

University of Pittsburgh Organization Centralized Billing Manual

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Overview

The iLab/Pitt Financial Integration allows PIs, Financial Managers, Researchers and Core Managers to use valid Account Numbers when making a reservation or submitting a request. This document outlines the billing process that Pitt has put into place.

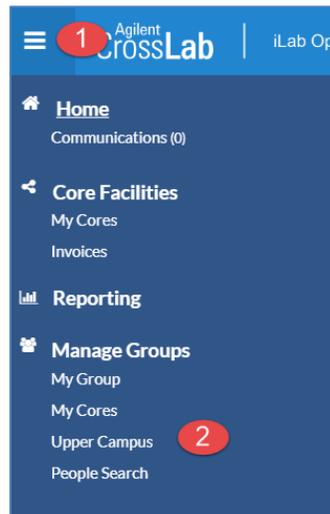
Pitt follows a centralized billing workflow which means there is a central point of contact who will generate billing files and invoices then send the final billing file to Oracle EBS.

The first step in the billing process is for the cores to create a billing event for review. Core administration must submit all billing events for review monthly by the 25th. See 'Pitt: Core Billing Manual' for core responsibility during the billing process.

Generating and Sending Billing Files at the Organization Level

Weekly, bi-weekly, or monthly, the designated central biller(s) will generate all billing events that are in a *Pending Review* status. When generating the billing events the invoices and custom billing file will be generated, and invoices can be sent to the PIs or lab managers. Once billing events have been created, the central biller will send the billing file to Oracle EBS.

- 1) Navigate to your Organization (e.g., Lower Campus, Upper Campus, or Hillman) by clicking on the three vertical lines.



- 2) Click the name of your Organization (Hillman, Lower Campus, or Upper Campus). Then click on the 'Billing' tab.
- 3) To view charges in each billing event, click on 'Edit'. If no edits or review is needed, you can click on 'Summary' and 'Send File to Pitt GA'.

							Cores	Memberships	Settings	Reporting	Billing
							<< Bulk Actions				
Displaying 30 out of 58 results. (Page 1 of 2)							← Previous 1 2 Next →				
Core Name	Name	Created By	Status	Date Added	Value (# of charges)	Actions					
CFAR Core F: Systems Biology and Biostatistics	CFAR Core F: Systems Biology and Biostatistics - November	Zachary Russel	Pending review	Nov 28 '23	\$20.00 (1)	Summary Edit					
Core D Clinical Services	Core D Clinical Services - November	Jasmin Johnston	Pending review	Nov 28 '23	\$30.00 (1)	Summary Edit					
Core D Clinical Services	Integ - 17560	Kahliya Robinson	File sent	Nov 22 '23	\$900.00 (1)	Summary Invoices					
CFAR Core F: Systems Biology and Biostatistics	INTEG-17560	Kahliya Robinson	File sent	Nov 22 '23	\$4.00 (1)	Summary Invoices					

- 4) If you wish, you can make edits to this billing event, by updating:
 - a. End Date
 - b. Event Name
 - c. Included charges
 - d. Loading additional charges
 - e. Updating the account number
 - f. Including or excluding charges
- 5) After you have made your edits (or if no edits were made) you can click on 'Create Billing File and Invoices'.
 - a. The billing file is now in 'Billing Initiated' status. Click on 'Summary' and 'Send File to Pitt GA' when you are ready to send the billing files to

Oracle EBS.

- 6) The billing events will move to a 'Ready to Send' status.
- 7) Daily at 8pm ET iLab will generate one large billing file using all billing events that are in a 'Ready to send' status then drop the file on the server for Oracle EBS to process.
- 8) Once iLab drops the file on the server the status of the billing events will change to 'File Sent'
 - a. Important Note: Internal invoices are automatically marked as 'Paid' when the billing event changes to a file sent status. External invoices will manually be marked as 'Paid.'
- 9) When Pitt IT receives the billing file and successfully processed, an email will be sent to the people designated to receive the successful notification. This email shows the credit and debit dollar amounts and the users will verify the information in the email. They will then send the control report to the Office of Financial Information at fiaglprocesses@cfo.pitt.edu to approve Journal Import and Posting.

Example email:

*Subject: SUCCESSFUL - Import For: iLab-University Research Cores
SUMMARY INFORMATION FOLLOWS:*

Source Name:

Group-Id:

Total records processed:

Total zero DR/CR amount records:

Total debit records processed:

Total debit dollar amount:

Total credit records processed:

Total credit dollar amount:

If the file processing fails, then the designated users will receive an email with the details and that is when Pitt IT will need to engage to help resolve the failure.

Example email:

Subject: Failure - Import For: iLab-University Research Cores

Email will contain details of the failure and can vary depending on the failure.

Billing Errors

Billing errors would appear on a billing event if an Account Number were missing from a charge or if core custom billing fields are missing.

Billing errors when creating billing event

When the core admins are creating their billing event for the Organization Financial Admin to review, they may see red flags on charges indicating there is a billing error. These errors are due to missing Account Numbers. The cores should correct these errors before submitting the billing event to the Organization Admin to review.

▼ Included Charges

Date	Customer	Service ID	Total	Payment Number	Status	Actions
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MAA-61 Cell Sorter Set Up	\$60.00 (2.0 x \$30.00)	Multiple No payment info set...	Ready To Bill	⬇️ 🗑️
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MAA-61 Consultation Fee (Hourly Rate)	\$500.00 (10.0 x \$50.00)	Multiple 100.0% 05-13204-00000-012669	Ready To Bill	⬇️ 🗑️
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MAA-61 Analysis Fee (Hourly Rate)	\$50.00 (1.0 x \$50.00)	Multiple 100.0% 05-13204-00000-012669	Ready To Bill	⬇️ 🗑️
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MAA-61 Decontamination Fee	\$50.00 (1.0 x \$50.00)	Multiple 100.0% 05-13204-00000-012669	Ready To Bill	⬇️ 🗑️

Billing errors after billing event has been created

When the core sends a billing event to the Organization Financial Admin for review, if there are errors on a billing event the status change to 'Billing Errors' after the Organization Admin creates the billing event. If a billing event has billing errors all charges on the billing event cannot be sent to Oracle EBS to be processed. These billing errors must be fixed by an Organization Admin.

1. On the institution billing tab click the 'Summary' link next to the billing event with errors
2. Within the billing event click the 'Billing Errors' tab
3. The invoices that contain a billing error will be listed with the error
4. The possible errors are: Missing PI, Internal: HasNegativeQuantity, Missing Custom Billing Fields
 - a. **Charges Missing PI:** This means that a charge was made by a user that is not associated with a research group. To correct this a Institution Admin will need to add the user to the proper PI's lab.
 - b. **Internal Charges Has Negative Quantity:** This means that a charge has a negative quantity and the core did not follow the workflow to initiate the refund.
 - c. **Charges Missing Custom Billing Information:** This means that the Core's custom billing fields are missing or formatted incorrectly on the administration tab or service. This error is more likely to occur at time of first iLab billing cycle. To avoid this enter the core's custom billing information prior to the core going live.
 - i. Refer to the institution manual for instructions on adding custom billing information.
 - d. *Billing event will be posted to the month of the selected End Date. If past or future month is selected, billing event will not be processed and result in error. Make sure that the End date reflects current month. It's easy to avoid this by creating new events, reviewing the events, and making those events ready for review on the same day. The only fix for submitting such a charge is to request that Agilent reverse these charges – something that may take a few business*

days to address.

5. To update the payment information on the charge with the error follow the steps below.
 - a. Click view invoice on the 'Billing errors' tab
 - b. There will be a red arrow pointing to the charge with the error
 - c. Click the dollar icon to add/update the Account Number
 - d. Navigate to your previous tab in your browser which shows the billing errors tab
 - e. Click 'Revalidate'
 - f. If the Account Number provided is valid and the error is fixed, the billing errors tab will disappear

Billing Errors

Internal Charges Missing Customer Information Error Message Validation last run on Apr 28, 2020 Revalidate

Invoice Number	Lab	Owner	
▶ FCF-12678			View Invoice

Once errors are fixed revalidate the charges to clear errors

To view list of charges and fix errors, click 'View Invoice'

Invoices:

Within the invoice list you can mark an invoice as 'paid' and manually send invoices. Invoices also have other advanced functions/features such as detaching an invoice from a billing event and initiating a refund.

1. Click '**Invoices**' in the left-hand menu to see a list of all invoices.
2. Use the filters to reduce and sort the invoices that display.
3. To view the invoice, click the magnifying glass on the right of the invoice row.

<< Bulk Actions

This page displays invoices from the past one year. To access older invoices please use the Date Created filter at the bottom.

Displaying 30 out of 41 result(s). (Page 1 of 2)

Created On	Core	Invoice Number	Lab	Owner	Payment Numbers	Price Types	Total Cost	Status	Approval Status	
Apr 08 '20	Flow Cytometry Facility	FCF-12358				Internal	-\$20.00	Not Yet Paid	not required	🔍
Apr 08 '20	Flow Cytometry Facility	FCF-12357				Internal	-\$20.00	Not Yet Paid	not required	🔍
Apr 08 '20	Flow Cytometry Facility	FCF-12356				Internal	-\$40.00	Not Yet Paid	not required	🔍

Advanced Invoice Features

Below are links to our helpsite which outlines the process for advanced features.

- [Layout of invoices tab](#)
- [Invoice actions](#)
- [Bulk Actions](#)
- [How to send invoices](#)
- [How to dispute a charge on an invoice](#)
- [How to detach an invoice](#)
- [How to initiate and process a refund](#)