Organization Centralized Billing Manual

Standard Operating Procedure 250 for Pitt iLab System

iLab Role: Organization Administrator **Revision #:** 0 **Date:** 9/2025

Contents

Purpose

iLab has been integrated with Pitt's Financial system to allow PIs, Financial Managers, Researchers and Core Managers to use valid Account Numbers when making a reservation or submitting a request, provided they log into the system through Pitt's single-sign on ("passport") mechanism. This document outlines the billing process for Pitt and describes how the system operates.

Pitt uses a central point of contact to generate billing files and invoices which are sent as billing files 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 SOP 150 'Core Centralized Billing Manual' for core responsibility during the billing process.

Scope

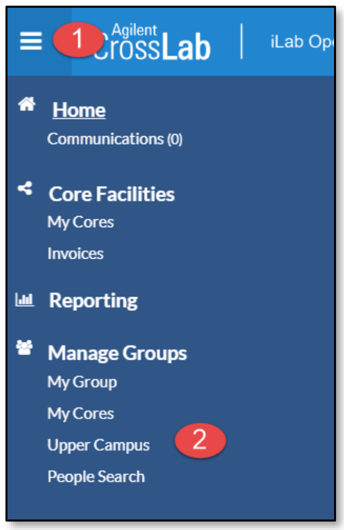
This SOP should be followed by an Organization Administrator who manages one of the following three groups of shared research facilities: 1) Lower Campus, 2) Upper Campus, or 3) Hillman Cancer Center.

Organization Centralized Billing Manual

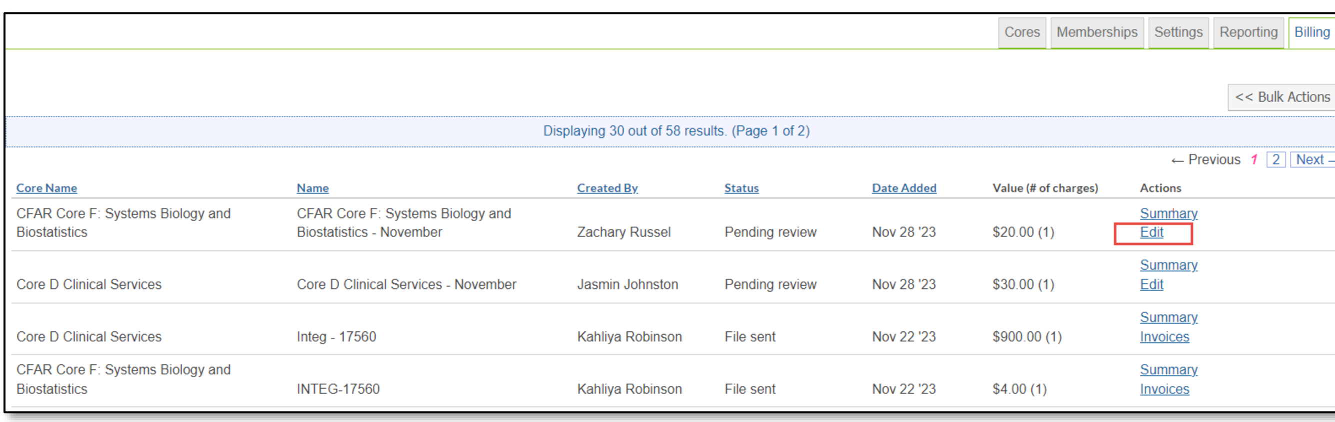
Generating and Sending Billing Files at the Organization Level

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

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’ under ‘Actions’. If no edits or reviews are 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)

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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 desired, you can make edits to this billing event, by updating:
   i. End Date (note: cannot be a date that is in the future)
   ii. Event Name
   iii. Included charges

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    iv. Loading additional charges
    v. Updating the account number
    vi. Including or excluding charges

5. After you have made your edits (or if no edits were made), click on 'Create Billing File and Invoices'.
    i. 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. Each day at 8pm ET, iLab generates one large billing file using all billing events that are in a 'Ready to send' status. This file is sent to Oracle EBS to process.
8. iLab then changes the status of the billing events to 'File Sent'.
    i. *Important Note:* Internal invoices are automatically marked as 'Paid' when the billing event changes to a file sent status. *External invoices will need to be manually marked as 'Paid.'*
9. After the billing file has been successfully processed, an automated email will be sent from Pitt's financial office to the organizational administrator and other designated users. This email shows the credit and debit dollar amounts. The users will verify the information in the email then send the control report to the Office of Financial Information at fiaglprocesses@cfo.pitt.edu to approve Journal Import and Posting.
    i. Example email:

       From: fiaglprocesses@cfo.pitt.edu

       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:

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10. If the file processing fails, then the designated users will receive an email with the details. Depending on the details of the failure, contact the appropriate Pitt office.
    i. Example email:

       From: fiaglprocesses@cfo.pitt.edu

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

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

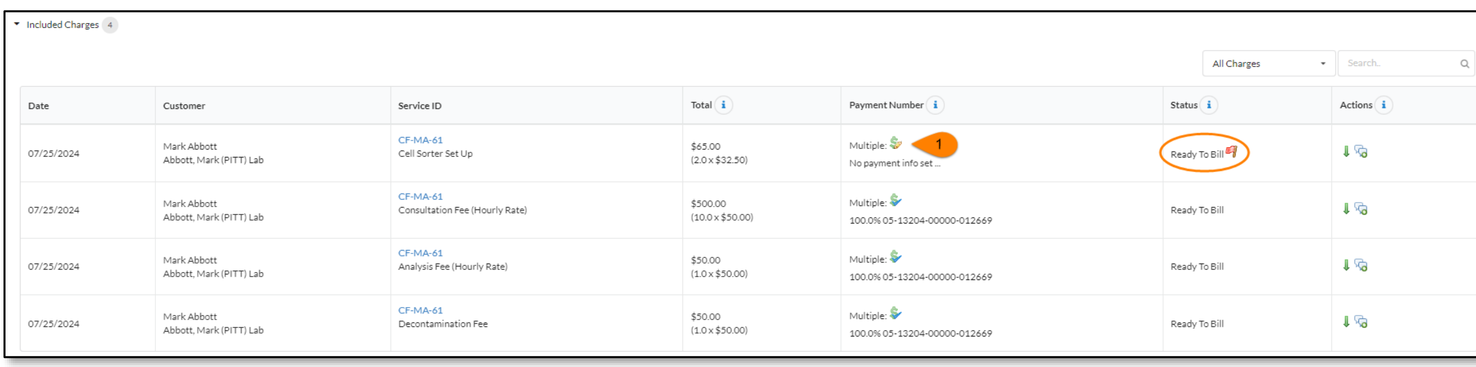
    ii. Contact Pitt's financial office at fiaglprocesses@cfo.pitt.edu OR
    iii. Contact Pitt IT by clicking on the Request Help button at: https://services.pitt.edu/TDClient/33/Portal/Requests/ServiceDet?ID=96

Billing Errors

Billing errors appear on a billing event if an account number is missing from a charge or if core custom billing fields are missing.

Billing errors when creating billing events

When the core administrators are creating their billing event for the organization administrator 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. Core administrators should follow SOP 150 'Core Centralized Billing Manual' prior to creating billing events.


Included Charges 4

All Charges

Search..

Date	Customer	Service ID	Total	Payment Number	Status	Actions
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MA-61 Cell Sorter Set Up	$65.00 (2.0 x $32.50)	Multiple: 1 No payment info set ...	Ready To Bill	
07/25/2024	Mark Abbott Abbott, Mark (PITT) Lab	CF-MA-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-MA-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-MA-61 Decontamination Fee	$50.00 (1.0 x $50.00)	Multiple: 100.0% 05-13204-00000-012669	Ready To Bill	

Billing errors after billing events have been created

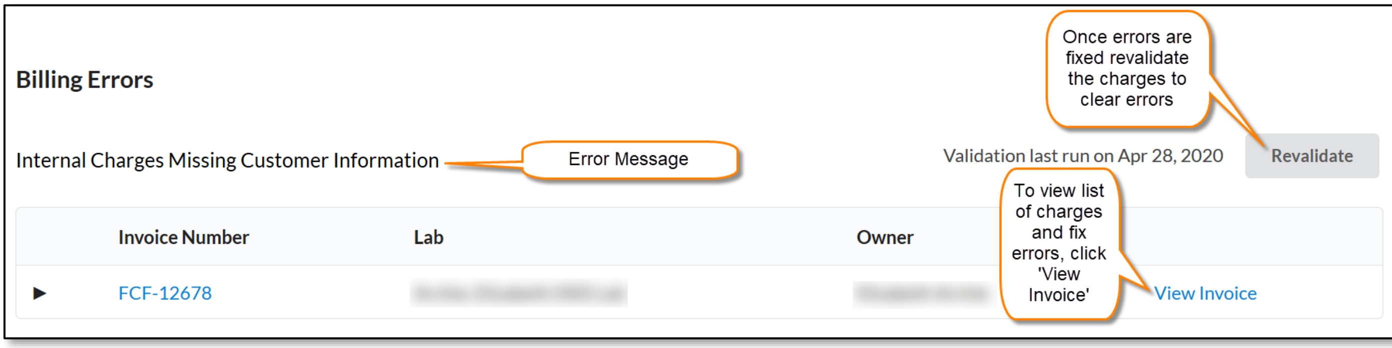
If there are errors on a billing event after the core sends the billing event to the organization admin, the status will change to 'Billing Errors' after the Organization Admin creates the billing event. If a billing event has billing errors, all charges on the billing event cannot be sent to Oracle 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. Each of these errors are described below, along with possible ways to address the errors.
    - **Charges Missing PI:** This means that a charge was made by a user that is not associated with a research group. There are two possible ways to address this: 1) An Institutional Admin will need to add the user to the proper PI's lab, 2) If the person is not in the lab, then the charge will need to be reassigned to another string.
    - **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. The Organizational Administrator will have to ask the Core Administrator or Core Manager to address this.
    - **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. Refer to SOP 151 'Custom Billing Fields' for instructions on adding custom billing information.

    *Important Note***:** The 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, which may take a few business days to address.
5. To update the payment information on the charge with the error:
    1. Click view invoice on the 'Billing errors' tab.
    2. There will be a red arrow pointing to the charge with the error.
    3. Click the dollar icon to add/update the Account Number.
    4. Navigate to your previous tab in your browser which shows the billing errors tab.

v. Click ‘Revalidate’.

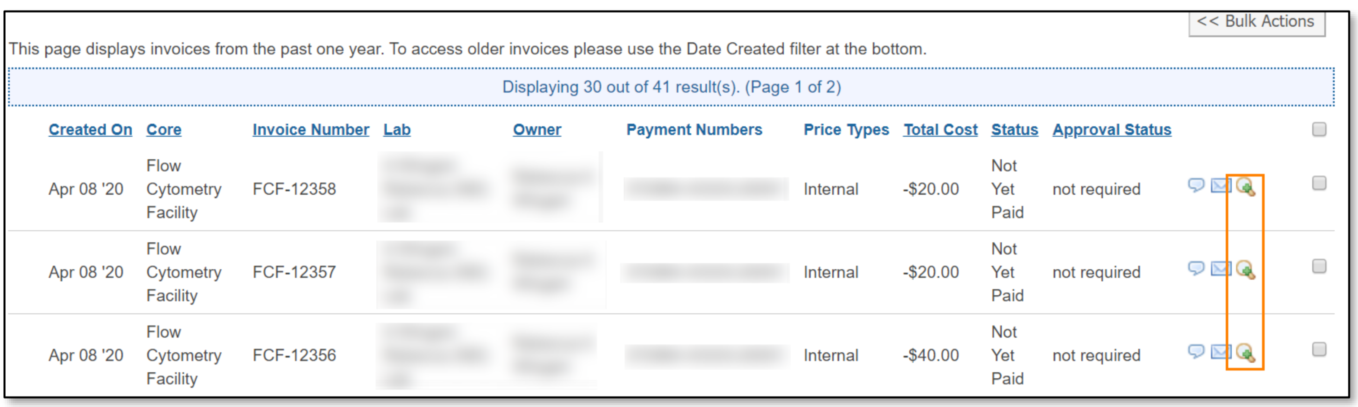
vi. If the Account Number provided is valid and the error is fixed, the billing errors tab will disappear.



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 are displayed.
3. To view the invoice, click the magnifying glass on the right of the invoice row.



Advanced Invoice Features

Below are links to the iLab’s help site 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

Approval Authorizations	Signature	Date
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Ashley Zyhowski, *Research Project Manager, University of Pittsburgh*	Ashley Zyhowski	8 Oct 2025