
To: Indiana Department of Workforce Development Employees

From: Indiana Department of Workforce Development (DWD)

Date: February 20, 2024

Subject: DWD Policy 2020-11, Change 2
Cell Phone Reimbursement for DWD Employees

Purpose

The purpose of this policy is to define the eligibility requirements, approval, and reimbursement processes for DWD employees receiving partial cell phone reimbursement.

Change Summary

This policy no longer references the internet reimbursement, as this program ended in 2021. The policy also specifies that employees must encrypt their messages when emailing their signed W-9 and the Automated Direct Deposit Authorization Agreement to EmployeeReimbursementRequest@dwd.in.gov. The policy notes that employees using their personal cell phones for work purposes must ensure that the device includes all necessary applications for safeguarding protected information as well.

Rescission

DWD Policy 2020-11, Change 1 *Interim Cell Phone and Internet Reimbursement for DWD Employees Policy*

References

- 2 CFR 200.216
- 2 CFR 200.471
- DWD Policy 2021-10, Change 2 *Safeguarding Protected Information and DWD User Accounts Management*

Content

DWD employees may need cell phones to perform their job duties when traveling, working remotely, or meeting other business needs. To defray a portion of the expenses related to cell phone services, DWD may provide a state issued cell phone or the employee may opt to utilize their personal mobile device for work-related purposes and receive a reimbursement of up to \$40.00 per month. Employees that are eligible for a reimbursement for work-related use of their personal phone will have **up to 60 days** to seek reimbursement from when payment is due (due date of bill).

This policy does not constitute a right or an entitlement to a state issued cell phone and/or reimbursement for cell phone services. DWD reserves the right to withdraw authorization for a state

issued cell phone and/or to discontinue reimbursements for personal cell phones at any time and for any reason.

Authorization

An employee must have prior approval from their formal supervisor on the **Cell Phone Reimbursement Authorization Form**¹ to receive a state issued cell phone and/or to be authorized for personal cell phone reimbursement. Qualifying justification for approval exists if there is a DWD defined business need as determined by the employee's formal supervisor or DWD leadership, if travel is a regular part of the employee's job duties, and/or if an employee is working remotely on a regularly scheduled basis.

Cell Phone

A cell phone is a portable communications device that allows the user to make/receive phone calls, send/receive text messages, and access the internet. Employees using a state issued or personal cell phone for work purposes shall:

- Provide the cell phone number (personal or state) to others for work purposes.
- Understand the device must be used for work such as work-related emails, text messages, and calls, with the exceptions of a personal cell phone when the employee is not scheduled to work.
- Ensure the device is locked to prevent unauthorized access when not in use.
- Understand that the Indiana Office of Technology (IOT) does not support personal cell phone devices (not owned by the State) and that it is the employee's responsibility to make sure the device functions properly for work purposes.
- Adhere to the Information Resources Use Agreement (IRUA).²
- Ensure that their personal device includes all necessary applications for safeguarding information.

Cell Phone Reimbursement Set Up

Once the employee has been authorized for reimbursement by their formal supervisor:

- I. Set up a vendor profile by completing the following forms:³
 - a. **IRS Form W-9**
 - i. Form must be printed and signed.
 - b. **Automated Direct Deposit Authorization Agreement (SF# 47551)**
 - i. Financial information can be completed by the employee.
 - ii. Form can be electronically signed.
 - c. Forms are located on the DWD Intranet: **Payroll & Procurement Home page**⁴> **Accounting> Accounts Payable tab.**
 - d. If you are unsure if you have already submitted the **W-9 and Direct Deposit Agreement**, please inquire by emailing, EmployeeReimbursementRequest@dwd.in.gov.

¹ See **Attachment A** of this policy for the Cell Phone Reimbursement Authorization Form.

² https://www.in.gov/iot/files/The_Information_Resources_Use_Agreement_.pdf.

³ If you are already set up to receive reimbursements, you do not need to complete the vendor profile again.

⁴ <https://www.in.gov/dwd/intranet/accounting-payroll-and-procurement-home/accounts-payable/>.

- II. Submit the signed **W-9 and the Automated Direct Deposit Authorization Agreement** via email to EmployeeReimbursementRequest@dwd.in.gov. These emails **must** be encrypted to abide by DWD's safeguarding information protocol.⁵
- III. Include a copy of the signed and dated **Cell Phone Reimbursement Authorization Form (Attachment A)**.
 - a. Form can be electronically signed.
 - b. This form requires **both** employee and formal supervisor signature.

Reimbursement Request

Once the vendor profile has been established:

- I. Submit copies of your monthly billing statements **within 60 days of the due date**.
- II. Submit a signed copy of the **Claim Voucher Form (SF# 11294)**.
 - a. Claim Voucher Form is located on the DWD Intranet in: **Payroll & Procurement Home page⁶> Accounting> Accounts Payable tab**.
 - b. This form requires **both** employee and formal supervisor signature.
- III. The employee's Supervisor should submit the above reimbursement documents via email to EmployeeReimbursementRequest@dwd.in.gov.

Action

All DWD staff must familiarize themselves with this guidance. Managers should ensure that their direct reports are aware of and understand this policy.

Effective Date

Immediately.

Ending Date

Upon rescission.

Attachments

- **Attachment A** – Cell Phone Reimbursement Authorization Form
- **Attachment B** – Cell Phone Reimbursement Frequently Asked Questions (FAQs)

Additional Information

Please direct all questions regarding this policy to EmployeeReimbursementRequest@dwd.in.gov.

⁵ DWD's *Safeguarding Protected Information and DWD User Accounts Management* policy.

⁶ <https://www.in.gov/dwd/intranet/accounting-payroll-and-procurement-home/accounts-payable/>.

Attachment A: Indiana Department of Workforce Development Cell Phone Reimbursement Authorization Form



Employee Name: _____

I would like to participate in the Cell Phone Reimbursement for DWD Employees Yes No

Before you can request reimbursement for your personal cell phone, you will need to return any State Issued cell phone and/or accessories to Management Services. Send completed and approved form to: EmployeeReimbursementRequest@dwd.in.gov.

Employee Signature: _____

Date (month, day, year): _____

Supervisor Name: _____

Signature of Supervisor: _____

Date (month, day, year): _____

Attachment B: Cell Phone Reimbursement Frequently Asked Questions

1. *When is the deadline to submit a cell phone reimbursement?*

- ❖ Reimbursement requests must be submitted within 60-days of the due date listed on the billing statement. Employees will not receive reimbursement for requests submitted after 60-days past the due date of the billing statement.

2. *My W9 and Direct Deposit Authorization are already on file since I receive a paycheck, do I need to complete these forms again?*

- ❖ Yes, employee reimbursements are processed in a different system than payroll, so employees must complete and return the W9 and Direct Deposit Authorization forms to have a vendor profile set up for employee reimbursement. Physical signatures and dates are required on these documents. No reimbursement can be processed until an employee has a vendor profile created in the payment system.

3. *What form do I need to complete to request a cell phone reimbursement?*

- ❖ Employees must fully complete the Claim—Voucher Form (SF 11294) to request reimbursement. The account number for cell phone is: **599211**. The Employee must sign the claim voucher form as the Vendor, and the Supervisor must sign as the Authorized Signature of Business Unit.

4. *What information needs to appear on my cell phone bills?*

- ❖ Employees must provide their entire cell phone bills, not just a portion. Statements must also include their address, current/paid balance, payment verification, service period, etc. The bill must also show that the employee has paid for the service to be reimbursed.

5. *What is the reimbursement amount for cell phone service?*

- ❖ Reimbursement is up to \$40.00 per month or the actual cost of the service if less than \$40.00. The cost of late payment or other fees will not be reimbursed.

6. *Do I need to provide my cell phone number for reimbursement?*

- ❖ Yes, employees requesting cell phone reimbursement must provide their cell phone number for verification on the statement.