregate costs of each service consisting normally of both direct costs and allocable indirect costs. The At-Cost Rate will be applied to At-Cost Users defined as System Members, collaborative users working jointly with a System Member, and government users. Government users may include federal, state, and local municipalities. **The federal government will always be charged the lowest rate.**
- b. Market Rates will be priced at or near the average price at which the same or similar services can be bought on the competitive market, with the notable exception that the Market Rates may not be less than the At-Cost Rates at any time. The Market Rates will be applied to Market Users defined as non-collaborative, industry users and any other user not otherwise defined as an At-Cost User.

3. RESERVATIONS

Service Centers managed by RELLIS Campus Administration may require reservations prior to services. The following procedures will apply:

a. Reservation Cancellations

- i. All cancellations within 24 hours of the start of a reservation must be communicated to the RELLIS Operation Center (“ROC”) in writing via email at Operations@rellis.tamus.edu.
- ii. At-Cost Users may cancel their reservation up to the start of their reservation time each day without incurring a charge. At-Cost User cancellations received by the ROC after the At-Cost User’s reservation start time will be charged for the time between the reservation start time and cancellation notification rounded up to the nearest whole unit of charge.
 - Example: At-Cost User previously reserved services from 8:00 am through 5:00 pm. User contacts the ROC via phone at 9:15 am to request a cancellation of their entire reservation. If services are billed per hour, User will be billed for two hours of service.
- iii. Market Users may cancel their reservation up to 24 hours prior to the start of a reservation without incurring a charge unless contractual agreement requires alternate cancellation procedures. Unless otherwise required by a contract, Market User cancellations received by ROC within 24 hours of the reservation start time will be billed for all reserved time within 24 hours of the cancellation rounded up to the nearest whole unit of charge. **At no point will contractual agreements with Market Users allow for cancellation procedures more lenient than those imposed upon At-Cost Users.**
 - Example: Market User previous reserved services from 8:00 am through 5:00 pm. User contacts the ROC via phone at 12:30 pm the day prior to the reservation to request a cancellation of their entire reservation. If services are billed per hour, User will be billed for five hours of service.

4. INVOICING

a. At-Cost User Invoicing

- i. RELLIS Finance will calculate costs each month for services rendered in the preceding month and make these costs available to each At-Cost User.
- ii. Each At-Cost User will have five business days after initial costs are made available to them to approve or dispute costs. If the user does not respond within five business days, all costs will be charged to the user. Any disputes should be made to the RELLIS Finance in writing stating the reason why the costs should not be charged to the At-Cost User.

- iii. RELLIS Finance and ROC will review the user's dispute as it applies to applicable policies and procedures. If allowable, disputes may be honored by negating all or part of the costs. If not allowable, disputes will be denied, with reference to any applicable policy, standard, and/or procedure, and all costs will be charged to the user.
 - iv. Any further disputes by the At-Cost User will be deferred to the Texas A&M University System's Office of Budgets and Accounting for resolution.
- b. Market User Invoicing - Market Users will be invoiced according to any prior written agreement between the Market User and the RELLIS Campus Administration. In the absence of a written agreement stating otherwise, Market Users will be invoiced on a monthly basis for all activities taking place the previous month. All invoiced amounts will be due within 30 days following the user's receipt of an invoice from RELLIS Finance. Any further obligations will be defined contractually. **At no point will contractual agreements with Market Users allow for invoicing procedures more lenient than those imposed upon At-Cost Users.**

Related Statutes, Policies, or Requirements

[System Regulation 21.01.05, Service Departments or Centers](#)

Contact Office

RELLIS Finance
Finance@rellis.tamus.edu
(979) 317-1015