# Billing Entry and Maintenance

Information Compiled and prepared by: Controller's Office, University of South Florida

Website: http://www.usf.edu/business-finance/controller/

For assistance with this document contact billingarhelp@usf.edu

Last Update June 27, 2022

## Requirements/Prerequisites

User must have an active FAST ID and possess the USF_AR_BILLER security role. This security role is granted to the user only after the user has attended the Billing/AR training offered by UCO (University Controller's Office). Find scheduled Billing/AR training on GEMS Self-service.

New FAST users will need to create a run control and run an AR Aging Report before attempting to enter a bill for the first time. Once you have done this you will be able to create bills. Please review the documentation for this process before attempting to enter a bill https://www.usf.edu/business-finance/controller/documents/agingreport.pdf

## Overview

USF Auxiliaries may sell products or services to customers outside of USF who are paying with non-USF dollars. Before beginning operations, Auxiliaries must submit an EBA (Educational Business Activity) request and be granted authority to conduct a business. Find EBA informatio n and forms on the UCO web site, www.usf.edu/business-finance/controller. Look under Accounting and Reporting/Forms.

Invoicing of commercial customers (but not USF departments) is performed in the Billing module of FAST. The Billing module is not used for interdepartmental activity (one department billing another department). Interdepartmental billing is performed by creating a journal entry using the Journal Entry Template for posting in the general ledger. Find the Journal Entry Template on the UCO web site under the Accounting and Reporting menu option.

The following are the steps involved in creating commercial customer billings.

- If a new customer record is needed, request a new customer ID from UCO using the Customer Request Form found on the UCO web site.

- If a customer record already exists, proceed with creating the billing

- UCO staff will finalize the billing and mail it to the customer

- Auxiliary staff may reprint a customer billing after the bill is finalized into an invoice

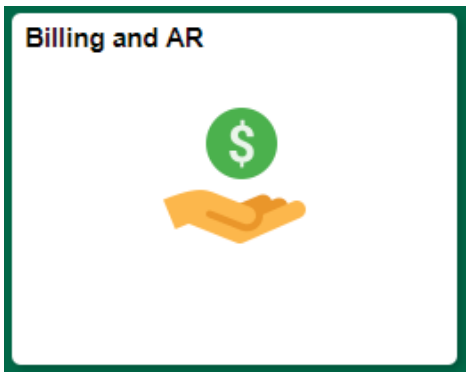
Once an invoice has been processed and mailed to the customer by UCO, it cannot be altered in any way. If an adjustment or correction is needed, the auxiliary staff must submit a Billing Correction Request found on the UCO web site. Only UCO staff may create adjustments or corrections.

## Enter/Maintain Bills

Short Guide:

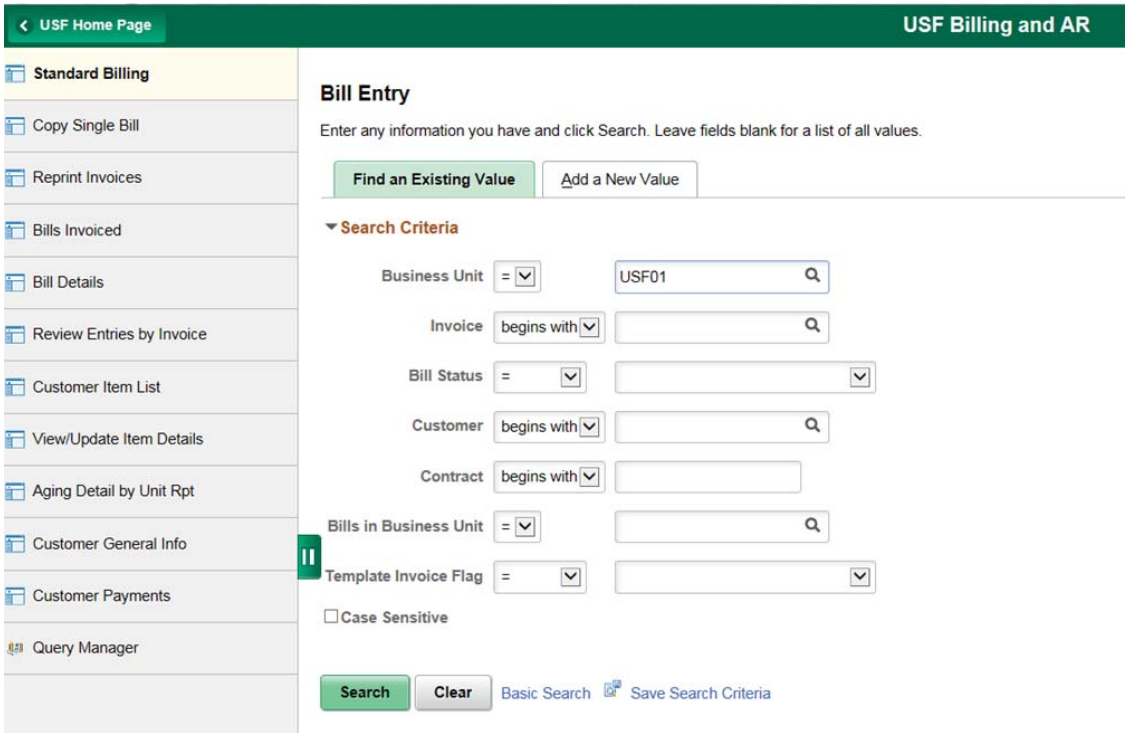
1 Navigate to the Standard Billing Component, select “Add a New Value”
2 Enter bill header information
3 Enter bill line information including taxes, tax exemption as well as miscellaneous header information.
4 Change bill status for processing
5 Bill maintenance
6 Copy Single Bill
7 Reprinting Invoices
8 FAQS
9 Resources/Contact Information

## 1. The Navigation to the Standard Billing Component




Navigation tiles representing primary functions in FAST are presented on the USF home page.
For billing and AR use the Billing and AR tile.
Click the tile to reveal a list of the common pages needed to create, review, and report on

customer billings.



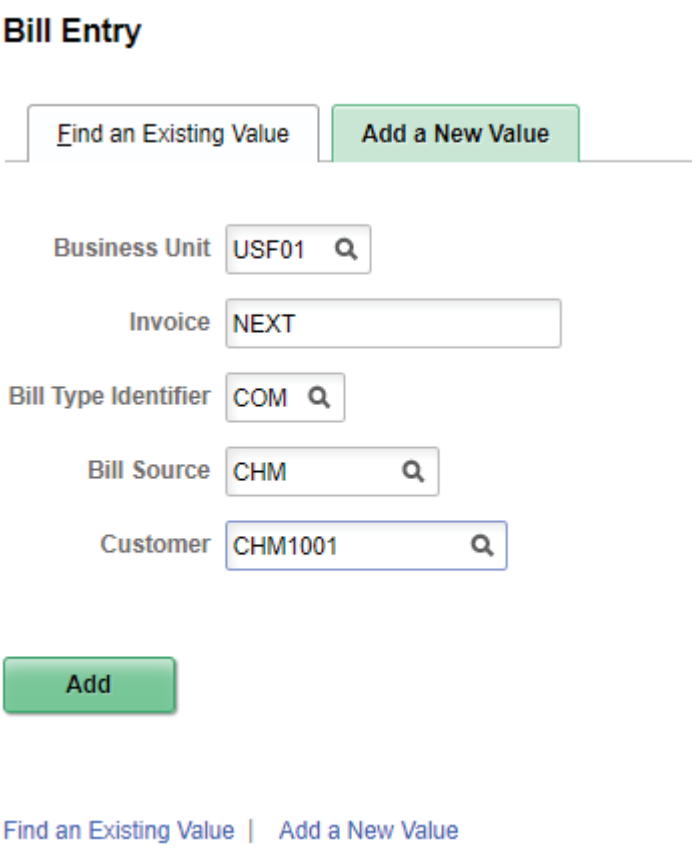

The page defaults to the Standard Billing page. To create a customer billing, follow the instructions in section 3 below.

At any time, to return to the USF Home Page, click the arrow symbol at the top left of the page.

The navigation at the left of the screen will remain visible as you create and save the new invoice. You may at any time click another option from the menu.

Click on the Green Tab with two vertical white lines to collapse or expand the navigation collection.

## 2. Enter Bill Header Information




You will first enter the required information for the heade

- Enter the Business Unit “USF01” (it may appear as the default value)
- Leave the Invoice field as it appears (the default is “NEXT”)
- Enter the Bill Type Identifier as “COM” (commercial billing)
- Enter the Bill Source, if you do not know your bill source search with the magnifying glass symbol
- Enter the Customer ID, if you do not know the customer ID, search with the magnifying glass using your Bill Source

To complete the header entry and proceed to the bill line entry, click the ADD button

Header - Info 1 | Line - Info 1

Unit USF01 Invoice NEXT Pretax Amt 0.00 USD

Status NEW Invoice Date Cycle ID DAILY

*Type COM Source CHM *Frequency Once

*Customer CHM1001 View Activity SubCust1 SubCust2

MOFFITT CANCER CENTER

*Invoice Form CRYSTAL From Date To Date

Accounting Date Pay Terms IMMED Pay Method Check

Remit To WACH Bank Account ARBI

Sales SALES1 Bill Inquiry Phone 813-974-6031

Credit MOHAN Collector MOHAN

Billing Specialist MOHAN Billing Authority AROFFICE

Mohanraja Kumar Accounts Receivable Office

Go to: Header Info 2 Address Copy Address

Notes Express Entry Attachments

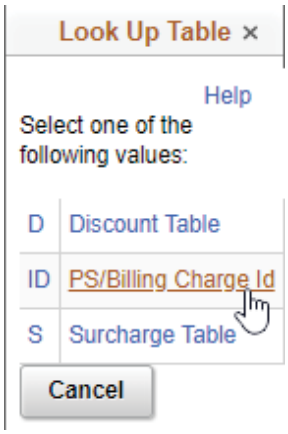
Page Series

Summary Bill Search Line Search Navigation Header - Info 1 Prev Next

Review Bill Header Information:

Confirm the Billing Specialist, Collector, Credit Analyst and Bill Inquiry Phone are correct

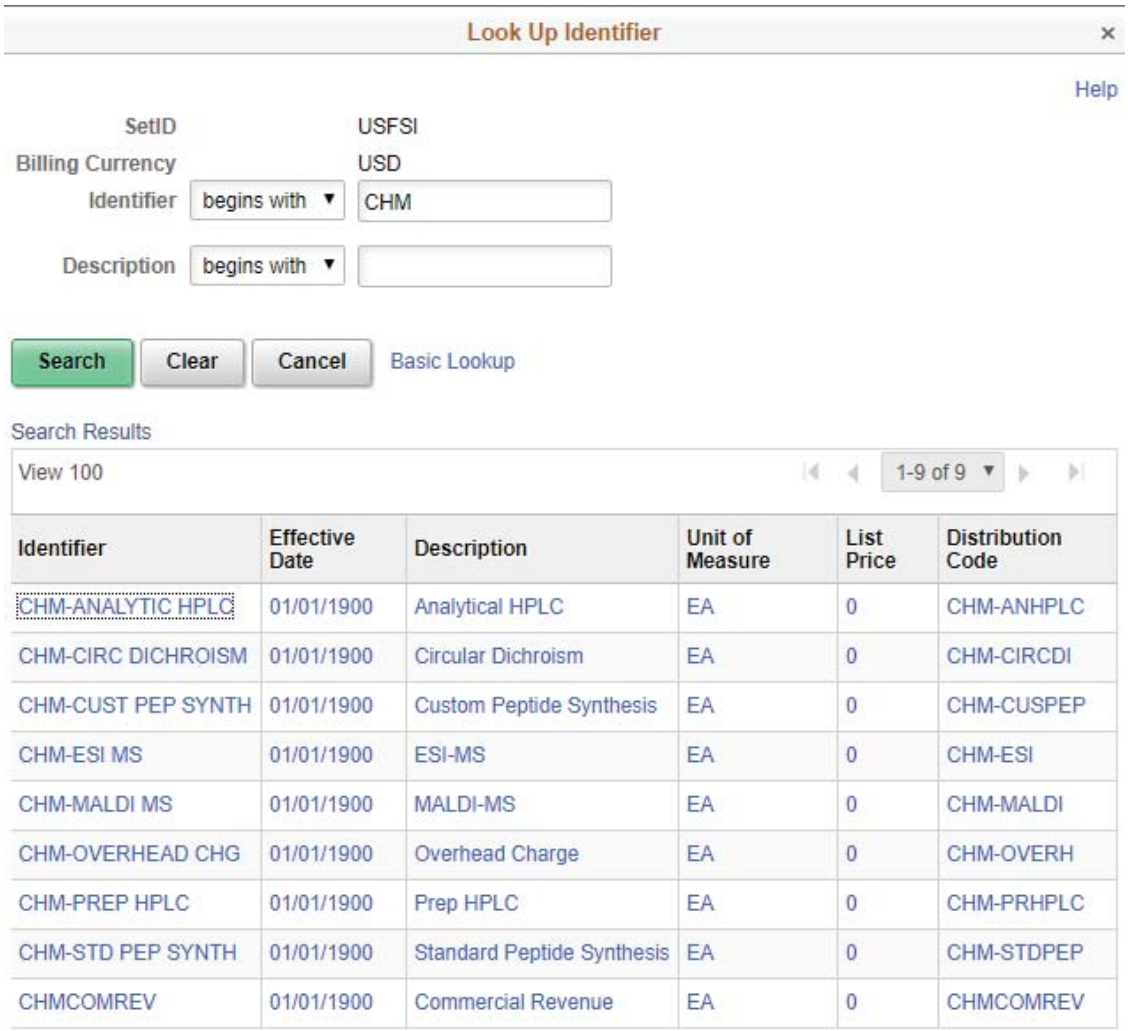
## 3. Enter Bill Line Information Including Taxes




Click the “Line  Info 1” tab to begin creating billing lines. A customer billing may contain one or more billing lines. This same “Line  Info 1” tab is used for all billing lines.

Creating a billing line requires only four fields be completed. To create the first billing line:

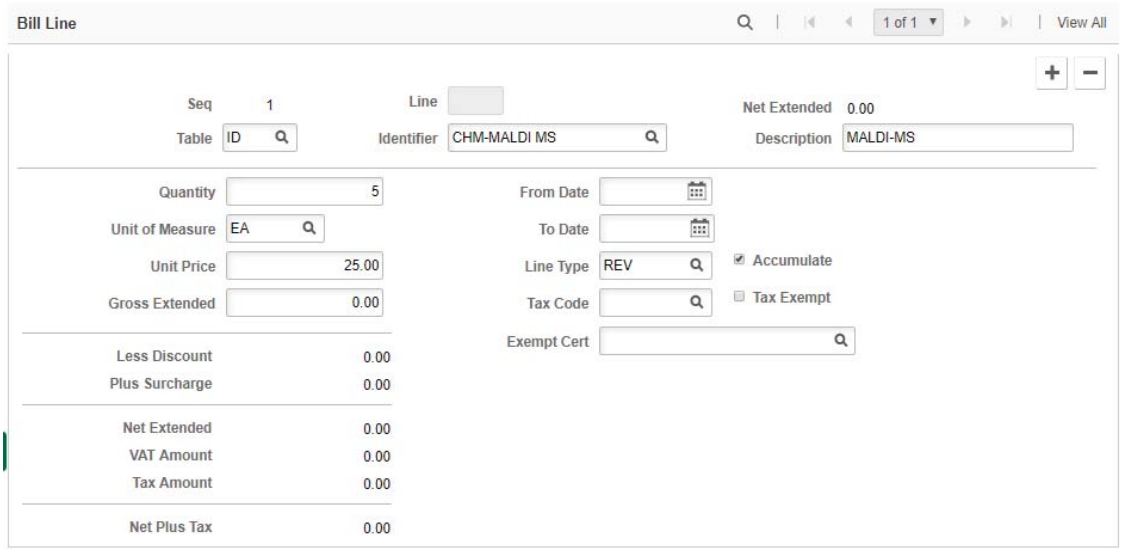
Select the correct “Table” using the search icon. The correct table is thePS/Billing Charge ID table identified as “ID”.




| Identifier | Effective Date | Description | Unit of Measure | List Price | Distribution Code |
|---|---|---|---|---|---|
| CHM-ANALYTIC HPLC | 01/01/1900 | Analytical HPLC | EA | 0 | CHM-ANHPLC |
| CHM-CIRC DICHROISM | 01/01/1900 | Circular Dichroism | EA | 0 | CHM-CIRCDI |
| CHM-CUST PEP SYNTH | 01/01/1900 | Custom Peptide Synthesis | EA | 0 | CHM-CUSPEP |
| CHM-ESI MS | 01/01/1900 | ESI-MS | EA | 0 | CHM-ESI |
| CHM-MALDI MS | 01/01/1900 | MALDI-MS | EA | 0 | CHM-MALDI |
| CHM-OVERHEAD CHG | 01/01/1900 | Overhead Charge | EA | 0 | CHM-OVERH |
| CHM-PREP HPLC | 01/01/1900 | Prep HPLC | EA | 0 | CHM-PRHPLC |
| CHM-STD PEP SYNTH | 01/01/1900 | Standard Peptide Synthesis | EA | 0 | CHM-STDPEP |
| CHMCOMREV | 01/01/1900 | Commercial Revenue | EA | 0 | CHMCOMREV |

Select the appropriate Identifier, also called Charge Code, using the search icon.

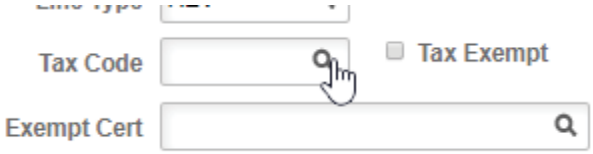
Remember to use a charge code/identifier that is part of your bill source. The name of the charge code ID should begin with your bill source (CHM in the illustration).
Type your bill source, then click the search icon and select the appropriate charge code from the list that appears.




Next type the quantity to be billed. For example if a specific service was offered to the customer, you might type a quantify of “1”. Or, as in this illustration, a total of 9 tests were conducted and a quantity of “5” was entered.

Next, enter a unit price unless a default value other than zero appears. In this illustration a unit price of $25.99 is used.

If this is to be a one line billing, you are nearly finished.



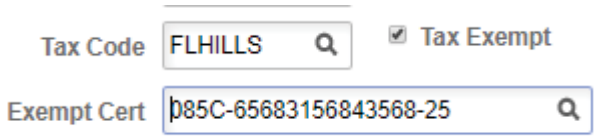

You must now determine if the charge on the billing is subject to sales tax. There are two primary questions, 1) is the customer exempt from or subject to sales tax and 2) is the service or product sold to the customer recognized as taxable by the State of Florida. If you are uncertain of either of these questions, contact the UCO Tax Advisory Services staff. Their contact information can be found on the UCO web site. Specifically you may contact Michelle Verdisco at either mverdisc@usf.edu or 813.835.2264.

Assessment of sales tax is a determination made separately for each individual billing line.  It is also a two-step process.

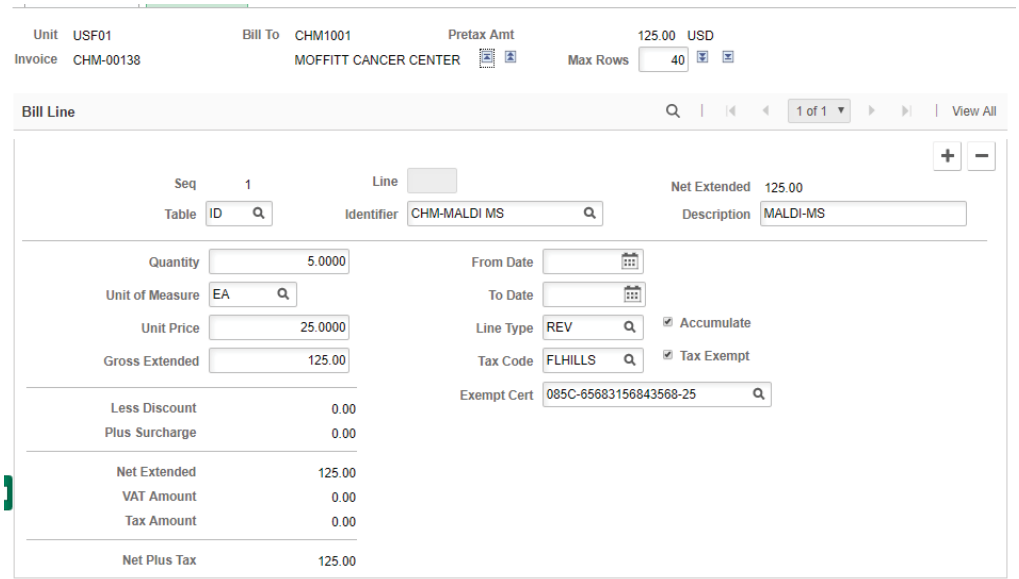
First, the individual billing line must be tagged as taxable with the appropriate sales tax.

To tag a line as taxable, on the Line  Info 1 page, click the search icon in the Tax Code field and select the appropriate tax code. In this illustration, the Hillsborough County sales tax code is used.

If a customer is Tax Exempt we must have on record a copy of the Customer's Tax Exemption Certificate. You will still select the Tax Code appropriate for the item, then check the Tax Exempt check box and use the magnifying glass to look up the Exemption Certificate.




If there is no Tax Exemption Certificate available on the customer record you must request a copy to have to have customer record updated with it. When you have the Exemption Certificate from the customer submit it to the arcust@usf.edu email address with a completed Customer update request form located on the Controller's Website.



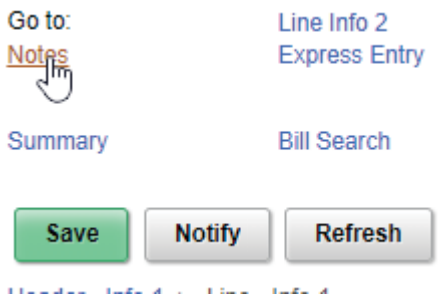

Click the SAVE button. An invoice ID will appear in the upper left corner of the page. In this illustration, notice the invoice ID is CHM-00138.

The invoice sales tax will be calculated and included in the balance due once calculated either by you or the nightly processes. To calculate manually navigate to the “Summary” page.  On that page, click the “Calculate Taxes” button, then click Save.

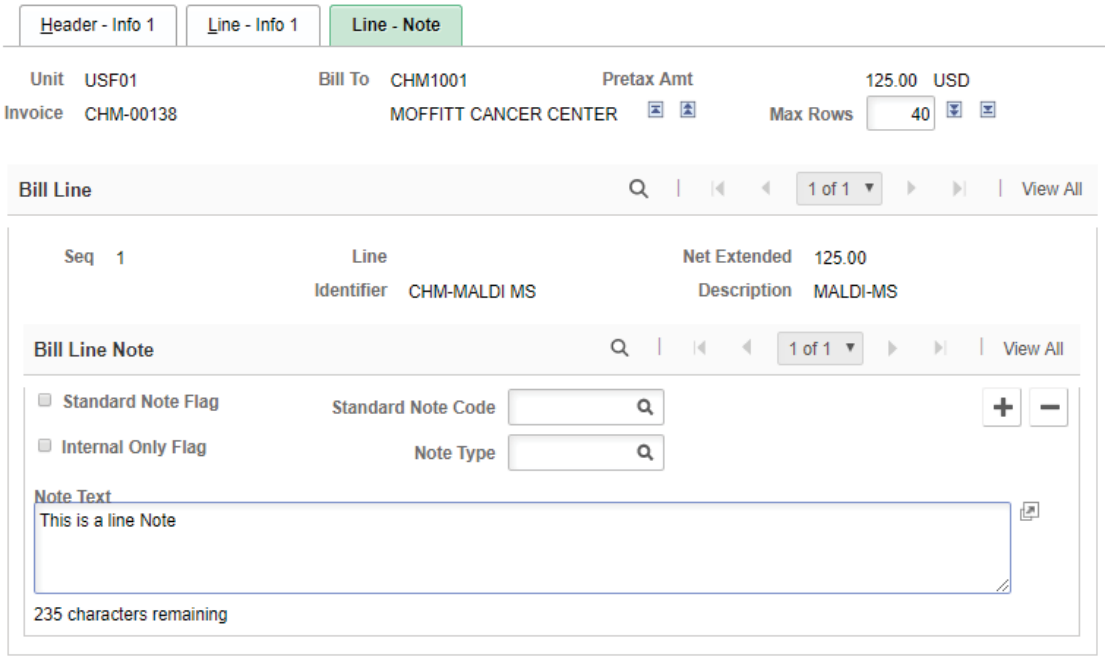
## Entering Notes, Purchase Order Numbers, and Pre Payments on the Invoice, Validating Billing Address

There are two places to enter notes. You can enter line notes or header notes. You may also have multiple line notes to a line or a header.

## Line Notes

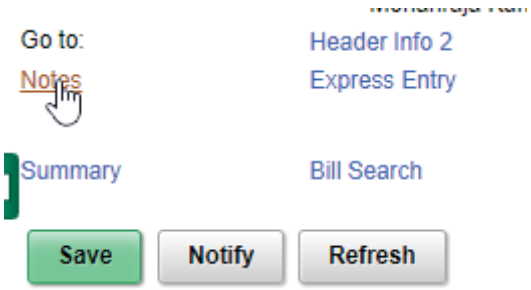



To add a line note, while on the line you want to add a note for click the Notes link in the Go To area above the buttons.

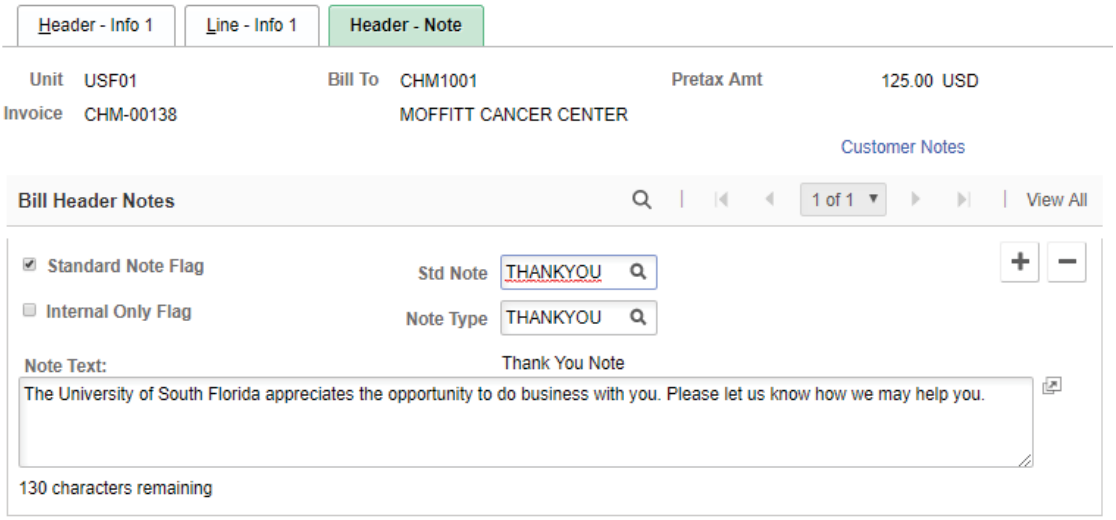



Enter the text for the line note you wish to have appear on the invoice. To add multiple line notes for a line click the plus button.

## Header Notes

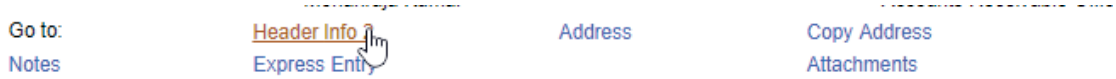



To enter a Header Note, on the Header - Info 1 tab click the Notes link.

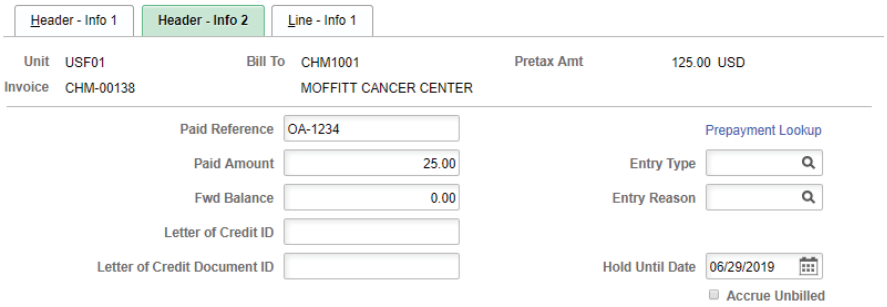



From here you can enter a note to appear on the invoice. If you want more than one header note click the plus button to add another note. There are Standard Notes available for use if you want to use one. If you select a Standard note and change the text the default text will over ride any edits you make to it.

## Pre Payment Referencing

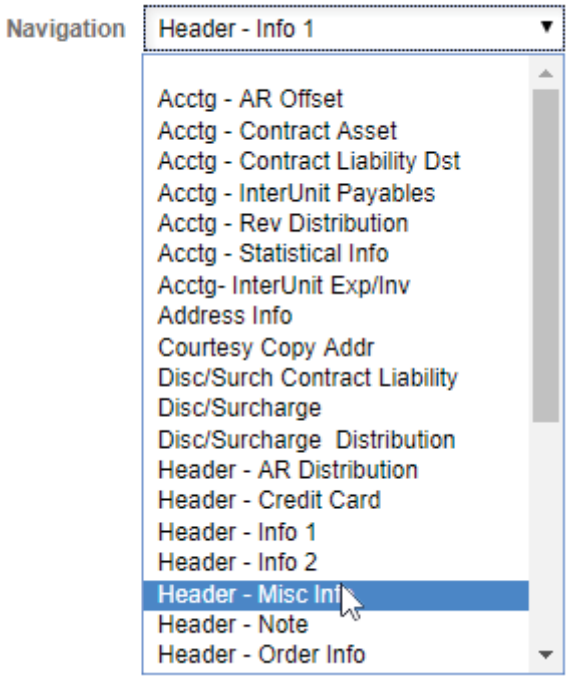



Sometimes a customer has prepaid for some of the services being invoiced. To reference the On Account payment on the Invoice so the customer knows how much to pay, click on the Header Info 2 link.

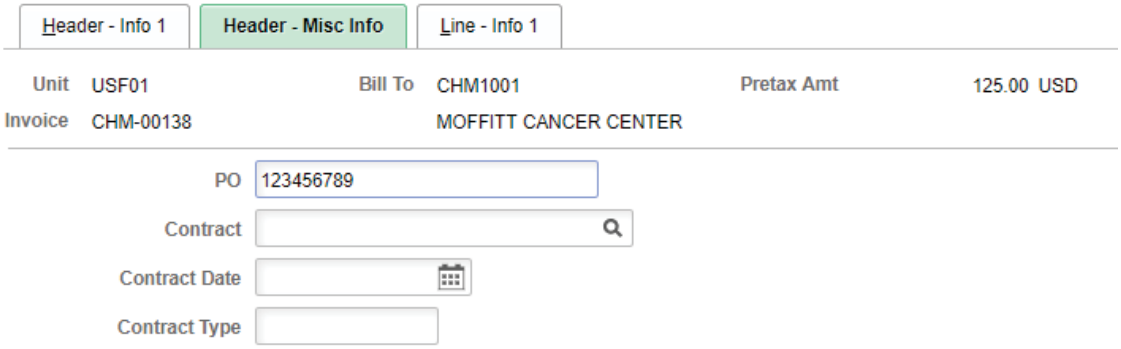



On the Header - Info 2 page enter the Pre Payment Reference in the field Paid Reference. In the paid amount enter the amount pre-paid by the customer.

## Customer Purchase Order



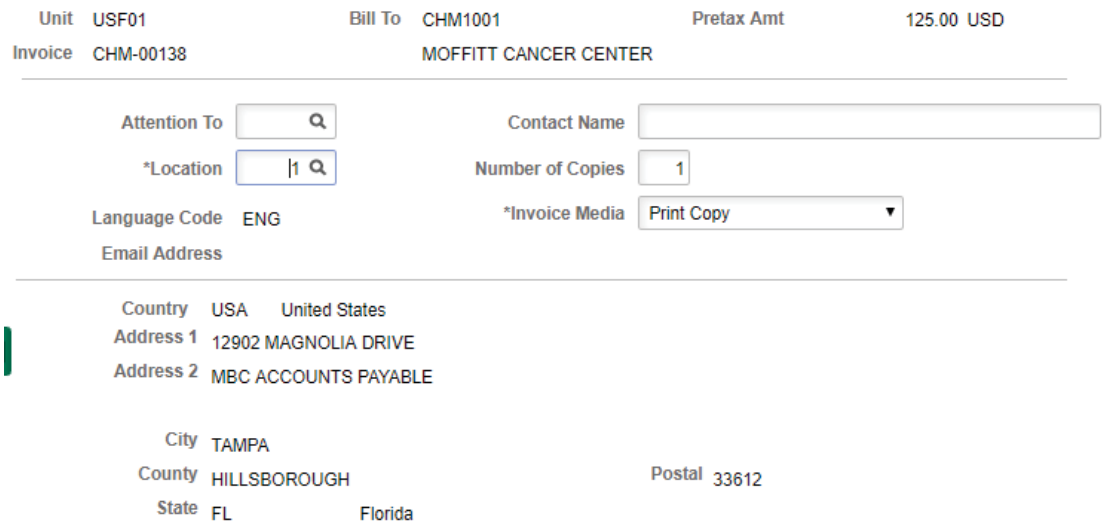

Sometimes a customer will provide you with a Purchase Order Number. To enter the Purchase Order Number you can either enter it in a note or From the Navigation Menu on any page select the "Header - Misc Info" option. Then enter the Purchase Order Number in the PO field.



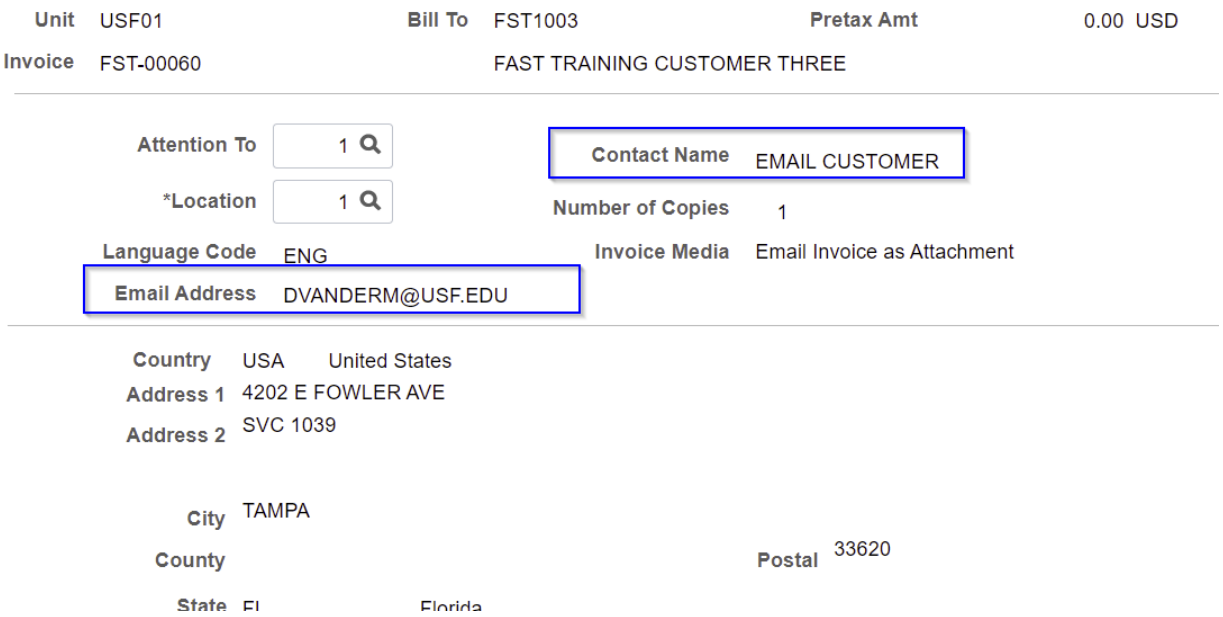

## Validating Billing Address

Some customers may have more than one billing location. To validate which location the invoice will go to, click on the Address hyperlink in the Go To section of the screen.

You will be taken to the Address page for the Bill. Validate the address is correct. If you need to use a different billing lcoation, use the Location lookup to find the correct location for the customer. If you made a change to the Address Location, click save. If you don'steppts ptr occpr st address or the location is not available you will need to submit a completed customer update request. You will need to specify in the communication to arcust@usf.edu the address is a new location and not an update to an existing location.




If the Customer Address Contact Name States EMAIL CUSTOMER you are not to make any changes to this page. Changes to this page will cause an email copy to not be sent.




Additionally, if it is an EMAIL CUSTOMER you will see the email address(es) the invoice will be emailed to.

## Entering More than One Billing Line

Unit USF01 Bill To CHM1001 Pretax Amt 125.00 USD
Invoice CHM-00138 MOFFITT CANCER CENTER Max Rows 40

Bill Line 2 of 2 View All

Seq 2 Line Net Extended 0.00
Table Identifier Description

Quantity From Date
Unit of Measure To Date
Unit Price 0.0000 Line Type REV Accumulate
Gross Extended 0.00 Tax Code Tax Exempt
Exempt Cert

Less Discount 0.00
Plus Surcharge 0.00

Net Extended 0.00
VAT Amount 0.00
Tax Amount 0.00

Net Plus Tax 0.00

It is sometimes necessary to enter more than one billing line on an invoice. The action of adding additional billing lines is taken on the “Line-Info 1” tab.

Remember that sales tax assessment is specific to individual lines. It is possible that one line may be subject to sales tax but other lines are not. Each individual appropriate billing line must be tagged for sales tax. If the customer is Tax Exempt you must reference it on every line taxes are to be assessed.

To ensure that the correct amount of sales tax is assessed, it is a good practice to re-calculate the sales tax after all billing lines have been created and just before setting the bill Status to RDY for processing. This also help to notice if you missed a Tax Exemption on a line.

Actions that will affect the sales tax calculation include adding a new billing line, changing a quantity, or changing a unit price.

To enter an additional billing line, first go to the Line - Info 1 tab. Next click the Plus Button on the

line. Notice the "Seq" sequence number (line number) will change to reflect the new line number. If you need to remove a line you can click the minus button to remove the line.

Continue by entering the new billing line information (Table ID, Identifier, quantity, and Unit price) as described earlier.

## 4. Updating the Status of a Bill

| | |
|---|---|
| CAN | Canceled |
| FNL | Finalized Bill |
| HLD | Hold Bill |
| INV | Invoiced Bill |
| NEW | New Bill |
| PND | Pending Approval |
| RDY | Ready to Invoice |
| TMP | Temporary Bill |
| TMR | Temporary Ready Bill |

The status of a bill will determine if updates may still be made to the bill or if it is staged for processing, or if it is finalized.

Two options are not available for your selection: FNL (Finalized Bill) and INV (Invoiced Bill). Two options are not to be used: TMP (Temporary Bill) and TMR (Temporary Ready Bill).

When a billing is first created and saved, the Status will default to “NEW”. The billing will remain in the billing queue with that status until and only if manually changed. It is often the case that a billing is created and saved and then updated at a later time pending receipt of additional billing information.

When a billing is complete and ready for processing, the status may be changed to “RDY” (Ready to Invoice). Once in this status, changes may be made but in the evening of the day the bill is set to “RDY”, batch processing will select the bill for finalizing after which no further changes can be made. Once evening batch processing has completed, the bill will be

automatically updated to “INV” (Invoiced Bill) status after which no changes may be made by either the billing department or the UCO.

An option available to billing departments is to add a layer of review. This is an option for billing departments and not a USF requirement. Billing departments employing this option may direct billers to set the Status to “HLD” (Hold Bill) or “PND” (Pending Approval). Bills in either of these two Status will not be selected for evening batch processing and they will not be automatically finalized. The “HLD” and “PND” status allow departmental/supervisory review within the billing department.

There may be occasion to cancel a billing. A billing may be created after which it is determined to be a duplicate or unneeded billing. In that situation, the Status may be set to “CAN” (cancelled). The bill will not be processed by evening batch processing but will remain in the billing history.

Please remember this quick check list prior to setting the status to RDY.

- Is the correct customer ID selected?
- Did you use your charge codes/identifiers, are they named with your bill source?
- Does the invoice number appear with your bill source?
- Have you ensured to add sales taxes or exemptions?


To change the status, on the Header - Info 1 tab select the appropriate status and then save.

## 5. Maintenance of Existing Un-Processed Bills

**Bill Entry**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Search Criteria

Business Unit = USF01

Invoice begins with URC

Bill Status = New Bill

Customer begins with

Contract begins with

Bills in Business Unit =

Template Invoice Flag =

Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

Search Results

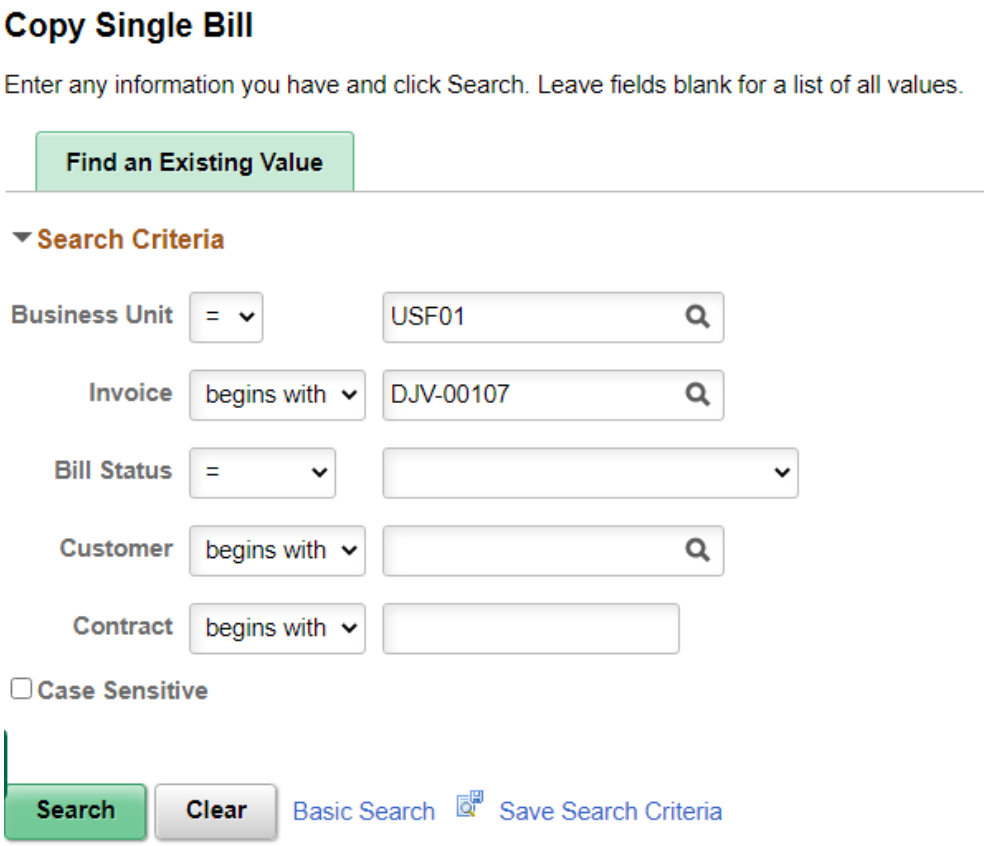
View All 1-4 of 4

| Business Unit | Invoice | Invoice Type | Bill Type Identifier | Bill Status | Bill Source | Customer | Contract | Bills in Business Unit | Template Invoice Flag |
|---|---|---|---|---|---|---|---|---|---|
| USF01 | URC-01552 | Regular | COM | New Bill | URC | URC1081 | (blank) | USF01 | No |
| USF01 | URC-01545 | Regular | COM | New Bill | URC | URC1196 | (blank) | USF01 | No |
| USF01 | URC-01502 | Regular | COM | New Bill | URC | URC1081 | (blank) | USF01 | No |
| USF01 | URC-01149 | Regular | COM | New Bill | URC | URC1166 | (blank) | USF01 | No |

On the Standard Billing “Find an Existing Value” page. From this page, you may search for non-finalized invoices based on your bill source, the status, the customer ID, or for a specific invoice ID.

This illustration is a search for invoices with a bill source of “URC” and a status of “NEW”. This search will produce a list of billings that need further attention and finalization. Click a specific invoice ID, then proceed with any updates.

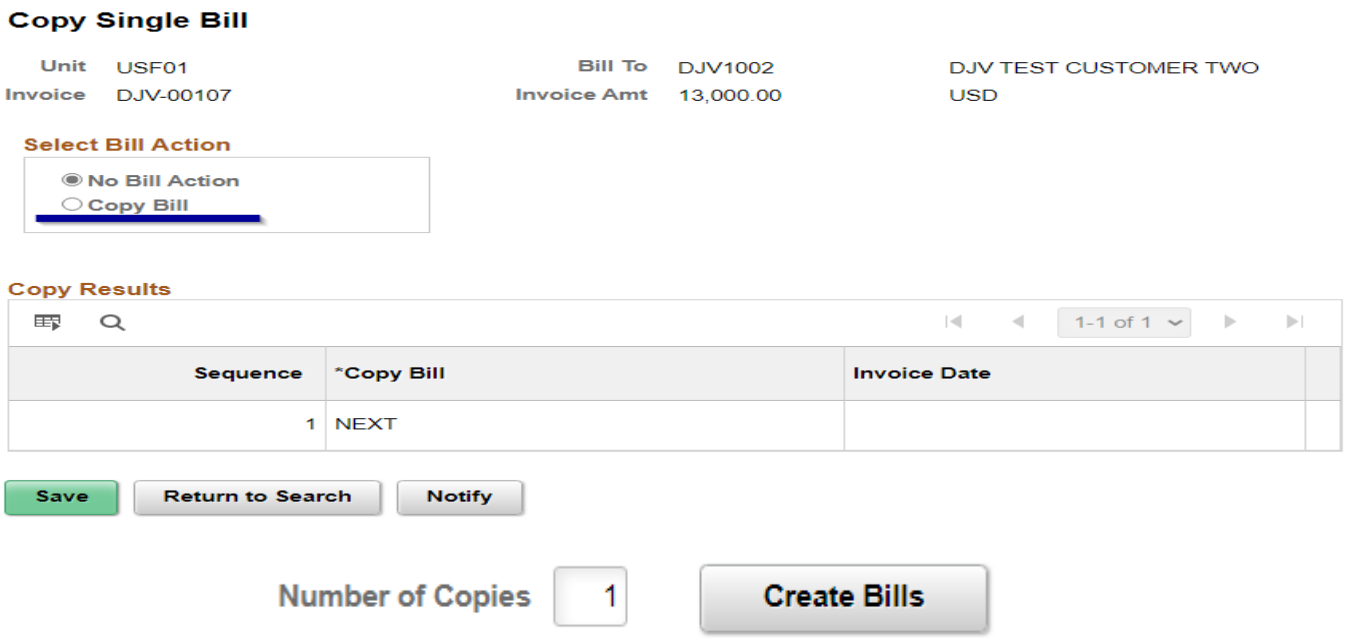
## 6. Copy Bill/Creating an Exact Copy of an Existing Bill




There may be occasion when multiple billings for the same service and same amount need to be created. You may also need to bill a customer on a frequency for the same service and same amount. An available option is to create a Copy Bill from a previously created bill. With just a few mouse clicks, an exact copy of a bill may be created which will bear a new unique invoice ID.

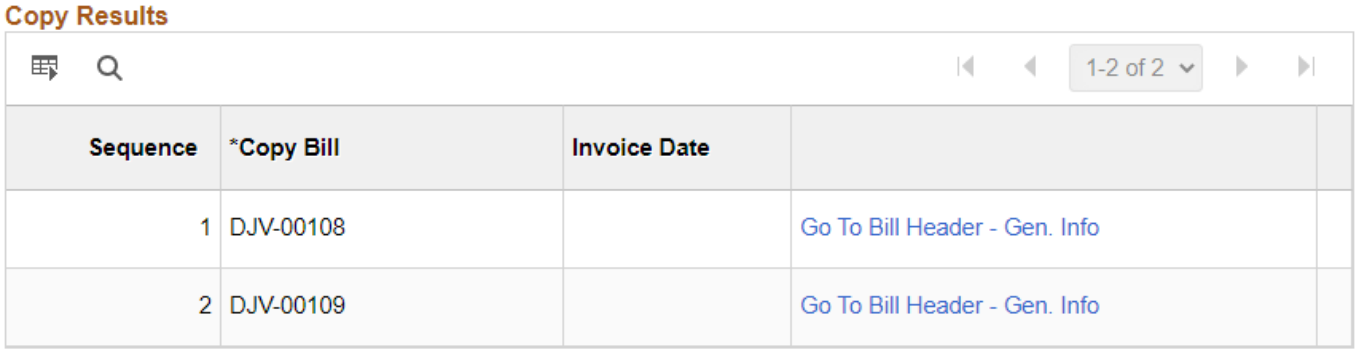
To copy an existing invoice select from the Billing and AR Navigation Collection the Copy Single Bill option. This will present the “Find an Existing Value” page. From this page, you may search for invoices based on your bill source, the status, the customer ID, or for a specific invoice ID. But the best search is for a specific invoice ID. For illustration we will search for invoice ITS-05000.

If a customer was recently updated to an EMAIL CUSTOMER do NOT copy any bills which were created prior to the change. It will not carry over. Create a new bill using either the Express or Standard Billing and then use that invoices to begin copying from in the future.




The option to Copy Bill will be provided to you. Select the radio button for Copy Bill. The option to create additional bills is available. The default is one. If you need just one, create one, if you need two, enter two and it will create two. Once entered Click Save.

The page will confirm a bill was copied and will display the new copied Invoice ID. Click on the "Go To Bill Header - Gen Info" to work on the copied bill.



Header - Info 1 | Header - Info 2 | Line - Info 1

Unit USF01 Bill To ITS1016 Pretax Amt 80.00 USD

nvoice ITS-17944 NC Student Alliance

Paid Reference

Paid Amount 0.00

Fwd Balance 0.00

Letter of Credit ID

Letter of Credit Document ID

Prepayment Lookup

Entry Type IN

Entry Reason

Hold Until Date 06/29/2019

Accrue Unbilled

Currency Information

Billing Currency USD

Change Bill Currency

Exchange Rate

Rate Type CRRNT

Source Tables

Base Currency USD

Rate

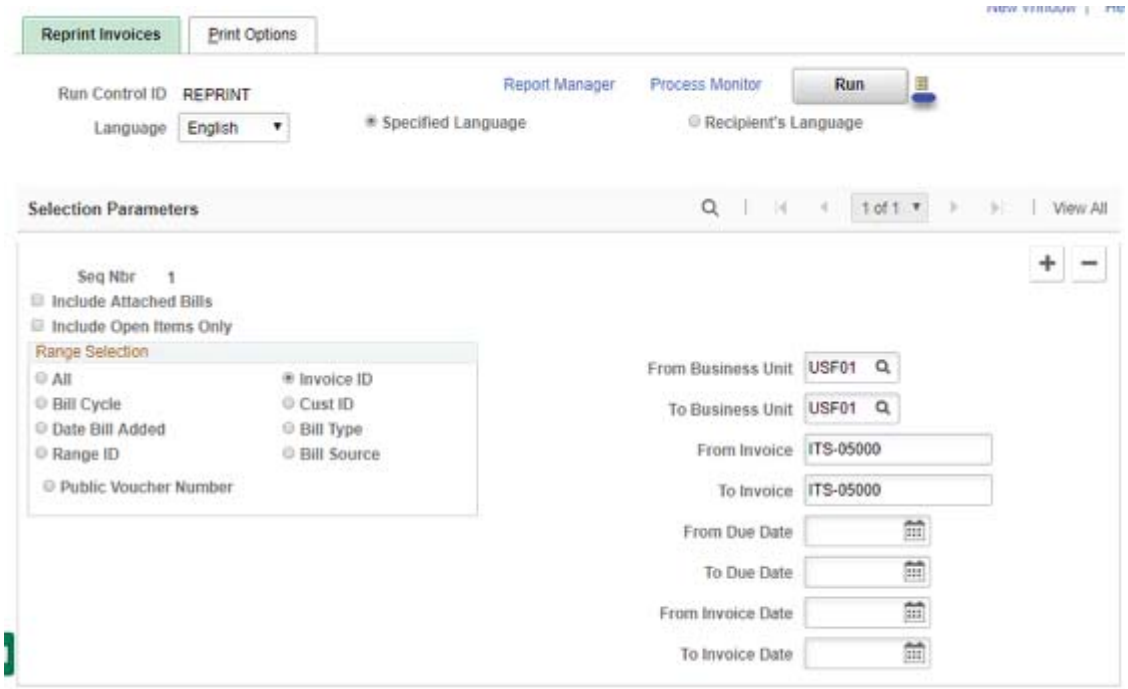
First you should go to the Header Info 2 link on the header page and clear out the Entry Type Field. Failure to do this step will delay the processing of the copied invoices. This field may already be cleared if you are copying from an invoices which was not finalized.

Once you remove the IN from the Entry Type field you may make updates if necessary or simply change the status to 'RDY"

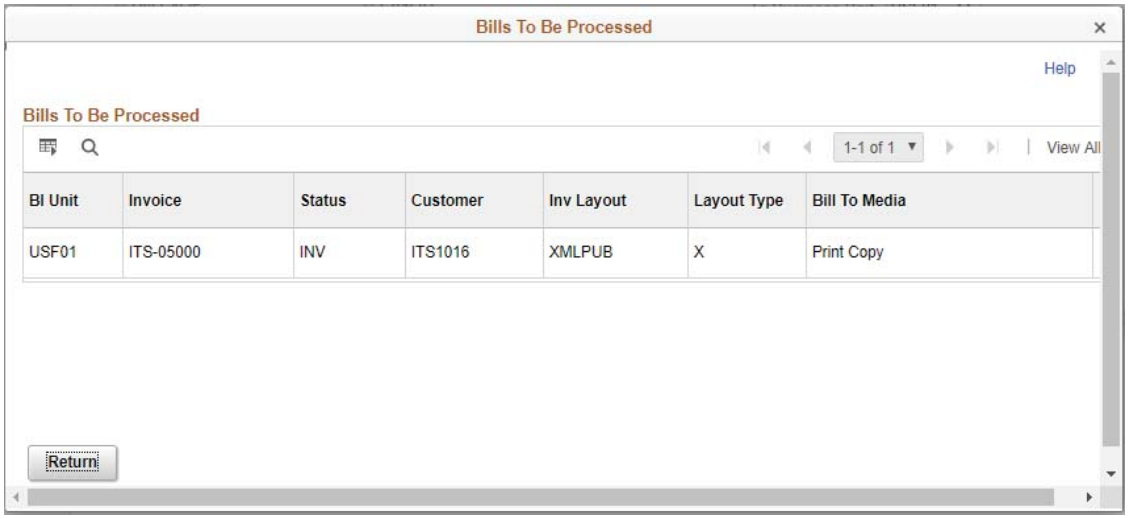
## 6. Reprinting Invoices

Click on the Reprint Invoices option in the Billing and AR Navigation Collection.

Search for an exiting run control ID or if this is your first time, create one by entering it on the Add a new value tab.

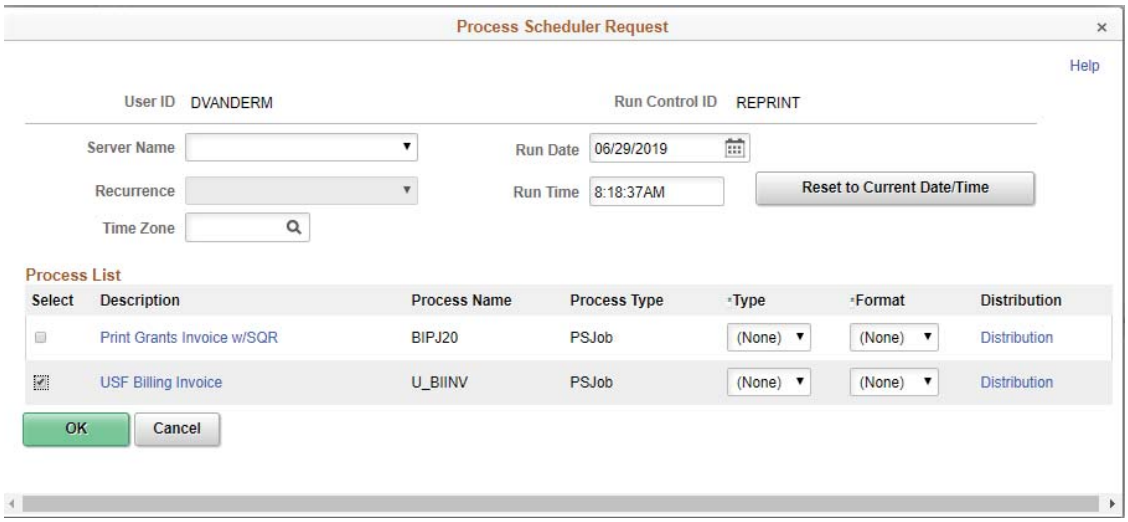



Make sure the check boxes for "Include Attached Bills and Included Open Items Only are unchecked."
Select the Radio Button for Invoice ID in the Range Selection
Enter the Business Unit USF01
Enter the From Invoice ID
Enter the To Invoice ID if different than the From
Clicking on the yellow icon next to the run Button will provide you with a listing of invoices selected from your run control parameters. This is helpful to know if you have entered things correctly.



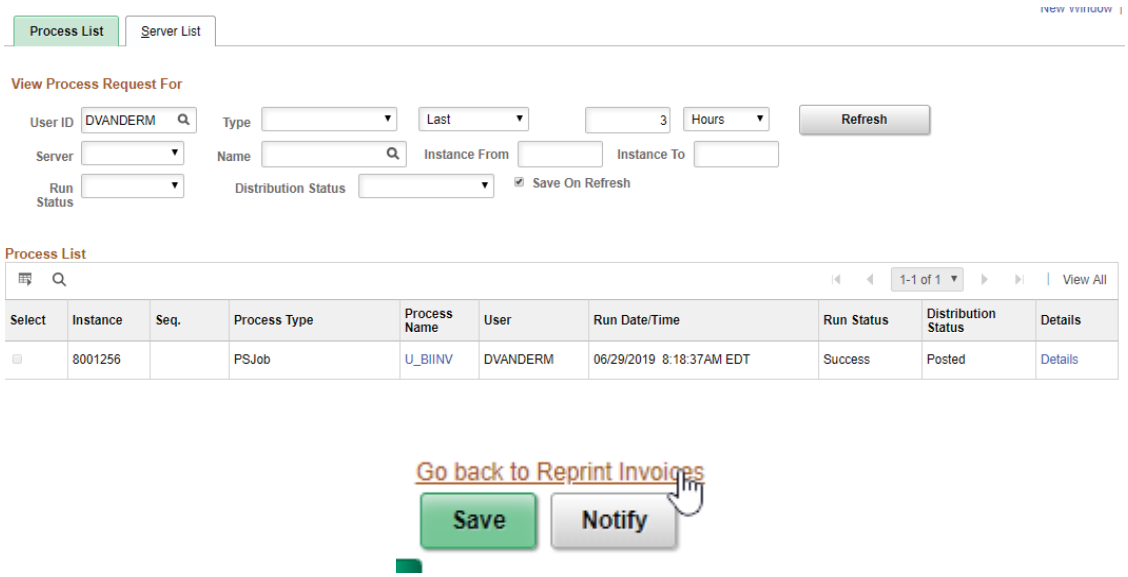

If nothing appears than either the Invoice(s) have not been finalized or your Selection Parameters are incorrect.

If you see all which you need to print click RUN

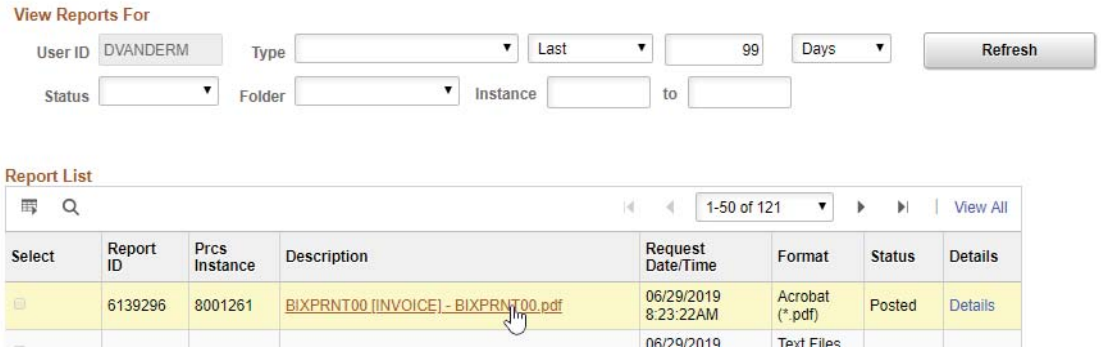



Check the box next to USF Billing Invoice and then Click OK


Click the Process Monitor Link
Click Refresh every so often until the process goes to a Run Status of "Success" and a Distribution Status of "Posted"




Click the Go back to Reprint Invoices link and then on the next page Click Report Manager




Click on the link for the BIXPRNT99 Invoice. A new window should open with a copy of the invoice.
Should you not get  a new window and don't see your invoice, check the pop up blocker settings on your browser.

## 8. FAQS

- **How do I get access to the billing and AR modules in FAST to create customer billings?**

You must first attend the Billing and AR training offered by the UCO Controller's Office. Register for this class on GEMS Self-service.

- **How does a department get authorization to invoice customers for services?**

You must first submit an EBA (Educational Business Activity) request. If the EBA is approved, you will be given a unique auxiliary fund ID in which you will conduct your business activity.

- **Where is EBA information found?**

Information about EBA and the EBA request form can be found on the UCO web site: www.usf.edu/business-finance/controller . Look under the Accounting and Reporting tab under Forms.

- **How do I invoice other USF departments for services I sell them?**

When one USF department provides a service for another USF department, the billing module is not used. You would bill for your services by creating an interdepartmental journal entry. Find the Journal Entry Spreadsheet on the UCO web site, www.usf.edu/business-finance/controller . Loo k under the Accounting and Reporting tab under Forms. Additional information is available in the Billing and AR Manual located on the Billing and AR Page https://www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx

- **How do I have a new customer ID created or update an existing customer ID?**

The UCO maintains all customer records (an internal control). Just submit a Customer Request and Update Form, find this form at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx .

- **What if my auxiliary needs new charge codes (identifiers) or needs an existing charge code updated?**

The UCO maintains the charge code tables. Just submit a Charge Code/Distribution Code Request, find this form at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx .

- **What if I need another person added as either a biller, collector, or credit analyst? What if my telephone number changes?**

UCO maintains the tables that include these fields. To add a new person as biller, collector, or credit analyst or to add or update a telephone number, just send the request by email to billingarhelp@usf.edu

- **How do I request a credit billing?**

All adjustments and credits to customer billings must be created only by the UCO. Submit a Billing Correction Form to ARADJ@usf.edu. Find the form on the UCO web site at www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx.

## 9. Resources/Contact Information

**Office of the Controller**
Phone: (813) 974-6061
Fax: (813) 974-4485 www.usf.edu/business-finance/controller

**Billing and AR Forms**
www.usf.edu/business-finance/controller/about/billingandaccountsreceivable.aspx

**Training and Resources** www.usf.edu/business-finance/controller/about/training.aspx

**Tax Advisory Services**

Phone: (813) 233-2398 Anne Jetmundsen
Phone: (813) 835-2264 Michelle Verdisco
Fax: (813) 974-4485
www.usf.edu/business-finance/controller/payroll/tax.aspx

**Billing and AR Help Desk**
billingarhelp@usf.edu