

# Vendor Asset Reconciliation Request Process Policy

## **Abstract:**

This policy defines how the PRE Demand Claims Vendor Asset Reconciliation Request (VARR) package and POST Demand Claim Demand Process will be managed and includes the VARR package. Any asset currently in Vendor Missing or LOST status is a result of the vendor inability to communicate with AT&T the physical location of the asset per the AT&T Vendor contract. After a Demand Claim is sent for a missing asset, vendor will be charged 5% of the AT&T Item Master cost if the required location documentation is provided by vendor within 4 months of the Claim Date (months 1 – 4), 20% if provided during the following 4 months (months 5 -8), 35% if provided during the following 4 months (months 9 – 12), and 100% if not located by the end of the 12<sup>th</sup> month, except that 105% if vendor's contract so specifies, as further explained in C&E Mobility: Vendor Held Equipment Policy – ATT-002-291-233.

## **Audience:**

C&E Mobility, C&E Mobility Implementation Managers, Real Estate and Construction Managers, Mobility Supply Chain Managers, Antenna Solutions Group, Risk Management, Finance and any Equipment or Asset Installation Vendors.

## **Document Revision History:**

Revision	Revision Summary	Release Date	Edited By
0.0	Initial	04-11-2016	LN7131
1.0	Replacing John Robinson as upfront VARR pkg. recipient w/ VHES mailbox G43939@att.com	08-05-2016	LN7131
2.0	Replacing Post Demand claim VHES mailbox G43939@att.com with C&E VMA Post Demand Claim Disputes Mailbox g04466@att.com.	09-28-2016	LN7131
2.1	Listing C&E ASG mailbox g44153@att.com for vendors to directly send Pre and Post Claim Disputes	09-30-2016	LN7131

## **Vendor Protest Procedures**

Protest and dispute resolution procedures are provided below. If a vendor fails to follow a procedural step within the time limits provided, the protest/dispute is considered lapsed.

## **Pre Demand Claim Process:**

**Filing of written Vendor Asset Reconciliation Request (VARR)** – Any Primary installation or secondary vendor/contractor who believes they have asset(s) in their inventory based on the Live Asset Tracking Tool (LATT) that need to be reconciled should complete the VARR package completely. Based on the AT&T owner of the assets, the VARR package will need to be sent to either the Vendor Held Equipment (VHE) Support mailbox ([g43939@att.com](mailto:g43939@att.com)) for C&E RAN assets or the C&E ASG mailbox

([g44153@att.com](mailto:g44153@att.com)) for C&E ASG assets and received by either the Vendor Held Equipment Team or the C&E ASG Dispute Investigation Team for assets **not** in **LOST (LX)** status. The VARR package containing a completed Asset Detail Form, a complete history pulled from ETRAK of each asset being disputed and any evidence to support the vendor dispute will need to be sent to the following:

**C&E RAN Assets Only:** Send VARR pkg. to the Vendor Held Equipment (VHE) Support mailbox ([g43939@att.com](mailto:g43939@att.com))

**C&E ASG Assets Only:** Send VARR pkg. to the C&E ASG mailbox ([g44153@att.com](mailto:g44153@att.com)).

The VARR package must contain specific reasons for reconciliation request by the Vendor Held Equipment team:

- A precise statement of the relevant facts;
- An identification of the issue or issues to be resolved;
- **An argument in support of the protest;**
- Documentation to support the changes requested (photos, transactions history, copies of paperwork, etc.)

**Resolution of VARR** - Upon receipt of a timely, filed and properly documented VARR package, the VHE Team or the C&E ASG Dispute Investigation Team will review, investigate and provide feedback to the submitter of the VARR package within **10 business days** of receipt for the VARR package. The VHE tier 1 investigation team or the C&E ASG Dispute Investigation Team will review the VARR package and will issue feedback based upon the following:

- If the determination is that there is a Vendor scanning issue, the vendor will be advised on how to resolve the scanning issue.
- If the determination is that there is an AT&T scanning issue, the Vendor Held Equipment Team will work to get the asset reconciled.
- The VHE Tier 1 Investigation team or the C&E ASG Dispute Investigation Team will communicate the disposition of the VARR dispute claim with the VARR originator.

**NOTICE:** All results of asset investigation by either the VHE Tier 1 investigation team or the C&E ASG Dispute Investigation Team are final and will not be reviewed again. Thus it is imperative any VARR request is inclusive of all supporting evidence from the VARR originator.

### Post Demand Claim Process:

**Filing of written Vendor Asset Reconciliation Request (VARR)** – Any Primary installation or secondary vendor/contractor who have demand claims and would like to dispute the demand claims needs to complete the VARR package completely. The VARR package containing a completed Asset Detail Form, a complete history pulled from ETRAK of each asset being disputed and any evidence to support the vendor dispute will need to be sent to the following:

**C&E RAN Assets Only:** Send VARR pkg. to the C&E VMA Post Demand Claim Dispute mailbox ([g04466@att.com](mailto:g04466@att.com))

**C&E ASG Assets Only:** Send VARR pkg. to the C&E ASG mailbox ([g44153@att.com](mailto:g44153@att.com)).

All VARR pkgs. must be received by either the C&E VMA Post Demand Claim Dispute Investigation Team or the C&E ASG Dispute Investigation Team within **10 business days** of the issued claim date. The VARR package must contain specific reasons for reconciliation request by the Vendor Held Equipment team:

- A precise statement of the relevant facts;
- An identification of the issue or issues to be resolved;
- **An argument in support of the protest;**
- Documentation to support the changes requested (photos, transactions history, copies of paperwork, etc.)

**Resolution of VARR** - Upon receipt of a timely, filed and properly documented VARR package, the C&E VMA Post Demand Claim Dispute Investigation Team or C&E ASG Dispute Investigation Team will review, investigate and provide feedback to the submitter of the VARR package within **10 business days** of receipt for the VARR package. The C&E VMA Post Demand Claim Dispute Investigation Team or the C&E ASG Dispute Investigation Team will review the VARR package and will issue feedback based upon the following:

- If the determination is that there is a Vendor scanning issue, the demand claim will not change and the vendor will need to pay the demand claim as provided above.
- If the determination is that there is an AT&T scanning issue, the C&E VMA Post Demand Claim Dispute Investigation Team or C&E ASG Dispute Investigation Team, and SOX team (if SOX audit related) will work with Risk Management to get the Demand Claim reduced and/or cancelled appropriately. (Note: The specific Risk Management final disposition mailbox will be used for the investigated findings.)
- Risk Management will communicate the disposition of the VARR dispute claim with the VARR originator.

**NOTICE:** All results of asset investigation by the C&E VMA Post Demand Claim Dispute Investigation and C&E ASG Dispute Investigation Team for post demand claims are final and **will not** be reviewed again. Thus it is imperative that all VARR Requests are inclusive of all supporting evidence from the VARR originator.

ATTACHMENTS/LINK: [Vendor Asset Reconciliation Request Template](#)

For additional information regarding PRE and POST Demand Claims please see as follows:

- **Pre Demand Claims for C&E RAN Assets:** Email the Vendor Held Equipment Support mailbox at [g43939@att.com](mailto:g43939@att.com).
- **Post Demand Claims for C&E RAN Asset:** Email the C&E VMA Post Demand Claim Disputes mailbox at ([g04466@att.com](mailto:g04466@att.com))
- **Pre and Post Demand Claims for C&E ASG Assets:** Email the C&E ASG mailbox ([g44153@att.com](mailto:g44153@att.com)).