Smart Internal Billing

Manual 9.2
Table of Contents

Smart Internal Billing ......................................................................................................................... 2
Creating & Defining an Item .................................................................................................................. 3
Modifying an Existing Item .................................................................................................................. 5
Creating an Invoice ............................................................................................................................ 7
Approving an Invoice ......................................................................................................................... 14
Denying an Invoice ............................................................................................................................ 16
Smart Gadgets ........................................................................................................................................ 17
Reporting ............................................................................................................................................... 27
Viewing Smart Internal Billing Journals ............................................................................................. 28
Smart Internal Billing

Objective

In this section, you will be exposed to the intricacies of the Florida International University Smart Internal Billing Process.

We will demonstrate how to:

1. Identify the Accounting Entries required to identify an item or service supplied by your area to the University Community.
2. Initiate the bill process used to reimburse or record the sale of the service or good.

Introduction

Through a review of certain units across the University, it was discovered that there exists a need for an electronic billing mechanism. Many departments across FIU render services to each other for a specified fee and sometimes due to untimely or inaccurate billing; those fees or revenues are not collected resulting in revenue shortfalls. Smart Internal Billing is an electronic invoicing tool that directly addresses this issue by facilitating revenue collection from internal customers.

Benefits of the tool include:

✓ Improved revenue collection by the enterprise performing the service.
✓ Reduction of data-entry errors and labor costs by eliminating the need for double entry into the units’ software (Excel) and PantherSoft.
✓ Automated workflow process

Security and User Roles

The user roles determine the tasks that a user is able to do on the tool. Users must fill-out an access request form in-order to gain access. The access request form is found in panthersoft.fiu.edu. The current roles and their definitions are:

Add or Update: Allows a user to create items for specific Activity Nbrs in which they have access and to update existing items on those Activity Nbrs.

Bill Only: Allows user to be able to bill other Activity Nbrs from those Activity Nbrs in which the user has access.

Note: The default roles assigned dynamically to an organizational department approver are to approve and create invoices only. These roles allow departmental approvers to be able to bill for services performed. If the approver wishes to add or update items in the system they must fill-out an Access Request Form. It is up to these approvers to decide who in their organization will be allowed to bill and modify/add items.
Creating & Defining an Item

Items represent the product or service offered by a department for a fee. Items must be defined prior to creating a bill. Some of the attributes that need to be defined for each item offered include the description, the accounting information (accounts for revenue and expenses), unit of measure and most importantly price. This tool is used for internal billing only, meaning business unit FIU01. Benefits of defining items prior to billing include:

- Consistent pricing for all invoices.
- Reduced labor costs by eliminating double entry.
- Unique item list for every department

Defining an item is done through the “Define Items” page. This page can be accessed through PantherSoft Financials by following this navigation:

**Smart Solutions>Smart Documents>Smart Internal Billing>Define Items**

1. Click the **Add a New Value** tab.

2. Enter the desired information into the **Activity Nbr** field.
3. Click the Add button.

4. Confirm that the Status Field is set to Active.

5. The **Long Descr** field will automatically populate when you first fill the first description, but you are allowed to enter additional information.

6. Click the appropriate **Unit of Measure** depending on Item sold or service provided. **EA** is probably the most common measure used in defining an item.

7. Click in the **Price** field. Enter the desired amount into the **Price** field.

8. In this example, an Activity Nbr with a General Revenue (E&G) fund has been selected; therefore both the Billing and Customer accounts have to be Expenses since these Activity Nbr(s) do not collect revenues.

   **Note:** Once you select "Expense" on the Billing Account, the Customer Account will automatically populate "Expense" on the field.

   When using an Activity Nbr (i.e. Auxiliary), the billing should be a Revenue and the customer account an Expense. For example: Activity Nbr 1103330001 would select "Revenue" for Billing Account and "Expense" for the Customer Account when defining an item unless a transfer of expense is being done and if that it is the case then it should be done as the example above where both accounts are expenses.

9. Click the **Save** button.

10. After it is saved a unique **Item ID #** will be populated as part of your inventory.
11. Click the link. Congratulations! You have just Created & Defined an Item in Smart Internal Billing.

Modifying an Existing Item

In some cases modifying an existing item is necessary. Examples of when this might be necessary include a change in price or a change in accounting information. To modify an existing item, please follow these steps:

Complete the same navigation as on Creating a New Item section.

1. Click the Find an Existing Value tab.

2. To find an existing item you can either search by Activity Nbr or Item ID.

3. Enter the desired information into the Activity Nbr field.

4. Click the button.

5. Click the link from your selection that you wish to modify.

6. Click the or (Alt+7) button to add a new row.
7. Click the View All link. This allows you to view the original entry as well as the new one.

8. The Status field should stay Active. Notice how the Eff Date is now today’s date. For this example, if you wish to change the price from $10.00, click in the Price field and enter the new price.
9. Click the [Save] button.

10. Click the [Home] link.

**Congratulations!** You have just Modified an Existing Item **End of Procedure.**

**Creating an Invoice**
1. From the main of menu of PantherSoft Financials follow this navigation:
   **Smart Solutions > Smart Documents > Smart Internal Billing > Smart Internal Billing.**

2. The Smart Internal Billing will be displayed. Make sure to select the Add a New Value Tab

3. Enter the **Billing Activity** (the Activity Nbr that will collect the revenue or that provided the service) by either typing it directly on the field or by searching for it by selecting the icon. **Please note that only those Activity Nbrs in which you have been granted “Bill only” access will be displayed i.e. you will not be able to create an invoice from an Activity Nbr which you do not have access.**

4. Enter the desired information into the **Receiving Activity** field (the customer that will pay the revenue for the provided service) by following the same steps as above.

5. Click the **Add** button. This will cause the “Smart Internal Billing” page to be displayed.

---

**Bill ID** is a sequential & unique number that will be assigned to an invoice after it has been saved. **The Business Unit will always be FIU01**
All fields with an asterisk (*) need to be filled before continuing with the invoice.

6. Select a date on the Date From field or add a range of dates using the Date.

7. Enter the desired information into the Descr field.

8. If your Department has an Internal Reference number, then enter the desired information into the Internal Ref field. The internal reference field is for the Billing Activity Nbr to type a reference number or text for internal record keeping in case the invoice number is insufficient or not descriptive enough.

9. Click the Look up Item ID (Alt+5) button.

10. Look up by Item ID or Description. Select and click item from the Item list.

11. Enter the desired information into the UOM field, EA is probably the most common increment.

12. Click the + or – to Add or Delete rows if necessary.
13. Click the button.

After saving the invoice a unique number will be assigned to the invoice under the Bill ID field.

The Actv Nbr that is invoicing or billing for services performed

The Actv Nbr invoiced for service
14. If you wish to notify the approvers or anyone related to this transaction, click the button.

**Send Notification**

Type names or email addresses in the To, CC, or BCC fields, using a semi-colon as a separator. Click LOOKUP RECIPIENT to search for a name. Click DELIVERY OPTIONS to view or change the method of the send.

**Notification Details**

- **To:**
- **CC:**
- **BCC:**
- **Priority:**
- **Subject:** Enter Subject here
- **Template:** Workflow Notification
- **Message:**

Click OK to send this notification and exit this page. Click Cancel to exit this page without sending a notification. Click Apply to send this notification and remain on this page.

15. After you fill out the notification, Click OK to exit the page.
Notes:

*Bill Status:* The current status of the invoice. The statuses and their definitions are listed below.

- **Open:** The default status of an invoice after it has been created.
- **Invoiced:** The tool changes the status to "invoiced" once the invoice has been submitted to workflow.
- **Completed:** A status of "completed" indicates that the invoice has been fully approved by both the receiving and billing approvers and it is ready for journal generation.
- **Cancelled:** A status of "cancelled" indicates that the invoice has been cancelled by either the person who initially entered the invoice or by a billing Activity Nbr approver. An invoice can never be deleted, just "cancelled."

16. Click on **"Save".** Now you have a Bill ID number.

17. Click **"Submit"**.

18. Click the **Home** link.

*Congratulations! You have successfully created an invoice thru Smart Internal Billing*

*End of Procedure.*
Item Details

In the item details section the items and quantity sold are entered.

*Items*

This section is where the items sold are selected and the quantity entered. These are the values entered through the Item Definition page.

*Account Distribution*

By selecting this tab, the user will be able to see the speedtype and the corresponding departmental information such as the fund, pcs code, etc. for the billing Activity Nbr. Notice that in this example the offsetting lines are shown to display the information for the receiving (customer) Activity Nbr as well.

*Item Details*

By selecting this tab, the user will be able to see the accounting information for the items being billed. Notice that in this example the offsetting lines are shown to display the accounting information for the receiving (customer) Activity Nbr as well.

*Workflow Approval Process*

Once the invoice has been submitted, it routes to the workflow approval process. Invoices will route first to the Billing Department’s Expense Manager. Once approved by the Billing Department it routes to the Receiving Department’s Expense or Project Manager*.

*If the invoice is project related, a Project Manager Approval will replace approval of the Receiving Department Manager.

Once approved by both the Billing and Receiving departments, the invoice is ready to be paid.
Approving an Invoice

One of the benefits of the tool is the electronic workflow process reduces the times it takes to approve the invoice and it also reduces unnecessary paper work. In order to approve an invoice, follow the steps below. In order to approve an invoice a user must first retrieve it.

1. A user can retrieve an invoice in three ways.
   a) The easiest way is to click on Approval Inbox on the Smart Internal Billing pagelet. See instructions on how to add pagelet to PeopleSoft main menu.
   b) The second way to retrieve the invoice that needs to be approved is through the “Approval Inbox”. The inbox can be reached by following these steps from the main menu:

   **Smart Solutions > Smart Workflow > Transaction Approval > Approval Inbox.**

   Once in the approval inbox click on “Search” and any pending invoices will be displayed. Select the invoice that will be approved.
c) The third way is to search for the invoice directly. To search for the invoice follow this navigation:

Main Menu: Smart Solutions > Smart Document > Smart Internal Billing > Smart Internal Billing.

Click on the “Find and Existing Value” tab and search for the invoice.

2. To see or/and leave a comment Click the Collaboration button.

3. To leave a comment hit "New Comment" add your comments, click enter, then click "OK"

4. Click on the Workflow button and finally on the Approve button to approve the invoice. You may also write comments on the comment box prior to approving the invoice. In this particular case both approvers have approved the invoice. The reason why the “Billing Activity Approval” says Self Approved is because the invoice was originally created by an approver of the billing department. Once the bill has been approved by both parties an e-mail notification is sent to the user who created the invoice.
Denying an Invoice

Denying an invoice should only be done when any one of the approvers does not agree with the contents of the invoice. Examples of when an invoice should be denied include incorrect receiving Activity Nbr, incorrect items, incorrect item price, or incorrect quantities. To deny an invoice follow the steps below.

1. Search for the invoice through any of the three ways explained in the Approving an Invoice section.

2. Click on the button

Prior to denying the bill it is mandatory to comment on why the invoice is being denied. The comments have to be written on the comment box. After the comments have been entered the invoice can be denied by clicking on the button. When an invoice is denied a comment is required. Enter the desired information into the “Comments” field.

Denying an invoice should only be done when any one of the approvers does not agree with the contents of the invoice. Examples of when an invoice should be denied include incorrect receiving Activity Nbr, incorrect items, incorrect item price, or incorrect quantities.

3. Hit the “Go Back” button.

4. Click the Save button.

Congratulations ! You have just denied an invoice using Smart Internal Billing
Smart Gadgets

The icons below are called Smart Gadgets. They facilitate the navigation to a specific function. At this time, let’s discuss some of the other functionalities and information available on the “Smart Internal Billing” page.

- **Save**
  
  This icon is used to save the transaction or save as a template for future invoicing.

- **Copy**
  
  The copy icon will copy an invoice from an existing template.

- **Collaborate**

  It allows a user to comment on the invoice. The intent is to increase communication between the customer and the service provider. After the message has been typed, click the Submit button and the comments will appear. The user can also reply, edit and delete a comment by clicking on the following icons respectively.

Once the invoice has been saved the Collaborate button will change its appearance to in order to indicate that there are comments to view.

- **Attach**

  The attach button allows the user to attach files to the invoice. The attachments in the File Attachments section will be viewed by the billing approver, receiving approver and the person who enters the bill.

  The workflow button allows the user to submit an invoice for workflow and start the approval process. The button may also be used to “preview” the workflow path for a particular invoice. The workflow approval process button will illustrate the Approval Map which lists the Billing and Receiving Approvers.

  The Approval Map will be displayed and by clicking on the Multiple Approvers link, the user will be able to see the approvers for both the billing and receiving Activity Nbrs. Click on the Go Back button to return to the main page.

- **Cancel**

  button allows the user that originally created the invoice or an approver for the billing Activity Nbr to “cancel” or void an invoice.

  **Show Offset Lines**: This button allows the user to view the offsetting accounting lines; only visible after invoice has been saved.
The sections that follow assume that the user has the invoice open.

Creating an Invoice from a Template

If a department invoices similar invoices frequently then it is recommended that the user creates a template in order to reduce data entry. To create a template, follow these steps:

1. After creating the invoice that you would like to save as a template hover the mouse around the **Save** button and click on the **Save a Template** button. In order to create the template, the invoice from which it is been created cannot be submitted for approval.

2. Select a **Template Type** by selecting it from the drop down menu. A private template indicates that it is saved specifically to the user and a shared template indicates that it will be public for other users to use.

3. Type a **Template Name** and a **Description** in the appropriate fields. Click on the **OK** button.
If a Template has been loaded you should see the following icon __Load Template__. 

1. As you start creating your invoice, click on **Load Template**

2. Search the templates by any of these fields:
3. Select the template available, then click “OK”.

4. Then the template would load and you can continue to complete as usual.
Using the Collaboration Gadget

The tool allows users to “collaborate” or chat on individual invoices. One can write comments on the collaboration screen for other users to view and comment.

1. From the *Smart Internal Billing* page, click on the *Collaborate* button.

2. The Collaboration screen will now be displayed. Write any comments and click on the *Submit* button. You may also change the formatting of the comment.

3. The user can also reply, edit and delete a comment by clicking on the following icons respectively.

4. Once all comments have been entered click on the OK button to return to the *Smart Internal Billing* page and finally save the invoice.

5. Once the invoice has been saved the *Collaborate* button will change its appearance to in order to indicate that there are comments to view.
Using the Attach Gadget

The tool allows users to attach supporting documentation to the invoice.

1. From the *Smart Internal Billing* page, click on the *Attach* button.

2. The *File Attachments* screen will now be displayed. To attach a file, click on *Choose File* to display the *File Attachment* input box.

3. Click on the *Choose File* icon to open the Windows file explorer.

4. Search for the file you would like to attach, select it and click on open.
5. Click on the Upload icon which allows you to attach files.

6. You may also attach more files or delete some that have already been attached by using the buttons.

7. Once finished, click on the button to return to the main Smart Internal Billing page and Save the invoice. The icon will change to in order to indicate that there are attachments on the invoice.

Viewing an Attachment

From the Smart Internal Billing page, click on the button.

1. The File Attachments screen will now be displayed. To retrieve a file, click on the icon to open the document. The tool will create a new window or tab depending on the web browser.
2. Return to the main page by clicking on the Go Back button.

Using the Workflow Gadget

It is used to submit an invoice into the approval process necessary to ultimately generate the journal that is posted into the general ledger.

The tool allows a user to view the workflow path that the invoice will undertake after it has been submitted & the approvers of the transaction.

1. From the Smart Internal Billing page, hover on the Workflow button and click on Preview.

2. The Approval Map will be displayed and by clicking on the Multiple Approvers link, the user will be able to see the approvers for both the billing and receiving Activity Nbrs. Click on the Go Back button to return to the main page.
Submit an Invoice for Workflow

To submit invoices into workflow follow these steps.

1. From the *Smart Internal Billing* page, click the workflow button.

2. Click on the Submit button to initiate the workflow process. Once the invoice has been submitted the tool will not allow the user that created it to make any changes unless it is denied in the workflow path. This is to prevent any changes from occurring while it is being approved.

**Workflow Status:** The current workflow status of the invoice. The statuses and their definitions are listed below.

- **None:** The default workflow status of the invoice.
- **Pending:** Workflow status after the invoice has been submitted and is waiting for approval.
- **Approved:** Workflow status after the invoice has been fully approved by both parties.
- **Denied:** This workflow indicates that the invoice has been denied through the workflow process by either party.

The *Bill Status* and the *Workflow Status* are both interrelated i.e. the bill status dictates the workflow status.

The relationships below exist between both statuses.

<table>
<thead>
<tr>
<th>Bill Status</th>
<th>Workflow Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>None</td>
</tr>
<tr>
<td>Invoiced</td>
<td>Pending</td>
</tr>
<tr>
<td></td>
<td>Denied</td>
</tr>
<tr>
<td>Completed</td>
<td>Approved</td>
</tr>
<tr>
<td>Cancelled</td>
<td>None</td>
</tr>
</tbody>
</table>
Reporting

There are three queries that can be used to track activity within the tool.

1. INTERNAL_BILLING_ITEM_DETAILS allows the user to view item information per Activity Nbr.
2. SMART_INTERNAL_BILLING can be used to track information on entered invoices.
3. FIU_GL_JRNL_DTL_SMART_BILLING2 which includes journal information.

To reach the queries, please follow this navigation:

Main Menu: Reporting Tools > Reporting Database > Query > Query Viewer

On the “Search By:” drop down menu select Folder Name, type Internal_Billing on the prompt, and click on the Search button to display the queries.
Viewing Smart Internal Billing Journals

The ultimate purpose for the workflow process and ultimately the tool is to create a journal that can be posted by the Office of the Controller. Once the journal has been approved by all parties involved, there is a nightly process that auto-generates one journal for each invoice approved on or before 6:30 p.m. If the invoice is approved after 6:30 p.m. then the journal will be generated on the subsequent weekday. The accounting or journal date of the journal will be the day that the invoice was approved; this date is important because it drives the accounting period in which the expenses or revenues will reflect. The journals are also created with a journal ID prefix of SMB (journal id: SMBXXXXXXXX) and a source of SMB. The unique prefix and source allows user to quickly search for journals created from the Smart Billing tool.

To search for journals created from the Smart Billing tool, follow this navigation:

1. **Main Menu: General Ledger>Journals>Journal Entry>Create/Update Journal Entries**
2. Click on the **“Find an Existing Value”** tab
3. On the **Source** field, type **SMB** and click on the **Search** button