Create Bills

Reference Manual

Leadership and Talent Development
www.umn.edu/ohr/training
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Bills Activities</td>
<td>1</td>
</tr>
<tr>
<td>Billing</td>
<td>2</td>
</tr>
<tr>
<td>The Billing Process</td>
<td>4</td>
</tr>
<tr>
<td>Roles and Responsibilities</td>
<td>5</td>
</tr>
<tr>
<td>Policies and Procedures</td>
<td>7</td>
</tr>
<tr>
<td>Tax Status</td>
<td>8</td>
</tr>
<tr>
<td>Customer Information</td>
<td>11</td>
</tr>
<tr>
<td>Requesting a New Customer</td>
<td>12</td>
</tr>
<tr>
<td>Types of Bills</td>
<td>13</td>
</tr>
<tr>
<td>Standard Billing Process</td>
<td>16</td>
</tr>
<tr>
<td>Sample Invoice Detail</td>
<td>35</td>
</tr>
<tr>
<td>Charge Code</td>
<td>36</td>
</tr>
<tr>
<td>Distribution Code</td>
<td>38</td>
</tr>
<tr>
<td>Special Billing</td>
<td>39</td>
</tr>
<tr>
<td>University of Minnesota Foundation Transfers</td>
<td>39</td>
</tr>
<tr>
<td>Sponsored Program Income</td>
<td>42</td>
</tr>
<tr>
<td>Other Types of Bills</td>
<td>47</td>
</tr>
<tr>
<td>Installment Bills</td>
<td>47</td>
</tr>
<tr>
<td>Recurring Bills</td>
<td>52</td>
</tr>
<tr>
<td>Create Invoice Adjustments</td>
<td>56</td>
</tr>
<tr>
<td>Copy a Bill</td>
<td>61</td>
</tr>
<tr>
<td>Attaching Supporting Documentation</td>
<td>63</td>
</tr>
<tr>
<td>Billing WorkCenter and Monitoring My Work</td>
<td>66</td>
</tr>
<tr>
<td>Searching</td>
<td>69</td>
</tr>
<tr>
<td>Review Billing Information</td>
<td>69</td>
</tr>
<tr>
<td>Invoices within Accounts Receivable</td>
<td>75</td>
</tr>
<tr>
<td>General Ledger</td>
<td>81</td>
</tr>
<tr>
<td>Reprinting Invoices</td>
<td>84</td>
</tr>
</tbody>
</table>
Create Bills Activities

The cluster activities, performed by a staff person with billing responsibilities, include:

- Request new customers or changes to existing customers
- Create standard bills
- Create installment and recurring bills
- Credit or rebill customers
Billing

Departments are responsible for accurate, timely billings to customers for nonsponsored receivables. These billings must be recorded in the University’s Enterprise Financial System (EFS) unless the department has received approval to use a different financial system. Departments should record receivables at the time the goods or services have been provided and not at the time the payment is received.

Persons or entities who owe the University money in exchange for products and/or services are set up as customers and billed using the create bills process. Each invoice has a number that can be viewed and tracked and that matches the customer with the products or services they bought.

When an invoice is generated, the financial system creates an associated revenue and Accounts Receivable (AR) entry. If the customer fails to pay the invoice, the revenue is effectively reversed through an offsetting accounting entry to bad debt expense.

Billable activity includes (but is not limited to):

- Department sales of goods or services
- Consulting services
- Agricultural sales
- Facility use agreements
- Use of laboratory or laboratory equipment
- Continuing education conferences
- Child care center fees
- Auxiliary enterprise sales
  - Housing
  - Food and beverage services including catering
  - Bookstores
- Internal Sales Organization (ISO) sales to customers that are NOT University departments
  - Graphic and printing services
  - Fleet services
  - Telecommunication services
  - Physics shop
  - U-Market Services
Billing (cont.)

- Academic affiliation and residency agreements
- Extension staff in county offices
- Contracts with individuals or organizations external to the University that require payments be made to the University (e.g., rent or lease agreements, licensing agreements)
- Sale of University equipment, fixtures, or supplies
- Requests for transfer of funds from one of the University’s foundations
- Sponsored program income

Departments, colleges, and administrative units should be aware of and follow the policies applicable to the sales they are conducting, including obtaining approval before the activity begins.
The Billing Process

The customer makes a purchase for which the University has extended credit.

The department provides information about the purchase to the cluster billing preparer.

The billing preparer creates a bill using the information provided by the department.

The system picks up the bill information and generates an invoice.

The invoice is printed in Accounts Receivable Services (AR Services) and mailed to the customer. The corresponding accounts receivable account is debited and corresponding revenue account is credited.

The customer makes a payment to the bank lockbox, via EFT or by credit card.

The bank deposits the payment and sends an electronic file of the transaction to the financial system.

The financial system applies the payment to the customer’s accounts receivable record and the corresponding accounts receivable account is credited.
Roles and Responsibilities

Initiator

Initiators are individuals who request or initiate an event that results in a financial transaction. They are responsible for conducting activities and events within the boundaries of compliance with University policies and procedures and funding agency restrictions. Initiators are department staff who complete the sale with the customer and/or communicate billing information to the billing preparer.

Preparer

Preparers are responsible for compliance with all university policies as well as department or collegiate policies. Other responsibilities include:

- Completing financial transactions in an appropriate and timely manner
- Ensuring confidentiality and accuracy

Activities that billing preparers are responsible for are:

- Requesting new customer accounts
- Requesting changes to existing customer accounts
- Creating customer invoices
- Entering credit or rebill invoices as necessary

Approver

An individual who reviews and approves accounting transactions to ensure compliance with University policies and procedures.

Fiscal Monitor

An individual who is responsible for interpretation and communication of all University policies as well as departmental or collegiate practices. Other responsibilities include:

- Monitoring activities
- Ensuring confidentiality and accuracy
- Ensuring that internal controls have been maintained

Principal Investigator / Project Manager

An individual who holds ultimate responsibility and accountability for the financial management of a sponsored project. Other responsibilities include:

- Ensuring confidentiality and accuracy
- Monitoring and enforcing compliance with University and department or college policies
Roles and Responsibilities (cont.)

Academic Head
An individual who holds ultimate responsibility and accountability for compliance with federal regulations and state laws, as well as University and departmental policies and procedures. Other responsibilities include:

• Reviewing internal controls to manage and minimize financial and compliance risk to the institution

Sponsored Financial Reporting (SFR)
Sponsored Financial Reporting is responsible for managing the external financial reporting and invoicing requirements of sponsored University research projects. SFR preparers are responsible for all billing activities related to sponsored projects (with the exception of some billing for sponsored program income).

Accounts Receivable (AR) Services
A department in the controller’s organization that is responsible for monitoring nonsponsored accounts receivable balances for all departments throughout the University. They are also responsible for:

• Creating and maintaining customer accounts
• Printing and mailing customer invoices
• AR account reconciliation
• Payment application
• Collections activities
• Billing-related customer correspondence
Policies and Procedures

The following policies and procedures can be found at www.policy.umn.edu:

- Code of Conduct Regents Policy
- Managing Billings to and Receivables from External Customers
- Selling Goods and Services to External Customers
- Procedure - Unrelated Business Income Tax Procedures, and Collecting and Remitting Minnesota Sales Tax on External Sales Transactions
- Managing Program Income Earned on Sponsored Accounts
### Tax Status

#### Obligation to Collect Minnesota State Sales Tax

Departments expecting to sell goods and/or services outside the University of Minnesota (including sales to individual students, faculty, and staff) have a legal obligation to collect Minnesota sales tax on taxable items. Consult the University Director of Tax or the External Sales Coordinator for guidance on whether the activity is taxable.

Departments do not need to collect tax if the purchaser can provide a Certificate of Tax Exempt Status OR if the sale is made outside the state of Minnesota and the property is shipped directly to the customer’s out-of-state location.

#### Tax Exempt Organizations

Most purchases by tax-exempt organizations (who have a valid exemption certificate [form ST3] on file with the University) are not subject to sales tax. It is important to determine a customer’s tax-exempt status in order to determine if taxes should be collected or not.

#### Tax Based on Location

Minnesota laws impose a sales tax rate based on the destination of the sale. If a buyer picks up an item at the seller’s location, the rate at the seller’s location applies. If the goods are shipped to another location in Minnesota, the rate at the shipped-to address applies. Because the ship-to location drives tax rates, it is critical to choose the correct customer location when generating a bill. If the items are shipped out of Minnesota, state sales tax does not apply. Contact the University Tax Management Office with questions before finalizing the bill. If changes are needed to the taxable status of the customer’s destination address, contact AR Services for assistance.

Again, because tax is determined by the location to which the product or service is shipped, it is critical that the customer’s taxing and shipping information on the bill is correct and that the correct customer location is selected.

#### Tax Status of Item/Activity

One additional piece of information is needed to determine whether tax is collected on a particular transaction or not—the tax status of the item being sold or activity being performed. There are items that are taxable depending on the customer’s tax-exempt status, items that are never taxed, and items that are always taxed regardless of the purchaser’s tax-exempt status.

**Tax Status of Item Activity**

Tax status of items and services are determined by statute. It is not very logical and can be complicated.
To determine if items are taxable or not, first review the University Tax Management Office website. Then, if additional clarification is needed, check the State of Minnesota website. If the tax status of item is still indeterminable, contact the University’s tax department.

1. Review information at tax.umn.edu.
2. If answer is not found, check www.tax.state.mn.us.
3. Email lingering questions to taxhelp@umn.edu.

Tax Status of Items

<table>
<thead>
<tr>
<th>Always Taxable</th>
<th>Taxable</th>
<th>Never Taxable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepared food – catering</td>
<td>Lab materials</td>
<td>Clothing for general use</td>
</tr>
<tr>
<td>Lodging</td>
<td>Telecommunication services</td>
<td>Items shipped outside of Minnesota</td>
</tr>
<tr>
<td>Mugs, paper, pens</td>
<td>Real estate rental/lease</td>
<td></td>
</tr>
<tr>
<td>Calendars</td>
<td>Medicines / drugs</td>
<td></td>
</tr>
<tr>
<td>Athletic equipment</td>
<td>Consulting services</td>
<td></td>
</tr>
<tr>
<td>Rental fees for equipment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tax Status Based on Customer Tax Status, Location, and Item Tax Status

To determine the tax status of the item, the following questions must be asked:

1. Is the customer tax exempt (either blanket or for a single item)?
   If so, is a fully completed ST3 on file?
2. Are the good or services being shipped to or occurring in Minnesota?
3. What is the tax status of the item?
Tax Status (cont.)

Use the chart below to determine whether or not tax needs to be collected:

<table>
<thead>
<tr>
<th>1 Customer tax status</th>
<th>2 Location</th>
<th>3 Tax status of Item</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Always Taxable</td>
</tr>
<tr>
<td>Tax Exempt</td>
<td>MN</td>
<td>TAX</td>
</tr>
<tr>
<td></td>
<td>Not MN</td>
<td>NO TAX</td>
</tr>
<tr>
<td>Not Tax Exempt</td>
<td>MN</td>
<td>TAX</td>
</tr>
<tr>
<td></td>
<td>Not MN</td>
<td>NO TAX</td>
</tr>
</tbody>
</table>

TAX: Collect tax on item sold.

NO TAX: Do not collect tax.

If the customer is not exempt and the location is in Minnesota, tax prevails.
Customer Information

Before a bill can be created in the system, the preparer should verify certain information about the customer. The first thing the preparer needs to verify is if a customer record exists. The customer record contains all general customer related information: name, address, contact information, and tax exempt status. The preparer needs to verify that the billing address, ship-to address, and contact name are available.

Since this is a centralized system, customer records are available to any and all departments throughout the university with the exception of customers that require specific privacy protection such as the Health Insurance Portability and Accountability Act (HIPAA).

One of the benefits of using a centralized system, is that duplication can be avoided and maintenance is minimized. To determine if a customer exists or needs to be created, the preparer should search by all possibilities of the customer’s name using the UM Maintain Customer Request page in EFS: Customers > Customer Information > UM Maintain Customer Request. For example, in the Name 1 field, change the “begins with” to “contains” for a more detailed search.

If the customer does not exist or if information needs to be updated, then the appropriate sections of the UM Maintain Customer Request page should be filled out in the Customer module by navigating to Customers > Customer Information > UM Maintain Customer Request. Once any customer addition or change is submitted, AR Services will verify that the customer or information does not already exist before creating it.
Requesting a New Customer

While maintaining the customer relationship is a departmental responsibility, maintaining the electronic customer record is a centralized responsibility. Centralized customer accounts allow the University to maintain a single customer record for shared customers, providing a more holistic view of sales and receivables.

Customer accounts will be created and maintained by AR Services. AR Services staff are expected to complete requests for new customers within 48 hours or provide the requester with the reasons why a customer cannot be added to the system, including:

- Incomplete information was provided.
- The customer is already in the system.

Customer accounts will be shared by all clusters and departments that are doing business with the customer. This will eliminate multiple accounts. Prior to requesting a new customer, a search should be conducted to determine if the customer is already in the system. Because a single customer can have more than one address, all customer locations should be reviewed.

Requests for new customers and changes to existing customers are completed using a Customer Maintenance Request which can be found in the EFS Customer Module. If the customer currently does not exist in the system, or if changes to an existing customer are deemed necessary, a Customer Maintenance Request should be completed.

Confidentiality

Billing preparers are provided access to customer credit and payment information because of the tasks they are required to perform in the financial system. Billing preparers have an obligation to keep this information confidential, use it for University business only, and not share it outside the context of their job.
## Types of Bills

### Standard Bill
A standard bill is a customer bill that is neither an installment nor a recurring bill; however, all bills initially are created as a standard bill and are changed to a nonstandard format once the bill is saved.

### Nonstandard Bill
Departments should refer their nonstandard billing needs to AR Services for assistance in determining how best to handle customer billing needs that may be out of the ordinary.

### Installment Bill
Installment bills invoice the customer in segments with the total due divided equally. The installment bill becomes, essentially, a template from which each subsequent bill is automatically generated on the specified dates.

- Each installment invoice includes the installment number, total number of installments, the installment amount due, and the total invoice amount. Taxes, if applicable, are applied to each installment amount.

- Installment schedules are predefined within the system (e.g., three equal monthly payments). The dates on which the customer will be billed (within the parameters of the schedule) are determined by the billing specialist.

### Recurring Bill
A recurring bill is one that is sent to a customer on a regular basis. For example, if a customer has contracted to use wind tunnel testing services for six months, a recurring bill can be sent once a month for six months. Having been set up once, subsequent bills will generate automatically on the specified dates.
### Types of Bills (cont.)

#### Sample Invoice

**University of Minnesota**

Please Remit To:
Regents of the University of Minnesota
NW 5960
PO Box 1450
Minneapolis MN 55445-5960

Bill To:
**ABC CORPORATION**
SUZY SMITH
100 MAIN ST
MINNEAPOLIS MN 55454-1075
UNITED STATES

**BILL TO CUSTOMER**
**BILL TO ADDRESS**

**INVOICE**

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit Amt</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Equipment Rental</td>
<td>2.00</td>
<td>HRS</td>
<td>500.00</td>
<td>1,000.00</td>
</tr>
<tr>
<td></td>
<td>June 16, 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rental of XYZ Machine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Consulting Services</td>
<td>2.00</td>
<td>HRS</td>
<td>100.00</td>
<td>200.00</td>
</tr>
<tr>
<td></td>
<td>June 16, 2015</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Consultation provided by Characterization Facility</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TAX CODE**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>77.75%</td>
</tr>
</tbody>
</table>

**Subtotal:**

1,200.00

**Total Taxes:**

77.75

**Amount Due:**

1,277.75 USD

---

**University of Minnesota Characterization Facility**

***TO PAY THIS INVOICE BY CREDIT CARD PLEASE GO TO WWW.PAY.UMN.EDU***

---

Please detach and return with payment.

**Invoice Date:** 07/09/2015
**Customer No:** 5030445
**Invoice:** 0260002053
**Amount Due:** 1,277.75

Amount Enclosed:

$  

---

**ABC CORPORATION**
**SUZY SMITH**
100 MAIN ST
MINNEAPOLIS MN 55454-1075
UNITED STATES

**Regents of the University of Minnesota**
NW 5960
PO Box 1450
Minneapolis MN 55445-5960

5030445 0260002053 000127775 0
This information is included on the back of the invoice (banking info omitted in this example).

**TERMS AND CONDITIONS**

Purchaser unconditionally agrees that all goods and/or services provided by the Regents of the University of Minnesota (University) are subject to the following terms and conditions, which are the sole and exclusive terms and conditions applicable to this Agreement unless a separate written agreement specifically approved by the University's Office of General Counsel applies. University objects to, and rejects, all other terms and conditions contained in any document provided by Customer at any time. Any handwritten changes to the terms shall be ignored and have no legal effect unless initialed by both parties. Customer agrees that any additional or different terms and conditions on its documents (acknowledgements, invoices, website, etc.) shall not be binding on University, notwithstanding any legend on such document.

WHILE THE SERVICES WILL BE PERFORMED IN A PROFESSIONAL MANNER, UNIVERSITY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AS TO ANY MATTER WHATSOEVER, INCLUDING WITHOUT LIMITATION THE WORK TO BE PERFORMED OR THE DELIVERABLES TO BE PROVIDED. IN NO EVENT SHALL UNIVERSITY BE LIABLE FOR ANY SPECIAL, INDIRECT (INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOST PROFITS, OR LOSS OF DATA), INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OF ANY KIND, RESULTING FROM WHATEVER CAUSE WHETHER IN AN ACTION UNDER THEORIES OF CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE WORK TO BE PERFORMED OR THE DELIVERABLES TO BE PROVIDED UNDER THIS AGREEMENT. IN NO EVENT SHALL UNIVERSITY'S TOTAL LIABILITY TO YOU FOR ANY AND ALL DIRECT DAMAGES EXCEED THE AMOUNTS PAID TO UNIVERSITY UNDER THIS AGREEMENT.

Applicable Law and Jurisdiction. Minnesota law, without regard to principles of conflict of laws, will govern these terms and conditions. Any dispute relating to this Agreement shall be heard in state court in Hennepin County, Minnesota and you consent to jurisdiction in such courts for this purpose.

Use of University Name. Use of University name, logos and other marks of the University, or of any University employee in any publicity, advertising, or news release without the prior written approval of an authorized representative of University is prohibited.

Payment for all goods and/or services shall be in accordance with the terms stated on the invoices. Payments are to be made in U.S. dollars. The University may charge interest on past due accounts at the highest rate permitted by law. A service charge of $30.00 will be assessed on any returned check.

Failure to comply with any terms of this provision shall constitute a default of this agreement and the University shall be entitled to rights and remedies provided by law including, but not limited to, reasonable attorneys’ fees and any collection costs incurred by the University in the recovery of any sums due from the Purchaser.

**REFERENCE INFORMATION**

| U OF MN FEDERAL TAX ID #: 41-6007513 | U OF MN DUNS #: 961532624 | U OF MN CAGE CODE: 5W8T3 |

**PAYMENT INFORMATION**

Remittance details and/or questions regarding payments can be sent via email to: arpaymnt@umn.edu.

All payments made via check should be sent to the lockbox address:
Regents of the University of Minnesota
NW 5960
PO Box 1450
Minneapolis, MN 55485-5960

State of MN agencies: Please direct payments to Vendor ID 0000197383, location 032.

**ELECTRONIC FUNDS TRANSFERS (EFT):**

All EFT payments should be made in US Dollars. Please include only the 10-digit invoice number in the addenda or Originator to Beneficiary Information section. For wires originating outside the US, please also indicate “all fees paid by remitter” in the addenda information.

**ACH PAYMENTS:** (Inside the US)

- **Bank Name:** Wells Fargo Bank Minnesota, N.A.
- **Bank Address:** 6th & Marquette Ave, Minneapolis, MN 55479
- **Account Name:** Regents of the University of Minnesota Non-Sponsored Accounts Receivable General Receipts & Federal Funds
- **ABA/RTN:**
- **Account Number:**

**WIRE PAYMENTS THROUGH CHIPS (Outside the US)**

- **Bank Name:** Wells Fargo International
- **Bank Address:** 45 Broadway 24th Floor, New York, NY 10006
- **Account Name:** Regents of the University of Minnesota Non-Sponsored Accounts Receivable General Receipts & Federal Funds
- **Chips ABA #:**
- **Chips UID:**
- **Account Number:**

**WIRE PAYMENTS THROUGH SWIFT (Outside the US)**

- **Bank Name:** Wells Fargo Bank Minnesota, N.A.
- **Bank Address:** 420 Montgomery St, San Francisco, CA 94104
- **Account Name:** Regents of the University of Minnesota Non-Sponsored Accounts Receivable General Receipts & Federal Funds
- **Swift BIC:**
- **ABA/RTN:**
- **Account Number:**
Standard Billing Process

All bills start as a standard bill and follow the process below.


2. Enter bill type identifier.
   • Nonsponsored or sponsored program income.

3. Enter bill source (cluster number).

4. Enter customer number.

5. Click <Add>:
   • **Header – Info 1** tab.
     ◦ Update to your biller ID (*Billing Specialist* field).
     ◦ Update the *Biller Inquiry Phone* to the phone number that should appear on the invoice.
     ◦ Change *Invoice Form* to “No Print” if bill should not print.
     ◦ Click <Next> in Page Series.
   
   • **Address Info** tab. Verify the correct billing contact and address are selected. Click <Next> in Page Series.

   • **Header – Order Info** tab.
     ◦ *PO Ref* – The purchase order number provided by the customer.
     ◦ *Order No* – The order number from the source system if applicable.
     ◦ *Order Date* – The date the order was placed.
     ◦ *Ship To* field with the customer number.
     ◦ *Ship Loc* with the location the goods are being shipped to or where the service is being performed.
     ◦ Click <Next> in Page Series.

   • **Header – Note** tab. Available to enter note regarding the entire bill. Click <Next> in Page Series.

   • **Line – Info 1** tab. Complete information on the item. Click <Next> in Page Series.
     ◦ *Identifier* – Select based on taxability of product.
Standard Billing Process (cont.)

- **Description** – Take out default. Enter meaningful description of product.
- **UOM** – Unit Of Measure
- **Qty** – Total number of units
- **Unit** – Price per unit
- **Gross Extended** – Auto-calculated

- **Line Note** tab. Enter additional detailed description regarding item. Click <Next> in Page Series.
- **Acctg-Rev Distribution.** Revenue distribution. Click <Next> in Page Series.

6. Change the bill status to “RDY” (ready to invoice).

7. Save the bill.

Bill is processed through an overnight batch, AR services prints and mails the invoice the next day. The item is posted to Accounts Receivable and the GL in the nightly batch.

**ADD A NEW VALUE**

Bills are started from the Add a New Value page.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Unit</td>
<td>Bills should always be created in the “UMN01” business unit. Additional business units that display in the lookup window are used in other modules.</td>
</tr>
</tbody>
</table>
Standard Billing Process (cont.)

Invoice Number  Defaults to “Next.” Do not change. The system will assign an invoice number when the bill is saved.

Bill Type Identifier  001 = Nonsponsored
002 (For use by Sponsored Financial Reporting only) = Sponsored
003 = Sponsored Program Income

Bill Source  Cluster performing the sale or receiving income.

Customer  Customer number.

HEADER – INFO 1
The header contains general bill information that will apply to the entire bill. Do not change any fields unless directed to do so.

The three fields that may need to be updated and should be reviewed are:

Billing Specialist  Billing preparer who is preparing the bill. Defaults from bill source. UPDATE THIS FIELD TO YOUR BILLER ID.

Bill Inquiry Phone  Enter the phone number that should appear on the invoice.

Invoice Form  The default form type (XMLPUB) for nonsponsored bills that will be sent to the customer. If the bill should NOT be sent to the customer the form “NO_PRINT” can be used so the invoice will not print and be mailed to the customer: This may be the case with credits or internal corrections. All other form types are only used by SFR to invoice project sponsors according to the sponsor’s invoicing requirements.
## Standard Billing Process (cont.)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>The status of a bill indicates where it is in its life cycle and what can be done to it. New bills default to a status of “New.” Other valid bill statuses are:</td>
</tr>
<tr>
<td></td>
<td>• <strong>CAN</strong> (canceled). A bill that has been manually canceled. A bill can be canceled if it is no longer necessary, and only if it has not been finalized. Once finalized, an adjustment bill must be entered.</td>
</tr>
<tr>
<td></td>
<td>• <strong>FNL</strong> (finalized). This is a system-generated status that indicates the bill has been processed successfully. Not currently used.</td>
</tr>
<tr>
<td></td>
<td>• <strong>HLD</strong> (hold). Manual status that can be used to identify bills needing further research.</td>
</tr>
<tr>
<td></td>
<td>• <strong>INV</strong> (invoiced). System-generated status that indicates the invoice has been processed.</td>
</tr>
<tr>
<td></td>
<td>• <strong>PND</strong> (pending). Manually-assigned status. Not currently used.</td>
</tr>
<tr>
<td></td>
<td>• <strong>RDY</strong> (ready). Manually-assigned status indicating the invoice is ready to be processed. An invoice must be in “Ready” status before it can be finalized, invoiced, or routed for approval.</td>
</tr>
<tr>
<td></td>
<td><em>Note: Bills in INV status cannot be changed.</em></td>
</tr>
<tr>
<td>Invoice Date</td>
<td>Leave blank. System-generated date that is the date the invoice was processed. Payment terms are calculated based on this date. For example, net 30 terms mean that full payment is due on the 30th day after the invoice date.</td>
</tr>
<tr>
<td>Type</td>
<td>Valid bill types are:</td>
</tr>
<tr>
<td></td>
<td>• 001 Standard nonsponsored – Used for all nonsponsored bills.</td>
</tr>
<tr>
<td></td>
<td>• 002 Standard sponsored – Used by SFR only.</td>
</tr>
<tr>
<td></td>
<td>• 003 Sponsored program income used to bill for program income related to a sponsored project.</td>
</tr>
<tr>
<td></td>
<td><em>Note: Once a type is selected, the following fields populate with system default values:</em></td>
</tr>
<tr>
<td></td>
<td>• Cycle ID         • Pay Method</td>
</tr>
<tr>
<td></td>
<td>• Invoice form     • Remit To</td>
</tr>
<tr>
<td></td>
<td>• Pay Terms        • Bank Account</td>
</tr>
<tr>
<td>Source</td>
<td>Bill source. Department or cluster that is billing the customer.</td>
</tr>
</tbody>
</table>
Standard Billing Process (cont.)

**Frequency**

*Once.* One-time bills that run on the daily bill cycle. Even if the customer purchases the same item on a recurring basis, unless a prior arrangement has been made to automatically and regularly bill the customer, a standard, daily bill cycle with a frequency of “once” is appropriate.

*Installment.* Bills for purchases that the customer will pay for over time in equal payments.

*Recurring.* If a customer purchases the same items on a recurring basis, a recurring bill can automatically send an invoice at specified intervals.

**Customer**

Customer being billed.

*Note: Once the customer is selected, the following fields populate with values from the customer record and should not be changed.*

- Sales
- Credit
- Collect

**Cycle ID**

The cycle ID specifies the billing cycle the bill should follow. The options are:

- *Daily* (default). Used for bills with a frequency of once.
- *Install.* Required before selecting installment frequency.
- *Recur.* Required before selecting recurring frequency.

**From Date/ To Date**

Used for deferred revenue only. Contact AR Services for specific instructions should the need arise.

**Pay Terms**

Defaults to the University’s standard net 30 terms. If alternate terms need to be selected (e.g., pay immediately, net 15, etc.), contact AR Services.

**Pay Method**

The standard, default University payment method is “CHK” (check). Do not change.

**Account**

Defaults to an AR account that will be debited until the payment is made. Do not change. Once the customer pays the invoice, the account is credited. The ChartField string used to specify where revenue is recorded is specified at the invoice line level.
### Standard Billing Process (cont.)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remit To</td>
<td>Defaults from the bill type and determines the remit to address that prints on the payment coupon. Do not change.</td>
</tr>
<tr>
<td>Bank Account</td>
<td>Defaults from the bill type and is the bank account in which the payment will be deposited. Do not change.</td>
</tr>
<tr>
<td>Accounting Date</td>
<td>Leave blank. This system-generated date will be populated once the bill is finalized.</td>
</tr>
<tr>
<td>Sales</td>
<td>Not used. A default value will populate this field.</td>
</tr>
<tr>
<td>Credit</td>
<td>Credit analyst assigned to the customer. Defaults from the customer record.</td>
</tr>
<tr>
<td>Collect</td>
<td>Central collector assigned to the customer. Defaults from the customer record.</td>
</tr>
<tr>
<td>Billing Authority</td>
<td>Not used.</td>
</tr>
<tr>
<td>&lt;Approvals&gt;</td>
<td>This link is only available on a credit or rebill. This link must be used to route a credit or rebill for approval once the invoice is in RDY status.</td>
</tr>
</tbody>
</table>
Standard Billing Process (cont.)

ADDRESS INFO

Verify that the person who should receive the bill is selected in the Attention To field and that the correct billing address is selected.

If changes are necessary, select the Attention To first and then the Location. If selected out of order, changes are overwritten.

### Field Name | Field Description
--- | ---
Attention To/Name | Contact ID and name of the person to whom the invoice should be addressed. If the desired contact name does not display for selection, complete the appropriate sections of the UM Maintain Customer Request page to have him or her added.
Location | Location number and associated address. Each customer address is associated with a location. If the desired location does not display for selection, complete the appropriate sections of the UM Maintain Customer Request page to have the location added.
# of Copies | If the customer requires multiple copies of an invoice, the number of copies may be changed here.
Invoice Media | Do not change. The default may appear as either “Print Copy” or “Email Invoice As Attachment.” This is a default from the customer contact record. Only AR Services would make this change to the customer’s record.
Standard Billing Process (cont.)

HEADER – ORDER INFO

This page is where the location to which the goods are shipped or the service is performed is identified. It will be used by the system to determine the tax rate that will be charged to the customer.

Think about the factors that determine the tax. It is a combination of the tax status of the customer, the location where the goods are shipped, or the services performed and the tax status of the item.

Also used to indicate purchase order number, order number, and order date.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Ref</td>
<td>The purchase order number provided by the customer. The PO Ref must be completed when a PO# has been supplied by the customer; neglecting to include it can result in the customer not paying the bill. Additionally, the PO# is a helpful search field that can be used to locate an invoice.</td>
</tr>
<tr>
<td>Order No</td>
<td>The order number from the source system if applicable.</td>
</tr>
<tr>
<td>Order Date</td>
<td>The date the order was placed.</td>
</tr>
<tr>
<td>Ship To</td>
<td>Enter the ship to customer number. The Ship To is the customer the goods are being shipped to or the location the services are being performed; it is not necessarily the same customer who is being billed.</td>
</tr>
</tbody>
</table>
Standard Billing Process (cont.)

Ship Loc
Select the location where the goods are being shipped or where the services are being performed. If a customer has multiple locations from which to choose, review the customer record to determine the correct location to use.

Note: If the product changes hands at a University address, select the University customer number (UMN0001) and the appropriate campus as the Ship Loc.

HEADER – NOTE
Header notes should pertain to the invoice as a whole, whereas line notes should be specific to a line. In some situations, header notes are required; in others, it is optional.

Required:

Credit/Rebill
A 5 Ws justification is included here and is copied automatically from the Adjustment Justification, on the Adjust Entire Bill page.

Optional:

EFT
If EFT identifying information is known when entering the bill, include the EFT payment information on the Header Note. Mark this as “Internal Only.”

Other Examples
• Your department name.
• Summary of all items on the bill (e.g., catering, services and materials are three separate line items that all relate to a CCE event on 6/28/2008). A summary of what the event was could be entered on the header note rather than on the line items.
## Field Name

### Field Description

#### Standard Note Flag
Do not use.

#### Std Note
Selectable list of standard notes. Notes are set up by AR Services.

#### Internal Only Flag
Indicates that the note is for internal informational purposes only and is not to print on customer documents.

#### Note Type
Do not use.

#### Note Text
Free form text up to 254 characters. This will appear in the lower left corner of the invoice detail.
**Standard Billing Process (cont.)**

**LINE – INFO 1**

The Line - Info 1 tab is where the specific information about what the customer purchased is entered. Each unique item is entered on a separate line.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line</td>
<td>Not used.</td>
</tr>
<tr>
<td>Table</td>
<td>Defaults to “ID.”</td>
</tr>
<tr>
<td>Identifier</td>
<td>Charge code. A charge code is a way to identify the item being sold. Three University default charge codes are: always taxable, nontaxable, and taxable. Refer to the Charge Code/Distribution Code section of this manual for more information.</td>
</tr>
<tr>
<td>Description</td>
<td>Description associated with the selected charge code. When one of the default codes is selected, overwrite the default with an applicable description of the item sold.</td>
</tr>
<tr>
<td>Qty</td>
<td>Number of units sold based on the unit of measure. For example, a case of 12 might be sold as 12 EA or 1 CS. The Qty, UOM, and Unit Price fields must be consistent.</td>
</tr>
<tr>
<td>UOM</td>
<td>Unit of measure. Unit in which the item was sold. For example, each (EA), hours (HR), Case (CS), Grams (G).</td>
</tr>
<tr>
<td><strong>Unit Price</strong></td>
<td>Price per unit of measure (UOM).</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>Line Type</strong></td>
<td>Type of item. The default is “REV” (revenue). Contact AR Services for directions on utilizing any other line type codes.</td>
</tr>
<tr>
<td><strong>From Date/ Through Date</strong></td>
<td>Used for deferred billing only. Contact AR Services for instructions should it become necessary to record deferred billing transactions.</td>
</tr>
<tr>
<td><strong>Tax Code</strong></td>
<td>The tax code will default based on the ship-to location and the tax group associated with the selected charge code. The tax code that defaults in should not be changed.</td>
</tr>
<tr>
<td><strong>Tax Exempt</strong></td>
<td>If the item is taxable default and the customer is tax exempt, this checkbox needs to be selected.</td>
</tr>
<tr>
<td><strong>Exempt Certificate</strong></td>
<td>If the item is taxable default and the customer is tax exempt, select the appropriate exemption certificate here. If a certificate is not listed, it is not on file and must be collected from the customer.</td>
</tr>
</tbody>
</table>
LINE – NOTE

Line notes can be used when the Description field does not allow sufficient room for the description. In some situations, additional information is required. Below are examples of when line notes are required:

**U of M Foundation Transfers**
The foundations fund number along with the reason for requesting money must be entered in the note text box. The reason must agree with the purpose of the foundations fund.

DO NOT identify the donor or the amount of the foundations fund as it is confidential information.

**Tax Charge Code Justification**
The description needs to be clear enough to justify the tax status. This will be used by the tax department and audits to determine if the correct tax charge code was selected.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Note Flag</td>
<td>Do not use.</td>
</tr>
<tr>
<td>Std Note Code</td>
<td>Selectable list of standard notes. Notes are set up by AR Services.</td>
</tr>
<tr>
<td>Internal Only Flag</td>
<td>Indicates that the note is for internal informational purposes only and is not to print on customer documents.</td>
</tr>
<tr>
<td>Note Type</td>
<td>Do not use.</td>
</tr>
<tr>
<td>Note Text</td>
<td>Free form text up to 254 characters. This will appear immediately under the line item information.</td>
</tr>
</tbody>
</table>
**Standard Billing Process (cont.)**

**ACCTG – REV DISTRIBUTION**

ChartField information is entered on the **Acctg – Rev Distribution** page unless a charge code associated with a ChartField string code has been used. Each line on the invoice can only have one distribution line.

![Image of the Acctg – Rev Distribution page]

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>Distribution code. A distribution code is a code for a particular combination of ChartField values. Using distribution codes minimizes the number of fields that need to be filled in and reduces the chance of errors. If the department has had AR Services set up a distribution code for the transaction, selecting the associated code will cause the rest of the required fields to populate with defaults.</td>
</tr>
<tr>
<td>Fund</td>
<td>(4 characters) Fund value for the distribution line.</td>
</tr>
<tr>
<td>DeptID</td>
<td>(5 characters) DeptID value for this distribution line.</td>
</tr>
<tr>
<td>Program</td>
<td>(5 characters) Program value for this distribution line. This field is required for nonsponsored accounts or for non-construction-in-progress projects.</td>
</tr>
<tr>
<td>Account</td>
<td>(6 characters) Account value for this distribution line. This value is required. Only revenue account values should be used.</td>
</tr>
<tr>
<td>Fin EmplID</td>
<td>(7 characters) Fin EmplID value for this distribution line. Fin EmplID uses an employee’s ID number. This is an optional field and is used when certain financial activities need to be tracked to an individual employee. It is required for certain program values.</td>
</tr>
</tbody>
</table>
Standard Billing Process (cont.)

**CF1**
(10 characters) CF1 value for this distribution line. This is a conditional, centrally defined field with centrally defined rule sets. Required for foundation bills.

**CF2**
(10 characters) CF2 value for this distribution line. This is an optional, user-defined field that is used by a college or a department.

**CS**
(2 characters) “CS” (cost share) is entered for all cost-share transactions when Program and Project values are both used. “CS” is the only value entered in this field.

**Percentage/Amount**
This is auto-populated and should not be overwritten.

**HEADER – INFO 2**

If the customer prepaid a portion of the amount due, the prepayment should be associated with the bill. Contact AR Services before using this functionality.

---

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Reference</td>
<td>Searchable payments from the customer may be selected and associated to the bill.</td>
</tr>
<tr>
<td>Accrue Unbilled</td>
<td>Defaults to selected. Do not change.</td>
</tr>
</tbody>
</table>
COURTESY COPY ADDR

Address information if the customer requires a one-time invoice copy sent to a different contact person or location. Contact names and locations must be in the system before they are available for selection on this screen. Contact AR Services if you plan to use this functionality.

Note: Do not change the Invoice Media or Language Code fields.
Standard Billing Process (cont.)

DISCOUNT/SURCHARGE

If the customer is being offered a discount (e.g., quantity or trade discount, special offer, etc.) or is being assessed a surcharge (e.g., special handling), it may be added on each line. Contact AR Services before using this functionality.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>Each discount must be assigned a level.</td>
</tr>
<tr>
<td></td>
<td>• Level 1 discounts/surcharges are applied to the gross extended amount.</td>
</tr>
<tr>
<td></td>
<td>• Level 2 discounts/surcharges are applied to the gross extended amount less any level 1 discounts or plus any level 1 surcharges.</td>
</tr>
<tr>
<td>Discount/Surcharge</td>
<td>Determine whether the amounts entered will be debited or credited.</td>
</tr>
<tr>
<td>ID</td>
<td>Discount/surcharge identifier. This is a way to identify the discount or surcharge being applied. Contact AR Services for assistance.</td>
</tr>
<tr>
<td>Account</td>
<td>Account to which the discount/surcharge is to be applied.</td>
</tr>
<tr>
<td>Description</td>
<td>Description of the discount or surcharge.</td>
</tr>
<tr>
<td>Pct/Amount</td>
<td>The discount or surcharge may be either a percent of the line total (e.g., 1%) or a specific dollar amount (e.g., $20.00).</td>
</tr>
</tbody>
</table>
VIEW OR PRINT A BILL

The status of the bill must be saved with a status of “RDY” for it to be ready for invoicing. A pro forma copy of a bill may be viewed or printed when the bill is in either “NEW” or “RDY.”

**Pro Forma Icon**

A pro forma invoice is a review copy of the final invoice. It does not generate an actual invoice, and therefore does not create a receivable in the financial system. A pro forma invoice may be printed to ensure that the final invoice will be correct. Pro forma invoices will display the words “Pro forma” and never should be sent to the customer. If the pro forma icon is clicked, the following message will appear.

**Invoice Icon**

Once a bill is in “RDY” status, the invoice icon will be visible. Clicking this icon will immediately process the bill and generate an invoice that may be printed on a local printer and mailed to the customer. University of Minnesota Foundation (UMF) transfers must be manually invoiced and printed (see the section of this manual on UMF for more information). This functionality should be used on an exception basis only.

*If an invoice is generated in this way, it is the department’s responsibility to ensure the invoice is mailed to the customer.*

Invoices generated in this manner will not be on the University’s pre-printed invoice form that includes a perforated payment coupon and invoice terms and conditions.

If the icon to manually create the invoice is clicked, the following message will appear. Click <OK> to finalize invoice or <Cancel> to return to page.
Note that if the customer/contact has been set up to receive their invoices via email, a PDF will not be displayed; the invoice will be emailed to the customer when the Invoice Icon is clicked.

Note that only a single click on the Pro Forma icon or the Invoice icon is required to view the bill/invoice.
Sample Invoice Detail

Here is an example of an incomplete bill. Notice that there is no phone number for billing questions and the line item description was not changed from the default value. On the Header – Info 1 page, the Bill Inquiry Phone should be updated with the phone number that should appear on the invoice and on the Line – Info 1 page, the Description should be updated so it describes the item sold.

INCOMPLETE BILL

+ No phone number.
+ Description is not sufficient.

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit</th>
<th>Unit Amt</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Non-Taxable Service</td>
<td>2.00</td>
<td>EA</td>
<td></td>
<td>243.00</td>
<td>490.00</td>
</tr>
</tbody>
</table>

Subtotal: 490.00

Amount Due: 490.00 USD

COMPLETE BILL

For billing questions, please call: 617-495-6814

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Unit</th>
<th>Unit Amt</th>
<th>Net Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Training Services</td>
<td>2.00</td>
<td>EA</td>
<td></td>
<td>243.00</td>
<td>490.00</td>
</tr>
</tbody>
</table>

Subtotal: 490.00

Amount Due: 490.00 USD
Charge Code

Charge codes are predefined bill parameters that default certain information into the bill. For example, the three default charge codes that may be selected from the Identifier field on the Line – Info 1 page are tied to a description and tax status. They are:

Always Taxable Items that are taxable regardless of the customer’s tax-exempt status.

Non-taxable Items that are never taxable.

Taxable Items that are taxable if the customer is not tax exempt.

When one of these codes is selected, the information will default into the bill, the applicable tax calculations will be performed, and the Tax Amount field will be populated accordingly.

Departments may request their own charge codes by contacting AR Services for frequently purchased goods or services. This will default basic information into the bill. Charge codes streamline the bill entry process by eliminating the need to enter information for items that are sold regularly. The benefit to these codes is that they reduce the amount of manual entry, reducing the time and potential for errors.

For example, if a department always sells the same item at the same price, a charge code can be set up to default the following fields into a bill:

- Price
- Unit of Measure
- Description
- Tax Group
- Distribution Code (optional)
TO VIEW EXISTING CHARGE CODES


Field Name | Field Description
--- | ---
Charge ID | The first three digits will be the cluster source code.
Effective Date | Date that this code will be used in the system.
Status | Active or inactive.
Unit of Measure | The unit of measure that this item is sold at. Defaults on the bill.
List Price | Price to appear on bill (optional).
Description | The description as it should appear on the bill.
Long Description | Internal description (does not appear on the bill).
Revenue Distribution Code | Code associated with a particular ChartField string (not required).
Revenue Recognition Basis | Invoice date. Accounts Receivable will recognize revenue based on the date the invoice is created.
Tax Group | Options are “Taxable,” “Always Taxable,” or “Non Taxable.” This field ensures that the correct tax is collected.
Distribution Code

A distribution code is a code associated with a particular ChartField string. For example, if the same Fund, DeptID, Program, and Account are used often, a code can be set up to pull the appropriate fields into the ChartField string.

If the distribution information is the same each time for specific goods/services, a distribution code may be associated with the charge code so that the ChartField string defaults into the bill as well.

Charge codes and distribution codes are requested by contacting AR Services.

TO VIEW DISTRIBUTION CODES

Navigate to: Setup Financials Supply Chain > Common Definitions > Distribution Accounting > Distribution Code.
Special Billing: University of Minnesota Foundation Transfers

When requesting a transfer of funds from the University of Minnesota Foundation (UMF), there are specific steps and requirements that need to be followed.

**Overall Procedure**

1. The charge code “000-Foundation” needs to be selected.
2. The line item Note will need to include:
   a. Fund number
   b. Reason for requesting funds
3. The bill needs to be manually invoiced and printed.
4. Signatures will need to be received on the bill.
5. Bill will be faxed/mailed or emailed to the Foundation.

**Step by Step Procedure to Create a UMF Invoice**

2. On the Add a New Value tab, enter the following:
   a. *Business Unit* = UMN01
   b. *Bill Type Identifier* = 001
   c. *Bill Source* = your college/cluster code
   d. *Customer* = 5000001
   e. Click <Add>.
3. On the Header – Info 1 page:
   a. Double-check the *Bill Inquiry Phone* and *Billing Specialist* fields.
   b. Click <Next>.
4. On the Address Info page:
   a. No changes should be needed. Click <Next>.
5. On the Header – Order Info page, enter the following:
   a. *Ship To* = 5000001
   b. *Ship Loc* = 1
   c. Click <Next>. 
Special Billing: University of Minnesota Foundation Transfers (cont.)

6. On the Header – Note page:
   a. Special instructions to the Foundation should be entered here.

7. On the Line – Info 1 page, enter the following:
   a. Identifier = 000-FOUNDATION (If you click <Search>, this should be the second from the top. This will populate “Foundation Transfer to Univ” in the Description field.)
   b. Qty = 1
   c. Unit Price = $ amount to transfer
   d. Click <Next>.

8. On the Line – Note page, enter the following:
   a. Note Text = description of the request and the foundation Fund number. Should not include name of donor, as that is confidential information.
   b. Click <Next>.

9. On the Acctg – Rev Distribution page, enter the following:
   a. Fund = 1701
   b. DeptID = college DeptID
   c. Program = required, depends on how the college chart of accounts is set up
   d. Account = 540101
   e. Fin EmplID = optional, depends on how the college chart of accounts is set up; may be required depending on Program selected
   f. CF1 = required, look up UMF Fund formatted UMF00nnnnn (the last 5 digits are the Foundation’s fund number)
   g. CF2 = optional, depends on how the college chart of accounts is set up
   h. Amount = fills in automatically
   i. Disregard all other fields. Click <Next>.
10. On the **Header – Info 1** page, enter the following:
   a.  *Status* = change to “RDY” (Ready)
   b. Click <Save>.

11. Click on the invoice icon to create the invoice.

12. Print the invoice and receive signatures. If multiple funds are included, all required signers must sign.

13. Email or fax invoice to the Foundation.
Special Billing: Sponsored Program Income

Program income is gross income earned by the recipient that is directly generated by a sponsored activity or earned as a result of the award. Examples of program income include:

- income generated from the use, or rental of equipment purchased or fabricated with project funds during the project period
- proceeds from the sale of excess supplies or equipment purchased or fabricated with project funds during the project period
- proceeds from the sale of software, CDs, or publications during the project period
- income from the sale of research materials such as animal models during the project period
- fees from participants at conferences or symposia during the project period
- sales of products with an accompanying material transfer agreement during the project period
- royalties from patents and copyrights [see special situations]
- income from fees for service performed or use of resources such as laboratory tests during the project period

Program income does not include for example:

- patient care credits
- interest earned on advances of federal funds
- credits, discounts, rebates

PROCEDURES TO ENTER BILLS FOR SPONSORED PROGRAM INCOME

When program income is generated, the department administrator documents the activity that generated the income and instructs the buyer where to send the revenue. The preferred method is to create a bill in the financial system using the steps outlined below.

The billing information must be forwarded to the billing specialist in the respective cluster. The billing specialist will enter the Program Income bill into the financial system to create a receivable. The revenue distribution is the Program Income holding account. Once the information is entered in the system, a bill is printed and sent. Payments are directed to the bank lockbox and processed centrally.

Sponsored Financial Reporting (SFR) accountants monitor the Sponsored Unapplied Program Income Account via oversight report. When the program income appears on the report, they review the award's terms and conditions to determine whether the program income is reportable or not.
Special Billing: Sponsored Program Income (cont.)

SUMMARY OF PROCESS DIFFERENCES

1. Bill Type Identifier must be 003.

2. Account value must be 220205.

3. From the Navigation drop-down menu in the lower right portion of the page, select ”Header – Project Info.”
   a. PC Bus Unit = UMSPR
   b. Project = Project ID
   c. Activity = 1
   d. Analysis Type = BIL

STEP-BY-STEP PROCEDURE TO CREATE EFS INVOICE CONTAINING SPONSORED PROGRAM INCOME:


2. On the Add a New Value tab, enter the following:
   a. Business Unit = UMN01
   b. Bill Type Identifier = 003 – Sponsored Program Income
   c. Bill Source = your college/cluster code
   d. Customer = customer ID
   e. Click <Add>.

3. Header – Info 1 page
   a. Double check the Bill Inquiry Phone and Billing Specialist fields.
   b. Click <Next>.

4. Address Info page
   a. Check for correct Attention To (contact) and Bill-To Location. If not correct, select correct values.
   b. Click <Next>.

Special Billing: Sponsored Program Income (cont.)

5. Header – Order Info page – enter the following:
   a. *Ship To* = ship-to customer ID
   b. *Ship Loc* = ship-to location
   c. Click <Next>.

6. Header – Note page
   a. Enter header notes as needed.
   b. Click <Next>.

7. Line – Info 1 page – enter the following:
   a. Select identifier (charge code).
   b. *Description*
   c. *Qty*
   d. *Unit Price*
   e. Check tax codes.
   f. Click <Next>.

8. Line – Note page
   a. Enter line notes as needed.
   b. Click <Next>.

9. Acctg – Rev Distribution page – enter the following:
   a. *Fund* = fund associated with sponsored project
   b. *DeptID* = college dept ID associated with sponsored project
   c. *Program* = leave blank
   d. *Project* = 8-digit Project ID number
Special Billing: Sponsored Program Income (cont.)

e. Account = 220205

f. FinEmplID = leave blank

g. Chartfield 1 = leave blank

h. Chartfield 2 = leave blank

i. Amount = fills in automatically

j. Disregard all other fields. Click <Next>.

10. Repeat steps 7-9 for each additional bill line.

11. From the Navigation drop-down menu in the lower right portion of the page, select Header – Project Info.

a. PC Bus Unit = UMSPR

b. Project = Project ID

c. Activity = 1

d. Analysis Type = BIL

e. Click <Next> or click Header – Info 1 tab.
12. **Header – Info 1** page – enter the following:

   a. *Status* = change to “RDY” (Ready)

   b. Click <Save>.

The invoice will process and post to the ledger during the nightly batch process. Invoices will be printed and mailed centrally. When the payment is received from the customer it will be matched and applied to the invoice.
Other Types of Bills: Installment Bills

Installment bills invoice the customer in segments with the total due divided equally. The installment bill essentially becomes a template from which each subsequent bill is automatically generated on the specified dates.

Each installment invoice includes the installment number, total number of installments, installment amount due, and total invoice amount. Taxes, if applicable, are applied to each installment amount.

Installment schedules are predefined within the system (e.g., three equal monthly payments). The dates on which the customer will be billed within the parameters of the schedule are determined by the billing department.

**Process**

2. Click <Save>.
3. Change Cycle ID to “INSTALL.”
4. Change Frequency to “Installment.”
5. Click <Save>.
6. Click <Installment Bill Schedule>.
7. Select CUSTOM installment plan on the Installment Bill Terms tab.
8. Select the Installment Bill Schedule tab to set up schedule.
9. Enter Installment Number.
10. Enter Generate Date. (This is the date the first bill will be sent.)
11. Enter Installment Amount. Continue to add rows by clicking <+> on the last line entered to complete schedule.
12. Select the Installment Billing Schedule 2 tab.
13. Enter Invoice Date (typically the same as the generate date).
14. Click <Save>.
15. Click <Return to Bill Entry>.
16. Change Status to “RDY” (ready to invoice) and click <Save>.
Other Types of Bills: Installment Bills (cont.)

HEADER – INFO 1

After creating a standard bill, return to the Header – Info 1 page and change the Cycle ID and Frequency fields appropriately.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle ID</td>
<td>Change to “INSTALL.”</td>
</tr>
<tr>
<td>Frequency</td>
<td>Change to “Installment.”</td>
</tr>
<tr>
<td>Installment Bill</td>
<td>Opens the installment billing pages.</td>
</tr>
<tr>
<td>Schedule</td>
<td></td>
</tr>
</tbody>
</table>
INSTALLMENT BILL TERMS

Since installment plans vary by department, a “CUSTOM” plan is typically used so the billing specialist can customize the schedule based on their customer/department requirements. If a customer/department has a specific installment plan that is used consistently, contact AR Services to have that plan set up in EFS.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installment Plan</td>
<td>Select CUSTOM installment plans.</td>
</tr>
<tr>
<td>Charge</td>
<td>Not being used.</td>
</tr>
<tr>
<td>Identifier</td>
<td>Not being used.</td>
</tr>
</tbody>
</table>
Other Types of Bills: Installment Bills (cont.)

INSTALLMENT BILL SCHEDULE

The scheduled bill dates are generated on this page.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>Blank.</td>
</tr>
<tr>
<td>Number</td>
<td>Installment number, sequential (e.g., installment 1, 2, 3, 4).</td>
</tr>
<tr>
<td>Generate Date</td>
<td>Date the system will generate the invoice.</td>
</tr>
<tr>
<td>Invoice</td>
<td>Invoice number will display as “NEXT.” The invoice number is assigned once the invoice is generated.</td>
</tr>
<tr>
<td>Installment Amount</td>
<td>Amount of each installment invoice.</td>
</tr>
<tr>
<td>Service Charge Amount</td>
<td>Do not use.</td>
</tr>
</tbody>
</table>
Other Types of Bills: Installment Bills (cont.)

INSTALLMENT BILLING SCHEDULE 2 TAB

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice Date</td>
<td>Date of invoice (typically the same as generate date.)</td>
</tr>
<tr>
<td>All other fields</td>
<td>blank.</td>
</tr>
</tbody>
</table>

HEADER INFO 1

Once the installment schedule has been set up and the bill saved, the status must be changed to “RDY” (ready) so the bill may be picked up by the nightly processes. The first bill will not be generated until the generate date identified.
Other Types of Bills: Recurring Bills

A recurring bill is an invoice that is sent to a customer for purchases or services that are consumed on a regular basis, e.g., rent or an automatic shipment of goods. The recurring bill essentially becomes a template from which subsequent bills will generate automatically on the specified dates.

**Process**

2. Click <Save>.
3. Change Cycle ID to “RECUR” (recurring bill cycle).
4. Change Frequency to “Recurring.”
5. Click <Save>.
6. Click the <Recurring Bill Schedule> link.

For monthly schedules:

7. Enter start and end dates.
8. Generate the bill schedule by clicking the <Generate> icon. This will generate monthly schedules from the start date to the end date.
9. Enter Bill From and To dates (if applicable). This will appear on invoice.
10. Invoice: Leave as NEXT.
11. Click <Save>.
12. Return to Bill Entry.
13. Change Status to “RDY” and click <Save>.

OR, for schedules other than monthly:

Complete steps 1-6, above.

7. Enter Generate Date.
8. Enter Invoice Date (typically the same as Generate Date).
9. Invoice: Leave as NEXT.
10. Enter Bill From and To dates (if applicable). This will appear on invoice.
11. Add additional schedules by clicking <+> on the last record.
12. Click <Save>.
13. Return to Bill Entry.
14. Change Status to “RDY” and click <Save>.
Other Types of Bills: Recurring Bills (cont.)

HEADER – INFO 1

After creating a standard bill, return to the Header – Info 1 page and change the Cycle ID and Frequency fields appropriately.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle ID</td>
<td>Change to “RECUR.”</td>
</tr>
<tr>
<td>Frequency</td>
<td>Change to “Recurring.”</td>
</tr>
<tr>
<td>Recurring Bill Schedule</td>
<td>Opens the bill schedule pages.</td>
</tr>
</tbody>
</table>
Other Types of Bills: Recurring Bills (cont.)

RECURRING BILL SCHEDULE

If the recurring schedule is monthly, the scheduled bill dates are generated on this page by using the Generate Rev.Rec Schedule Icon. If the schedule is not monthly, the schedule should be entered manually.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>First date on which an invoice should be generated.</td>
</tr>
<tr>
<td>End Date</td>
<td>Last date on which an invoice should be generated.</td>
</tr>
<tr>
<td>Pre-Assign Invoice Numbers</td>
<td>Do not use. The system will assign invoice numbers on a next-available-number basis.</td>
</tr>
<tr>
<td>Use Header Invoice Dates for Lines</td>
<td>Do not use. The system will use the dates from the bill template.</td>
</tr>
<tr>
<td>Generate Rev.Rec. Schedule</td>
<td>Generates the bill schedule monthly based on the start and end dates. Regenerates the recurring bill schedule if the start or end dates change.</td>
</tr>
<tr>
<td>Generate Recur Bill Schedule</td>
<td>The system calculates the number of monthly invoices that need to be sent during the period covered by the start and end dates.</td>
</tr>
<tr>
<td>Bill Header From Date/To Date</td>
<td>The date ranges covered by each invoice displays in the Bill Header From Date and To Date fields. These dates display on the invoice. The invoice number is assigned once the invoice is generated and displays as “NEXT” until then. If the schedule is not monthly, enter generate date and invoice date. Click &lt;+&gt; on the last record to add additional rows to the schedule.</td>
</tr>
</tbody>
</table>
Other Types of Bills: Recurring Bills (cont.)

HEADER – INFO 1

Once the recurring bill schedule has been generated and the bill saved, the status must be changed to “RDY” (ready) so the bill may be picked up by the nightly processes. The first bill will not be generated until the start date identified.
Create Invoice Adjustments

There may be situations in which the transaction that was originally billed to the customer has errors. For example, a customer was billed for ten hours of service, when only eight were performed. In such instances, a credit would need to be issued. It is policy that in all situations where a change to an existing bill needs to occur, the entire original invoice needs to be credited and a new bill (or a rebill) would be processed that includes the correction.

Credit Only

Credit adjustments should be created for issues related to goods or services only and should be for balances due. Adjustments related to payment issues (i.e., write-offs) should be handled by an AR Services credit analyst only. However, the credit analyst may ask the billing preparer to evaluate the issue to determine if a credit memo is appropriate.

Credit and Rebill

Customer invoices that are in error (e.g., incorrect pricing) or need to be partially credited (e.g., returned or damaged merchandise) should be credited in their entirety and rebilled with the corrected/updated information. Doing this instead of crediting only a single line on an invoice keeps the transaction together and corrects it as a whole.

A credit effectively nets the first invoice to zero. Consequently, an original invoice can only be credited once. The new, adjustment invoice (rebill) becomes the customer’s accounts payable amount.

Chartstring Correction

Invoices that are in error due to incorrect Chartstrings should be credited in their entirety and rebilled with the corrected Chartstring. This procedure should be followed regardless if the original invoice has been paid.

Justification: Adjustment Justification on credit memos is mandatory and should explain the reason for the credit and who authorized it (5 Ws). Adjustments will be closely monitored to ensure that they are adequately documented and justified.

Credit, Credit and Rebill, and Chartstring Correction are the three actions that can be selected from the Adjust Entire Bill page. All three actions will require an Adjustment Justification which will automatically be added as an internal header note on the credit and rebill invoices. All adjustments require an approval.
Create Invoice Adjustments (cont.)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Bill Adjustment Action</td>
<td>Defaults to “No Bill Action.” Selections are:</td>
</tr>
<tr>
<td></td>
<td>• Chartstring Correction. Generates both a credit bill and a rebill bill.</td>
</tr>
<tr>
<td></td>
<td>• Credit and Rebill. Generates both a credit bill and a rebill bill.</td>
</tr>
<tr>
<td></td>
<td>• Credit Entire Bill. Generates only a credit bill.</td>
</tr>
<tr>
<td>Rebill/Default Action</td>
<td>Must be left as it defaults to “Retain Original Invoice Value.”</td>
</tr>
<tr>
<td>Adjustment Justification</td>
<td>An adjustment justification for the credit must be entered (5Ws - Who, What, Where, When, Why).</td>
</tr>
<tr>
<td>Adjustment Reason</td>
<td>A reason must be selected from the drop-down menu.</td>
</tr>
<tr>
<td>Credit Bill</td>
<td>Once the page is saved, a credit bill is generated and the invoice number displays.</td>
</tr>
<tr>
<td>Rebill Bill</td>
<td>Once the page is saved, and if “Credit and Rebill” or “Chartstring Correction” is selected, a rebill is generated and the invoice number displays.</td>
</tr>
<tr>
<td>Header – Info 1</td>
<td>Once the credit bill and a rebill bill is generated, this link is active. When the link is clicked, the bill opens in a new window.</td>
</tr>
<tr>
<td></td>
<td>• Credit Bill. A copy of the original invoice with credits and debits reversed is generated.</td>
</tr>
<tr>
<td></td>
<td>• Rebill Bill. An exact copy of the original bill is generated. Adjust the bill details as appropriate.</td>
</tr>
</tbody>
</table>
Create Invoice Adjustments (cont.)

Credit, Credit and Rebill, and Chartstring Correction are the three actions that can be selected from the Adjust Entire Bill page. All three actions will require an Adjustment Justification which will automatically be added as an internal header note on the credit and rebill invoices. All three actions also require an Adjustment Reason to be selected.

**CREDIT ENTIRE BILL**

This action will reverse the original invoice; it is a credit only. Use this action if the original invoice was billed in error and it will not be rebilled. For example, if the original invoice was a duplicate.

Navigate to Billing > Maintain Bills > Adjust Entire Bill.

1. Locate the bill to be credited.
2. Select “Credit Entire Bill” from Bill Adjustment Action.
3. Enter the justification of the credit (5 Ws) in the Adjustment Justification field.
4. Select the Adjustment Reason.
5. Click <Save>.
6. Click the <Header Info1> link for the Credit Bill on the Adjust Entire Bill page. The Credit Bill opens in the “RDY” status.
7. Change Invoice Form to “NO_PRINT” if you do NOT want Credit Bill mailed to customer. Click <Save>.
8. Click the <Attachment> link to attach supporting documentation.
9. Upload supporting documentation, click <Save>, and close the Supporting Documentation window.
10. Click the <Approvals> link on the Header – Info 1 page.
11. Enter any additional comments as needed.
12. Click <Submit for Approval>. Click <OK> on the message that the invoice has been submitted for approval.
13. The system automatically routes the transaction to the primary approver(s) associated with the DeptIDs used in the distribution lines.
CREDIT AND REBILL

This action will reverse the original invoice and create a new invoice that can be corrected. Use this action if information on the original invoice was incorrect and the customer will be rebilled with the new information. For example, the amount was wrong on the original invoice, and the customer will be sent a new invoice with the corrected amount.

Navigate to Billing > Maintain Bills > Adjust Entire Bill.

1. Locate the bill to be credited and rebilled.
2. Select “Credit and Rebill” from Bill Adjustment Action.
3. Rebill/Default Action should be left as it defaults to “Retain Original Invoice Value.”
4. Enter the justification of the credit (5 Ws) in the Adjustment Justification field.
5. Select the Adjustment Reason.
6. Click <Save>.
7. Click the <Header – Info 1> link for the Credit Bill on the Adjust Entire Bill page.
8. Change Invoice Form to “NO_PRINT” if you do NOT want the Credit Bill mailed to customer. Click <Save>.
9. Click the <Attachment> link to attach supporting documentation.
10. Upload supporting documentation, click <Save>, and close the Supporting Documentation window.
11. Click the <Approvals> link on the Header – Info 1 page.
12. Enter any additional comments as needed.
13. Click <Submit for Approval>.
14. The system automatically routes the transaction to the primary approver(s) associated with the DeptIDs used in the distribution lines.
15. Close the Credit Invoice window.
16. Click the <Header – Info 1> link for the Rebill Bill on the Adjust Entire Bill page.
17. Make necessary corrections.
18. Change status to “RDY” and Click <Save>.
19. Click the <Approvals> link on the Header – Info 1 page.
20. Enter any additional comments as needed.
21. Click <Submit for Approval>.
22. The system automatically routes the transaction to the primary approver(s) associated with the DeptIDs used in the distribution lines.
Create Invoice Adjustments (cont.)

CHARTSTRING CORRECTION

This action will correct errors to chartstrings on the original bill by crediting the incorrectly used chartstring and creating a new bill where the correct chartstring can be entered. Both bills default to “No Print.”

Navigate to Billing > Maintain Bills > Adjust Entire Bill.

1. Locate the bill to be credited and rebilled.
2. Select “Chartstring Correction” from Bill Adjustment Action.
3. Rebill/Default Action should be left as it defaults to “Retain Original Invoice Value.”
4. Enter the justification of the credit (5 Ws) in the Adjustment Justification field.
5. Select the Adjustment Reason.
6. Click <Save>.
7. Click the <Header – Info1> link for the Credit Bill on the Adjust Entire Bill page.
8. Click the <Attachment> link to attach supporting documentation.
9. Upload supporting documentation, click <Save>, and close the Supporting Documentation window.
10. Click the <Approvals> link on the Header – Info 1 page.
11. Enter any additional comments as needed.
12. Click <Submit for Approval>.
13. The system automatically routes the transaction to the primary approver(s) associated with the DeptIDs used in the distribution lines.
14. Close the Credit Invoice window.
15. Click the <Acctg – Rev Distribution> link for the Rebill on the Adjust Entire Bill page.
16. Make necessary corrections to the chartstring(s).
17. Change the bill status to “RDY” on the Header – Info 1 tab.
18. Click <Save>.
19. Click the <Approvals> link on the Header – Info 1 page.
20. Enter any additional comments as needed.
21. Click <Submit for Approval>.
22. The system automatically routes the transaction to the primary approver(s) associated with the DeptIDs used in the distribution lines.
If a customer makes substantially similar purchases, that are not on a recurring schedule, copying a previous bill can save time.

Navigate to: Billing > Maintain Bills > Copy Single Bill > Find an Existing Value.

1. Search for and select the bill to copy.
2. Select bill action of “Copy Bill.”
3. Click <Save>.
4. Click <Go to Bill Header–Gen Info>.
5. Make changes as appropriate.
6. Click <Save>.
7. Change status to “RDY.”
Copy a Bill (cont.)

COPY SINGLE BILL

The University's invoice numbers always begin with the bill source. Because customers are shared across University departments, a combination of the bill source and the customer search fields will bring up the most accurate results. Click anywhere on the invoice line to open the Copy Single Bill page.

The selected invoice defaults into this page and will be copied as a new bill when the copy bill action is selected and saved.

Field Name                      Field Description
Select Bill Action
• No Bill Action. Default status.
• Copy Bill. Makes an exact copy of the selected bill.

Copy Bill
Until saved, the copy bill number is “NEXT.”

Once saved, the new bill number displays and the bill may be accessed.

Field Name                      Field Description
Copy Bill
The new bill number.

Go to Bill Header–Gen Info
Opens the new bill so necessary changes can be made and the status can be changed to “RDY.”
Attaching Supporting Documentation

EFS Billing has the functionality to attach Supporting Documentation to invoices. There are two types of attachments:

**Internal Only Attachments**
Internal Only Attachments are used when documentation should be stored with the invoice for future reference or audit purposes. For example, it may be beneficial to store the original PO or Contract with the invoice. Further, if there is other documentation that provides support for a specific invoice (e.g., emails), it is useful to store that information electronically with the invoice. Internal Only Attachments do not print with the invoice and are not mailed to the customer.

**External Attachments**
External Attachments should be used if the customer requires additional information to support the invoice. By attaching External Supporting Documentation to the invoice, it will automatically be printed, collated, and mailed with the invoice to the customer by Accounts Receivables Services.

**DOCUMENT REQUIREMENTS**

<table>
<thead>
<tr>
<th>Internal Attachment Document Requirements</th>
<th>External Attachment Document Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are no special requirements for the type of document that can be used for Internal Attachments. Any size document in any format (e.g., Word, Excel) can be attached.</td>
<td>Because external attachments are printed, collated and mailed with the invoice, the file requirements for the type of document that can be uploaded are very specific. The size of the supporting document(s) must be 8.5 x 11. The document must also be in a PDF format. Please note, that if the PDF is “secured/password protected” the file will attach, but blank pages will print with the invoice.</td>
</tr>
</tbody>
</table>

If the attachment is not in a format that will print correctly with EFS invoices, the user will receive an error when they save the uploaded attachment that states “the attachment must be in a supported PDF format if it is marked for external use.” The user will have to either mark the attachment as Internal Only or delete the attachment.
Atteching Supporting Documentation (cont.)

ATTACHMENT PROCEDURES

1. Navigate to Billing > Maintain Bills > Standard Billing

2. Enter bill as usual.

3. Click <Save>.

4. Click <Attachment>.

5. The Attachment page will be displayed with the Internal Only checkbox checked. If you are uploading an external attachment that should be printed and mailed with the invoice, uncheck the checkbox.

6. Click <Upload>.
Attaching Supporting Documentation (cont.)

7. Click <Browse> to find the file you want attached.  
   See Document Requirements section above for supported file types.

8. Click <Upload>.

9. Enter a Document Description. Not required.

10. Click <Save>.

11. Close the Attachment window.

12. Change the invoice status (if needed)

13. Click <Save>.

If the invoice is left in “RDY” status and the attachment is “External,” the attachment will process with the invoice in the nightly batch process and will be mailed with the invoice by AR Services. Likewise, if the invoice button is pushed, the attachment will print with the invoice; however, the billing specialist is then responsible for sending the invoice and the attachment to the customer. All reprints of the invoice will also include the external attachment.
Billing WorkCenter and Monitoring My Work

The Billing WorkCenter allows billing specialists to access to a broad range of pages and provides the ability to perform numerous tasks from a single page. The WorkCenters consist of four pagelets:

1. **My Work** contains links to specific pages containing open tasks, reference, oversight, and exceptions. From these pages, users can perform a range of tasks.

2. **Links** contains links to PeopleSoft pages and external websites. Users can add their own links as well.

3. **Queries** contains links to public queries. Users can add public or their own private queries as well.

4. **Reports and Processes** contains a list of links to major process run control pages and pages related to evaluating processes and results.

Below are the steps for setting up filters so the billing specialist can easily monitor My Work. This allows the billing specialist to view the number of bills that are waiting to be processed or need to be submitted for approval. It is recommended that billing specialists visit this WorkCenter each day to monitor their current work to ensure their invoices have been processed successfully.

1. **Navigate to:** Billing > Billing WorkCenter.

2. **Set filters by clicking on** <Edit Filters> (filters only need to be set one time).

3. **Enter Business Unit = “UMN01” and your Billing Specialist ID. Click <OK>.”
4. The filter is now set so the billing specialist can see their “Current Work”. In this example, the billing specialist has three invoices that have been entered but not finalized and two invoices that have not been submitted for approval.

5. Click any of the links to see the detailed invoices.
Billing WorkCenter and Monitoring My Work (cont.)

a. **Invoices Not Finalized.** In this case the billing specialist can see they have two invoices in RDY status and one in NEW.

b. **Invoices Not Submitted for Approval.** In this case the billing specialist has a credit and a rebill invoice in RDY status, but they have not been submitted for approval.
Searching: Review Billing Information

BILL SUMMARY INFO
Billing > Review Billing Information > Summary
Displays overview bill information for a selected bill.

BILL DETAIL INFO
Billing > Review Billing Information > Details
Displays detailed information for a selected bill.
All bills can be viewed here—invoiced or non-invoiced.
Searching: Review Billing Information (cont.)

INSTALLMENT BILL SCHEDULE

Billing > Review Billing Information > Installment Bill Schedule

Displays information about an installment bill schedule, including the invoice number and date of any invoices that have been generated.

![Billing Schedule Image]

<table>
<thead>
<tr>
<th>Number</th>
<th>Generate Date</th>
<th>Invoice</th>
<th>Installment Amount</th>
<th>Service Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>09/01/2013</td>
<td>0210003132</td>
<td>25,567.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>12/01/2013</td>
<td>NEXT</td>
<td>25,567.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>03/01/2014</td>
<td>NEXT</td>
<td>25,567.00</td>
<td></td>
</tr>
</tbody>
</table>
Searching: Review Billing Information (cont.)

RECURRING BILL SCHEDULE
Billing > Review Billing Information > Recurring Bill Schedule
Displays recurring bill schedule information for a specified bill, including the invoice number and date of any invoices that have been generated.

![Recurring Bill Schedule Image]

REVIEW ENTRIES BY INVOICE
Billing > Review Billing Information > Review Entries by Invoice
Displays the accounting entries that the Generate Invoices process creates for a selected invoice. For verifying that the transaction hit the General Ledger, the journal number is found here.

![Review Entries by Invoice Image]
Searching: Review Billing Information (cont.)

Click the **Journal Information** tab to view the journal ID number of the transaction posted to the General Ledger.

**REVIEW ENTRIES BY JOURNAL**


Locate the invoice number based on the journal ID from the General Ledger.
Searching: Review Billing Information (cont.)

ADJUSTMENT HISTORY

Billing > Review Billing Information > Adjustment History

Displays a summary of billing adjustments for a specified invoice.
Searching: Review Billing Information (cont.)

SEARCH FOR ACCOUNTS RECEIVABLE ITEMS BY BILL SOURCE

Accounts Receivable > Customer Accounts > Item Information > Item List

Item List Search (Basic)

Note: Invoices are called Items within the AR module.

On the Item List page, the basic search can be performed by Customer Number and by Status.

Advanced Search

The Advanced Search screen allows for much greater flexibility in limiting search results.

Because Billing/AR integrate with other modules not used by the University, there are many fields on the advanced search that do not pertain to the University.

Following are descriptions of the fields that will be most beneficial to users to review and locate invoices. These search fields can be used independently of one another or together to further refine search results.
Searching: Invoices within Accounts Receivable

Each field has parameters that can be selected to change how the search is limiting data. These parameters are as follows:

- Equal
- Exists
- Does not exist
- Is greater than
- Greater than or equal
- Less than
- Less than or equal
- Like
- Not
- Not equal to
Searching: Invoices within Accounts Receivable (cont.)

![Advanced Search Form](image)

**Item Responsible Parties**
- AR Specialist: Equal
- Credit Analyst: Equal
- Broker ID: Equal
- Collector: Equal
- Sales Person: Equal

**Reference Data**
- Item ID: Equal
- Entry Type: Equal
- Entry Reason: Equal
- Invoice: Equal
- Consol Inv: Equal
- Order No: Equal
- Document ID: Equal
- Proof of Delivery: Equal
- Bill of Lading: Equal
- Purchase Order: Equal
- PO Line: Equal
###Searching: Invoices within Accounts Receivable (cont.)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>Limit results to one particular customer.</td>
</tr>
</tbody>
</table>
| Status     | Limit results to the status of the invoices.  
  - Open (unpaid)  
  - All  
  - Closed  
  - Past Due (over 30 days and unpaid)  
  - Deduction  
  - Dispute  
  - Doubtful  
  - Collection |

###Reference Data

![Reference Data Table](image-url)

- **Set ID:** UMFIN
- **Unit:** UNINO
- **Customer:**
- **Search Preferences:**
- **Item ID:**
- **Entry Type:**
- **Entry Reason:**
- **Invoice:**
- **Consol Inv:**
- **Order No:**
- **Document ID:**
- **Proof of Delivery:**
- **Bill of Lading:**
- **Purchase Order:**
- **PO Line:**
- **Claim Number:**
- **Aging Category:**
- **Contract:**
- **Promotion Code:**
- **Sold To Customer:**
- **Ship To Customer:**
### Searching: Invoices within Accounts Receivable (cont.)

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item ID</td>
<td>Item is the same as Invoice.</td>
</tr>
<tr>
<td>Entry Type</td>
<td>Limits results to particular types of transactions. Some examples are: IN - Invoices, PY - Payment, WO - Write Off, CR - Credit Memo</td>
</tr>
<tr>
<td>Invoice</td>
<td>Invoice number. Can be limited to a particular invoice by entering the entire invoice number. Since all invoices for one cluster begin with the same three digits, searching for all invoices for a cluster can be performed by: Invoice ID LIKE 204% (where 204 = the cluster number).</td>
</tr>
<tr>
<td>Aging Category</td>
<td>1 = future (not used), 2 = 0-30 days, 3 = 31-60 days, 4 = 61-90 days, 5 = 91-120 days, 6 = 121-over</td>
</tr>
<tr>
<td>Order No</td>
<td>The order number from the source system if applicable.</td>
</tr>
<tr>
<td>Purchase Order</td>
<td>The purchase order number provided by the customer.</td>
</tr>
</tbody>
</table>
Searching: Invoices within Accounts Receivable (cont.)

Balance

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Balance</td>
<td>Balance of invoice. Can be used to limit results to items over/under a certain balance.</td>
<td></td>
</tr>
<tr>
<td>Original Amount</td>
<td>Can be used to limit the results to items based on the original amount.</td>
<td></td>
</tr>
</tbody>
</table>
Searching: Invoices within Accounts Receivable (cont.)

Dates

Various date options are available. Each option allows for a date range search or the use of parameters identified earlier.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Date</td>
<td>Invoice date.</td>
</tr>
<tr>
<td>Due Date</td>
<td>Invoice date +30 days.</td>
</tr>
</tbody>
</table>
1. Navigate to **General Ledger > Review Financial Information > Journals**.

2. Click <Search> to display the **Ledger Inquiry** page (this assumes an inquiry name has been saved previously).

3. Enter the following search criteria:
   
   - **Unit** = UMN01
   - **Ledger** = Actuals
   - **Fiscal Year**
   - **From Period**
   - **To Period**
   - **Journal ID**

4. Select the **Show Transaction Detail** checkbox.

5. Click <Search>.

6. Click <Journal ID>. The **Journal Inquiries Detail** page is displayed.

7. Click the drill-to-source icon. The **Accounting Entry** page is displayed.

8. Click <View Related Links> next to the invoice number.

9. Click <Go To Bill Inquiry>. The original bill is displayed.
Searching: General Ledger (cont.)

SEARCH FOR BILLED ITEMS ON CHARTFIELD STRING

1. Navigate to General Ledger > Review Financial Information > Ledger.

2. Click <Search> to display the Ledger Inquiry page (this assumes an inquiry name has been saved previously).

3. Enter the following search criteria:

   Unit = UMN01

   Ledger = Actuals

   Fiscal Year

   From Period

   To Period

4. Enter ChartFields as applicable.

5. Select the Show Transaction Detail checkbox.

6. Click <Search>.
Searching: General Ledger (cont.)

7. Locate the journal IDs beginning with “BI.” *Line Description* is “BI Billing.”

8. Click <Journal ID>. The **Journal Inquiries Detail** page is displayed.

9. Click the drill-to-source icon. The **Accounting Entry** page is displayed.

10. Click <View Related Links> next to the invoice number.

11. Click <Go To Bill Inquiry>. The original bill is displayed.
Reprinting Invoices

Invoices created after the 2015 Upgrade can be reprinted using any options below. Note that invoices created prior to Upgrade must be reprinted using either Options 2 or 4.

Option 1: Through Billing


2. Conduct a search entering the following criteria:
   a. Business Unit = UMN01
   b. Invoice number

3. Click <Search>.

The invoice opens to the Header Info 1 page.

4. Click <View Invoice Image>.

5. To print the invoice in Adobe Reader, either select File > Print or press Ctrl + P.
Option 2: Through Billing

Note: The invoice will say “Duplicate”.

1. Navigate to Billing > Locate Bills > Bills Invoiced.
2. Conduct a search by entering the Customer ID.
3. To filter the search further follow the sub-steps below:
   a. Click the green funnel icon.
   b. Use either the Value field or Source field.
      Value = Invoice #
      Source = Bill Source
   c. Click <OK>.
4. Click <Search>.
5. Select the appropriate invoice(s) to reprint by clicking the Select checkbox next to the invoice(s).
6. Click the printer icon at the top of the page.
7. To print the invoice in Adobe Reader, either select File > Print or press Ctrl + P.
Reprinting Invoices (cont.)

Option 3: Through Billing


2. Click <View> for invoice image.

3. To print the invoice in Adobe Reader, either select File > Print or press Ctrl + P.

Option 4: Through Accounts Receivable

1. Navigate to Accounts Receivable > Customer Accounts > Item Information > Item List.

2. Conduct a search for the invoice following the sub-steps below:
   a. Enter the Customer ID (optional step).
   b. Filter search further by using the Advanced Search option.
   c. Click <Search>.

3. Select the appropriate invoice/s to reprint by clicking the Select checkbox next to the invoice(s).

4. Select “Reprint Invoices” from the Item Action menu.
5. Click <GO>.

6. Enter a custom label as appropriate. Leave blank, enter “Original,” or enter “Duplicate.”
   a. Click <OK>.
   
   ![Image showing invoice reprint interface]

   Note: The “Successful – Process Instance xxxx” message appears. Make note of the Process Instance number.
   b. At the Message window, click <OK>.

Reprinting Invoices (cont.)

8. Click the **Administration** tab.

9. Click the `<BIXPRNT00-BIXPRNT00.pdf>` link.

10. To print the invoice in Adobe Reader, either select **File > Print** or press **Ctrl + P**.

**Option 5: Through Accounts Receivable**

1. Navigate to **Accounts Receivable > Customer Accounts > Item Information > Item List**.

2. Conduct a search for the invoice following the sub-steps below:
   a. Enter the Customer ID.
   b. Filter search further by using the Advanced Search option.
   c. Click `<Search>`.

3. Click on the Item number in the **Item** column.

4. Click the `<Invoice Attach>` link at the bottom of the page for the invoice image.
5. Click <View> for invoice image.

6. To print the invoice in Adobe Reader, either select File > Print or press Ctrl + P.

**EXCEL UPLOAD**

There is Excel upload functionality available in the Billing Module. This functionality works best for large volume, single line invoices (e.g., Foundation requests). Contact Accounts Receivable Services if interested.
## Terminology

**AR Services**
A department in the controller’s organization that is responsible for monitoring nonsponsored accounts receivable balances for all departments throughout the University. They are also responsible for:

- creating and maintaining customer accounts
- printing and mailing customer invoices
- AR account reconciliation
- payment application
- collection activities
- billing-related customer correspondence

**Bill**
A billing document created in the financial system that has not been processed and by which the University charges individuals or organizations outside the University.

**Bill Preparer**
Not a job description but a role within the financial system. A billing preparer is a person at the departmental or cluster level whose job responsibilities include creating bills.

**Blanket Tax Exemption**
Exempt organizations whose purchases are never taxable (with the exception of those items that are always taxable regardless of tax-exempt status).

**Credit/Rebill**
Process to credit the entire original bill and create a new bill that can be adjusted.

**Customer**
Any entity that is not “Regents of the University of Minnesota”. These can include individuals (including faculty, students, and staff), businesses, non-profit organizations and foundations, other colleges or universities, and government agencies that acquire goods or services from University departments, auxiliaries, or ISOs. This includes some organizations which are closely affiliated with the University of Minnesota but are separate legal entities. Some examples include: The University of Minnesota Foundation, University of Minnesota Alumni Association, University of Minnesota Physicians, and Registered Student Organizations.

**External Sales**
Sales to individuals or organizations outside the University of Minnesota system.

**Installment Bill**
One purchase that is invoiced in a set number of equal installments.
### Terminology (cont.)

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Invoice</strong></td>
<td>A bill processed by the financial system and sent to a customer asking for payment.</td>
</tr>
<tr>
<td><strong>Recurring Bill</strong></td>
<td>A bill that occurs on a schedule for specific items or services.</td>
</tr>
<tr>
<td><strong>Single Purchase</strong></td>
<td>Customers whose exemption is for a single purchase. These are customers who are not typically tax exempt but are purchasing items that they intend to resell. In this situation, the customer must provide a completed Minnesota form ST3. This form should contain a list of the items the customer is buying. If the customer buys something else, either a new form needs to be submitted or the customer must be charged taxes for the item(s).</td>
</tr>
<tr>
<td><strong>Tax Exemption</strong></td>
<td>Income generated from sponsored projects is entered as sponsored program income.</td>
</tr>
<tr>
<td><strong>Sponsored Program Income</strong></td>
<td>Items that may or may not be taxed, depending on the tax status of the customer.</td>
</tr>
</tbody>
</table>
## Resources

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Services</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu/accountingsvs/">www.finsys.umn.edu/accountingsvs/</a> accountingsvshome.html</td>
</tr>
<tr>
<td>AR Services</td>
<td>612-625-2392</td>
<td><a href="http://www.finsys.umn.edu/ar/arhome.html">www.finsys.umn.edu/ar/arhome.html</a></td>
</tr>
<tr>
<td>Budget &amp; Finance</td>
<td>612-625-4517</td>
<td><a href="http://www.budget.umn.edu">www.budget.umn.edu</a></td>
</tr>
<tr>
<td>Corporate Travel Card</td>
<td>612-624-2828</td>
<td><a href="http://travel.umn.edu/corporate.php">travel.umn.edu/corporate.php</a></td>
</tr>
<tr>
<td>Disbursement Services</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu/disbursement/">www.finsys.umn.edu/disbursement/</a> disbursementhome.html</td>
</tr>
<tr>
<td>Enterprise Financial System</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu">www.finsys.umn.edu</a></td>
</tr>
<tr>
<td>External/Internal Sales</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu/sales/saleshome.html">www.finsys.umn.edu/sales/saleshome.html</a></td>
</tr>
<tr>
<td>Financial Helpline</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu/helpline.html">www.finsys.umn.edu/helpline.html</a></td>
</tr>
<tr>
<td>General Counsel</td>
<td>612-624-4100</td>
<td><a href="http://www.ogc.umn.edu">www.ogc.umn.edu</a></td>
</tr>
<tr>
<td>Health and Human Services</td>
<td>800-368-1019</td>
<td><a href="http://www.hhs.gov/ocr/hipaa">www.hhs.gov/ocr/hipaa</a></td>
</tr>
<tr>
<td>Imaging</td>
<td>612-301-4357</td>
<td><a href="http://www.finsys.umn.edu/imaging/">www.finsys.umn.edu/imaging/</a> imaginghome.html</td>
</tr>
<tr>
<td>Information Technology</td>
<td>612-301-4357</td>
<td><a href="http://www.umn.edu/oit">www.umn.edu/oit</a></td>
</tr>
<tr>
<td>Internal Audit</td>
<td>612-625-1368</td>
<td><a href="http://www.umn.edu/audit/Index.html">www.umn.edu/audit/Index.html</a></td>
</tr>
<tr>
<td>Inventory Services</td>
<td>612-626-8222</td>
<td><a href="http://www.finsys.umn.edu/inventorysvs/">www.finsys.umn.edu/inventorysvs/</a> inventorysvshome.html</td>
</tr>
<tr>
<td>Investments and Banking</td>
<td>612-624-5558</td>
<td><a href="http://oam.software.umn.edu">oam.software.umn.edu</a></td>
</tr>
<tr>
<td>MN Department of Revenue</td>
<td></td>
<td><a href="http://www.taxes.state.mn.us">www.taxes.state.mn.us</a></td>
</tr>
<tr>
<td>Oversight, Analysis, &amp; Reporting</td>
<td>612-625-9057</td>
<td><a href="http://www.oar.umn.edu">www.oar.umn.edu</a></td>
</tr>
<tr>
<td>Payroll</td>
<td>612-625-2016</td>
<td><a href="http://www.umn.edu/ohr/payroll">www.umn.edu/ohr/payroll</a></td>
</tr>
<tr>
<td>Resources (cont.)</td>
<td>Phone Number</td>
<td>Website URL</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>--------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Procurement Card</td>
<td>612-624-1617</td>
<td><a href="http://www.policy.umn.edu/groups/ppd/documents/policy/Purchasing_Card.cfm">www.policy.umn.edu/groups/ppd/documents/policy/Purchasing_Card.cfm</a></td>
</tr>
<tr>
<td>Purchasing Services</td>
<td>612-626-0366</td>
<td><a href="http://www.finsys.umn.edu/purchasing/purchasinghome.html">www.finsys.umn.edu/purchasing/purchasinghome.html</a></td>
</tr>
<tr>
<td>Records &amp; Information Management</td>
<td>612-625-3497</td>
<td>recordsmgmt.umn.edu</td>
</tr>
<tr>
<td>Sponsored Projects Administration</td>
<td>612-624-5599</td>
<td><a href="http://www.ospa.umn.edu">www.ospa.umn.edu</a></td>
</tr>
<tr>
<td>Sponsored Projects Roles and Responsibilities</td>
<td>612-625-3394</td>
<td><a href="http://www.research.umn.edu/regulations/sproles.html">www.research.umn.edu/regulations/sproles.html</a></td>
</tr>
<tr>
<td>Tax Management Office</td>
<td>612-624-1053</td>
<td>tax.umn.edu</td>
</tr>
<tr>
<td>Training Services</td>
<td><a href="mailto:orgeff@umn.edu">orgeff@umn.edu</a></td>
<td><a href="http://www.umn.edu/ohr/training">www.umn.edu/ohr/training</a></td>
</tr>
<tr>
<td>Travel Services</td>
<td>612-624-2828</td>
<td>travel.umn.edu</td>
</tr>
<tr>
<td>Treasury Accounting</td>
<td>612-624-1617</td>
<td><a href="http://www.finsys.umn.edu/treasury/treasuryhome.html">www.finsys.umn.edu/treasury/treasuryhome.html</a></td>
</tr>
<tr>
<td>UMN Worklist</td>
<td></td>
<td><a href="https://prd.oas.oit.umn.edu/umnworklist">https://prd.oas.oit.umn.edu/umnworklist</a></td>
</tr>
<tr>
<td>United States Postal Services</td>
<td></td>
<td><a href="http://www.usps.com/businessmail101/addressing/deliveryAddress_print.htm">www.usps.com/businessmail101/addressing/deliveryAddress_print.htm</a></td>
</tr>
<tr>
<td>University Accounting Policies</td>
<td>612-624-1617</td>
<td>process.umn.edu/groups/ppd/documents/Policy/General_Accounting.cfm</td>
</tr>
<tr>
<td>UReport</td>
<td>866-294-8680</td>
<td><a href="http://www.ureport.ethicspoint.com">www.ureport.ethicspoint.com</a></td>
</tr>
<tr>
<td>(EthicsPoint: confidential service for reporting policy violations)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U-Wide Contract Vendors</td>
<td></td>
<td>uwidecontracts.umn.edu</td>
</tr>
<tr>
<td>U-Wide Forms Library</td>
<td>612-624-8081</td>
<td><a href="http://www.policy.umn.edu/groups/ppd/documents/main/formhome.cfm">www.policy.umn.edu/groups/ppd/documents/main/formhome.cfm</a></td>
</tr>
<tr>
<td>U-Wide Policy Library</td>
<td>612-624-8081</td>
<td><a href="http://www.policy.umn.edu">www.policy.umn.edu</a></td>
</tr>
</tbody>
</table>