OMNI AR/Billing: Creating an Online (Standard or Manual) Bill

Detailed Business Process Guides - ABILL2

Creating Online Bills

This document outlines how to upload and process billing data using the <u>Standard Bill Entry</u> page in OMNI Financials.

Use the Auxiliary Specialist Cheat Sheet as a reference when following along with this guide.

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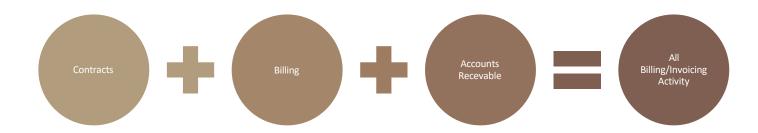
Billing Terminology

This section outlines common terms found throughout the billing process.

- Module: an area within OMNI that houses data about a type of business process. Usually, data
 must be moved between modules via processes. Think of modules as separate siloes within OMNI
 that need to be updated with new information from other, related areas.
 - For example, the Contracts module and the Billing module are applicable to this business process. We send data from the Contracts module to the Billing module by running a process that sends activity that is ready to bill from Contracts to Billing. Once the billable activity is in the Billing module, it is able to be invoiced to create your revenue and accounts receivable, just like all other bills.

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- Contracts module: the area within OMNI that houses data related to auxiliary contract billing.
- Billing module: the area within OMNI that houses data related to all auxiliary billing.
- FSU Custom Billing Template & Upload: the customized Microsoft Excel template that allows
 users to create a batch of bills all at once from source data by populating the required information
 on a spreadsheet, converting the file to a format OMNI can read, and then attaching and
 uploading the file within OMNI's billing module on the FSU Custom Billing Interface Upload page.
- **Billing Interface**: a staging area for billing activity that is created outside of the Billing module (for example, from a Spreadsheet Upload).
- Billing Interface Process: the process that turns staged billing activity into actual bills in the Billing module. While this process is running, it performs all of the validations and checks that take place when a user manually enters bills (such as ensuring valid Customer ID's, Bill Sources, and accurate calculations). This ensures that bills are created using valid information. In other words, this process prevents errors that the system would prevent a user from creating if they were creating the bill manually. If the process finds an error, it leaves the applicable bill(s) in the Billing Interface area and marks it as having an error.
- **BIIF001:** This is OMNI's technical name for the Billing Interface Process and is what users will see in the Process Name column when they review the processing status in their Process Monitor.
- Interface ID: This is an identification number created by OMNI when a user uploads a file or a set of files. Users enter an Interface ID or a range of Interface ID's to process when running the Billing Interface Process.
- Interface tables: Also known as staging tables. These are the tables that OMNI stores billing data after it has been uploaded, but before the Billing Interface Process has been run. These tables also hold bills that have been through the Billing Interface Process, but that have one or more errors.
- Process: a set of instructions OMNI uses to update itself with new information (such as when
 converting billing data in the staging area to bills). When running a process, users will usually start
 by setting up or accessing a Run Control. Some processes run automatically each night or
 periodically throughout the day.
- **Job**: a collection of processes. Usually, we use this term interchangeably with the term "Process" as from a user perspective, it tends to be the same.
- **Run Control**: a page in OMNI that allows a user to set and save parameters (instructions) for running a process in OMNI. This is usually the first step to running a process.
- Process Monitor: a page in OMNI that allows users to observe the status and results of a job they
 are running and verify it has run to completion with no errors (or to review error messages, if
 applicable).
- Bill: in OMNI, a bill represents billing data from initiation through to invoicing.



- **Invoicing**: the process that converts a Bill to an Invoice; this sends the bill to the customer if the customer is set up to be emailed and creates the accounting entries to record revenue and accounts receivable.
- Invoice: A bill that has been invoiced.

Billing Processing Overview

Billing data can be entered manually (using Standard Billing; this guide). It can also be uploaded using the FSU Billing Interface tool. If the Contracts module is used to create billing activity, then contract events are the origin of billing data. Any bill, whether it is created manually or via one of these tools, can be associated to a contract in the Contracts module if it relates to a contract. This way, the Contracts module can be a one-stop resource showing all billing activity related to a specific contract.

If bills are entered manually, they do not need to be interfaced. Interfacing is only required for bills originating outside of the Billing module.

Once bills are uploaded and interfaced, or entered manually, they can be reviewed, converted to "ready" status, and otherwise managed and invoiced as shown in other business process guides. When ready, the invoicing process is imitated by the Controller's Office Auxiliary Accounting staff on a monthly basis (for internal bills) or the selling auxiliary's accounting staff as needed (for external/component unit bills).

Bill Creation Process Overview

Bills Entered Manually & Saved Bills reviewed for accuracy Bills set to
"Hold" or
"Ready"
status as
appropriate

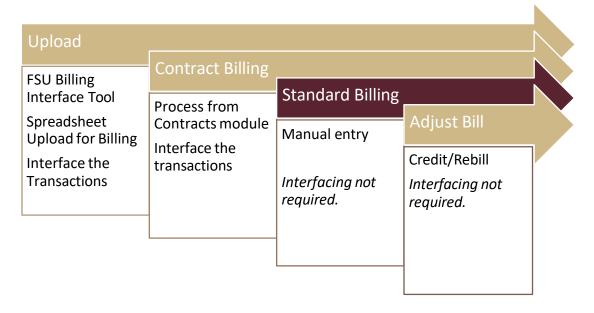
Bills Invoiced & Sent to Customer

Invoices loaded in AR

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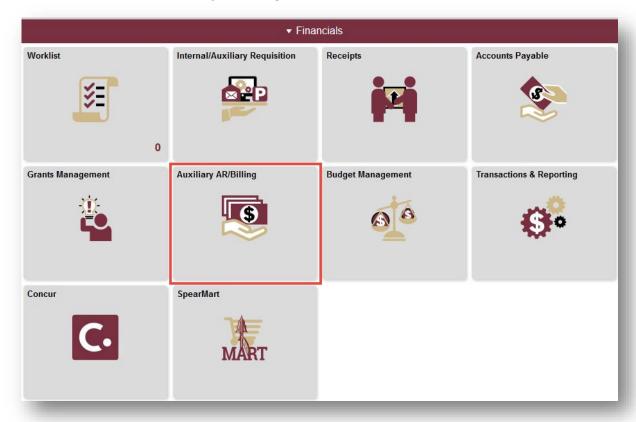


Options to Create Bills



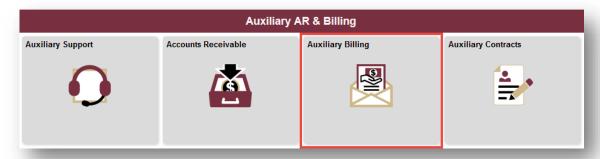
Navigate to Standard Billing

- 1. Navigate to the <u>Standard Bill Entry</u> page in OMNI Financials:
 - a. Select the Auxiliary AR/Billing tile:

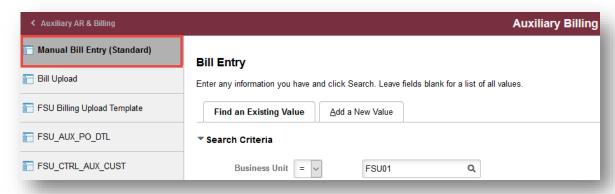




b. Select the Auxiliary Billing tile:

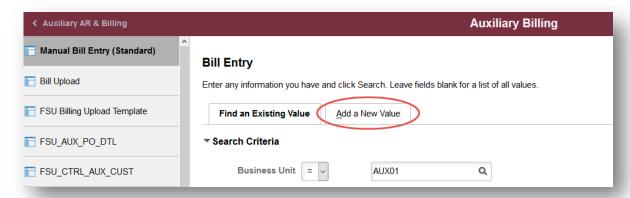


c. You will land on the Manual Bill Entry (Standard) page:

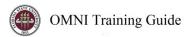


Add a New Bill

1. Choose the "Add a New Value" tab:



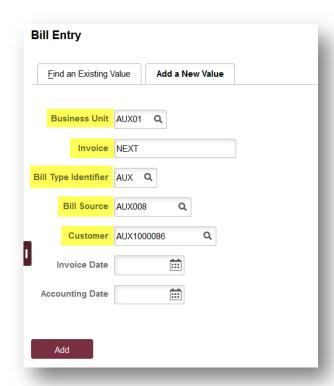
- 2. Populate the available fields with the following information:
 - a. Business Unit = AUX 01
 - b. **Invoice** = NEXT (always leave this field as NEXT)
 - c. Bill Type Identifier = AUX
 - d. Bill Source*: Variable



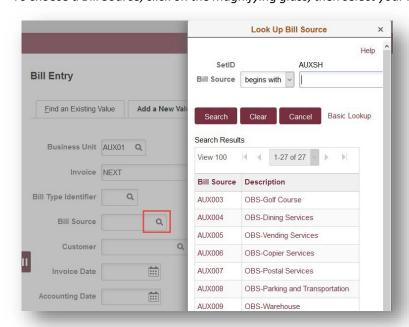
e. **Customer****: Variable

f. Invoice Date: Always leave this field blank

g. Accounting Date: Always leave this field blank



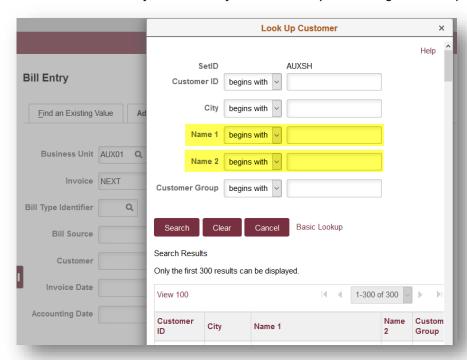
*To choose a Bill Source, click on the magnifying glass, then select your line of business:



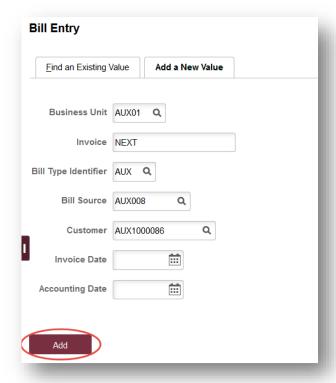


*To choose a Customer, click on the magnifying glass, then search for and select the customer you are billing:

- Use the **Name 1** field to search by the customer's name
- Use the Name 2 field to search for a customer by their six digit OMNI Department ID



3. Once you have the Business Unit, Bill Type Identifier, Bill Source, and Customer, click Add:



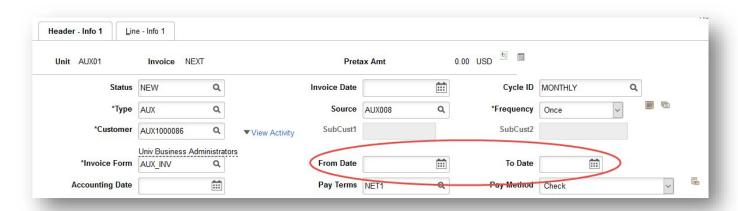


Bill Header (Header – Info 1)

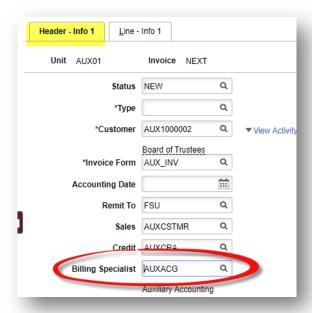
The **Header – Info 1** page contains values that apply to the entire bill such as the bill-to customer, the bill source, payment terms, and bill status.

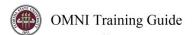
- 1. Most of the pertinent header information will default in based on the values you entered in the previous steps. Review this page to ensure accuracy.
 - a. **Activity Dates** the *From Date* and *To Date* fields can be populated if all of your billing data originated in the same period. If not, you will be able to add these dates to each individual charge in a later step.

NOTE: The Invoice Date field at the top of the page should always be left blank. OMNI will automatically assign an invoice date once the bill is invoiced.

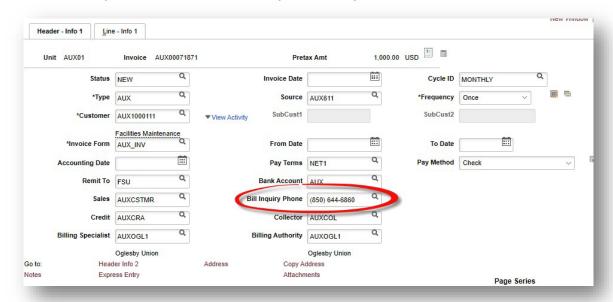


b. **Billing Specialist (if applicable)** – change the billing specialist to the desired value if your auxiliary has multiple billing specialist.





c. Ensure that the phone number is correct for your auxiliary:



Bill Lines (Line – Info 1)

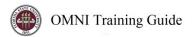
The **Line – Info 1** page is where you will add your individual bill lines. This page contains the description, dates, quantity, and amount of the charges you are billing for.

1. Click on the "Line- Info 1" tab:



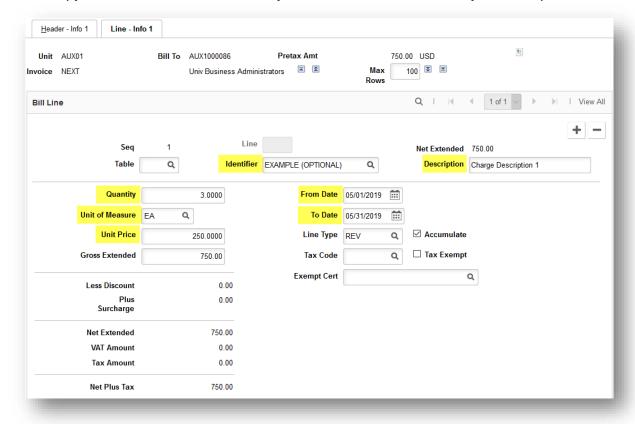
2. Populate the following fields:

- a. **Identifier**: This is an optional field. If your area uses a unique identifier to tie billing data back to sales data, you may place that identifier in this field. *Limited to 18 characters*.
- b. **Description**: This is the main description for your charge. *Limited to 30 characters*.
- c. Quantity: Enter the quantity of units sold.

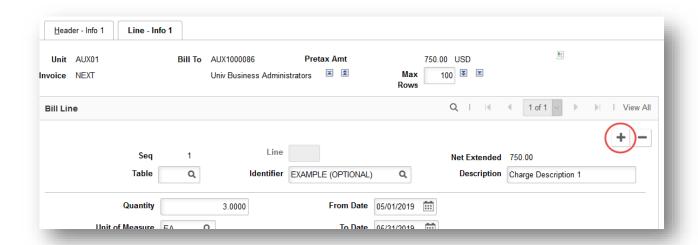


- d. Unit of Measure: This field should ALWAYS be EA (each).
- e. Unit Price: Enter the unit price of the item.
- f. **Gross Extended**: This field will auto populate once you press the Enter key or click Save at the bottom of the page.
- g. From Date: This is an optional field. Enter the beginning date of the charge-to period.
- h. **To Date**: This field is required. Enter the end date of the charge-to period or enter the date that the good or service was provided.

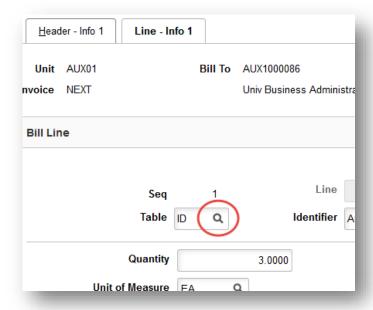
NOTE: Any field NOT listed above should be left as-is. OMNI does not have Tax functionality at this time.



3. To add additional lines, click on the Plus icon and repeat the steps listed above.

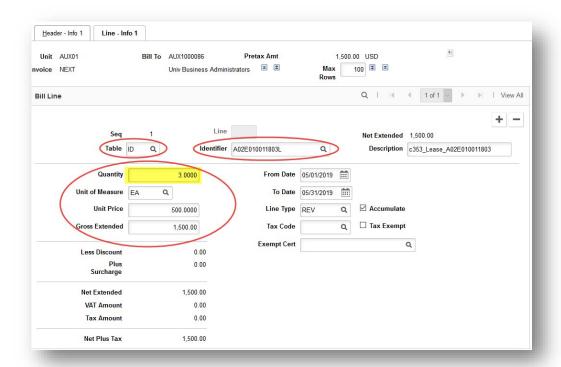


- 4. If your area uses products¹, complete the following steps. If not, you may proceed to <u>Add Purchase</u> <u>Order Information</u>.
 - a. Click on the magnifying glass next to the Table field and choose "SP/Billing Charge ID".



- b. Click on the magnifying glass next to the Identifier filed to search for and select your product. You can search by product ID or Description.
- c. The Description, Unit of Measure, and Unit Price will automatically fill in.
- d. Set the quantity.

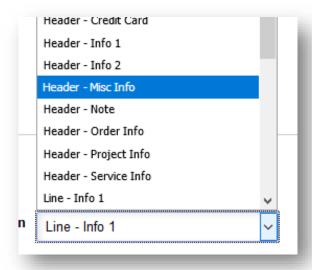
¹ For instructions on adding products to OMNI, please refer to the Billing Process Guide APRODUCT1



Add Purchase Order Information

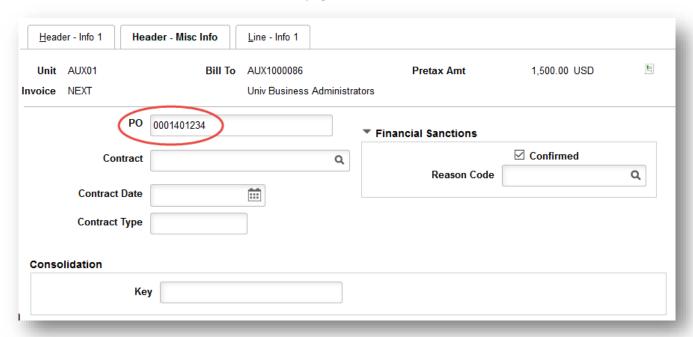
If you are billing an INTERNAL customer, you must add the PO number and PO line to the bill. This is not required when billing an external or component unit customer; however, you can use the PO field on the bill header (steps 1 and 2 below) to add an external PO or other information as needed.

1. Navigate to the **Header – Misc Info** page:

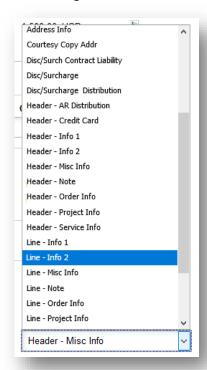


- 2. Enter the Purchase Order number in the PO field:
 - a. NOTE: the PO Line number will be assigned at the Bill Line level (later steps).

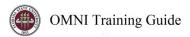
b. NOTE: leave all other fields on this page blank.



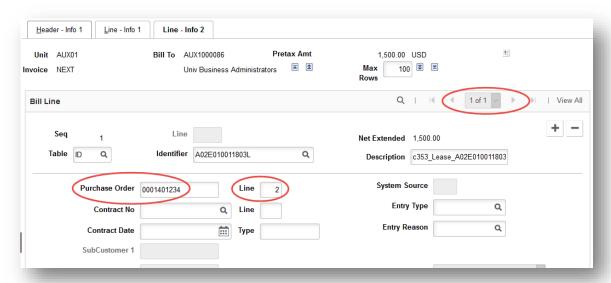
3. Navigate to the Line - Info 2 page:



4. Enter the PO number AND the PO line in the Purchase Order and Line fields as shown below:

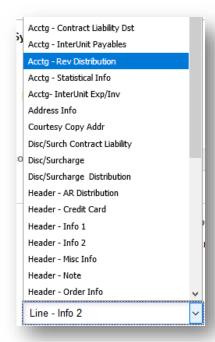


- a. If you entered a PO number at the Header level, the Purchase Order number will default in, otherwise enter the PO number here.
- b. You must enter the PO and Line number on every bill line you created in the <u>Bill Lines</u> (<u>Line Info 1</u>) section. You can use the navigation in the top right-hand corner to move between bill lines.



Accounting (Revenue Distribution)

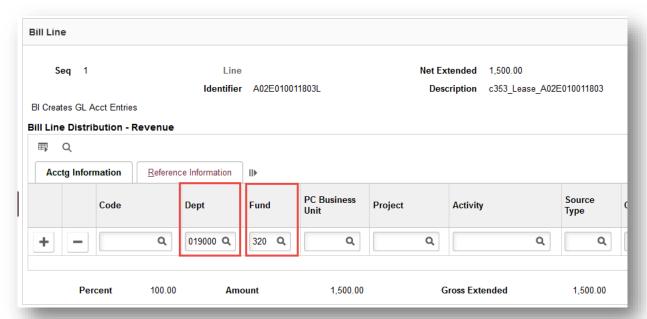
1. Navigate to the Acctg – Rev Distribution page.

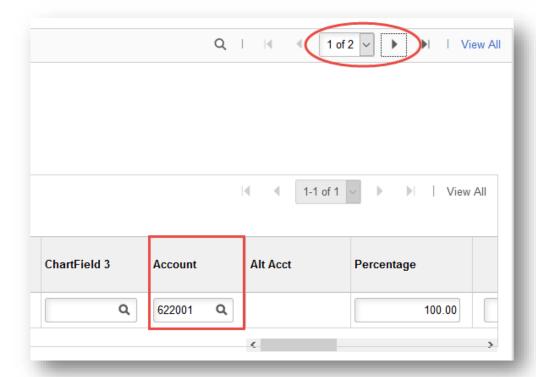


2. To assign accounting information, you can either utilize an existing distribution code OR enter your own Department/Fund/Account combination.



3. Use the navigation in the top right-hand corner to move between bill lines. Always ensure you are on the right line by reviewing the information on the page.





a. The Controller's Office recommends the use of one of two revenue account codes, depending on the nature of the sales activity:



Account Code	Туре	Description
622001	Internal Sales/Services	Sales to FSU departments, including the FSU Foundation.
623001	External Sales/Services	Sales to entities other than FSU departments, including the Research Foundation and other Direct Support Organizations.

Note: The Controller's Office recommends use of 622001 to record internal revenue and 623001 to record external revenue, unless a more specific allowable revenue account code applies to your sales activity. Please review the Controller's Office Revenue Account Dictionary here and contact us if you have questions about how to best account for your revenue.

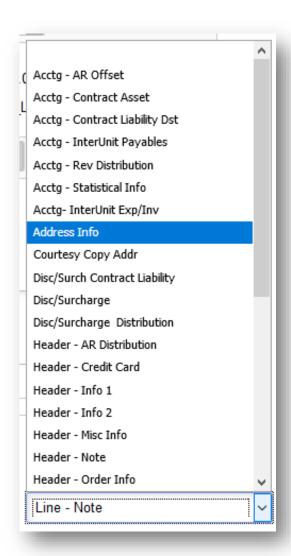
- b. Since Revenue Accounting distributions vary from department to department, you will need to contact your Budget Manager or other Departmental Representative if you have questions about the selling department ID, Fund, and/or ChartFields.
- 4. Once you are done adding revenue distributions to all bill lines, click Save.

Address Information

This section describes how to select the appropriate contact and mailing address information. The contact is who the invoice will be emailed to. The address information is the mailing address that will appear on the invoice under the contact's name. Auxiliary invoices will always be emailed to the customer; thus, the most important part of this section is selecting the correct contact.

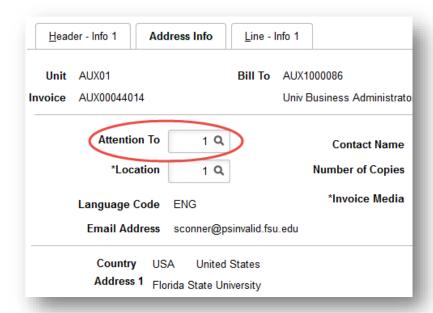
NOTE: this section is only required when you bill an EXTERNAL customer. If you are billing an internal or component unit customer, continue on to the <u>Add Notes to Bill</u> section.

Navigate to the Address Info page:

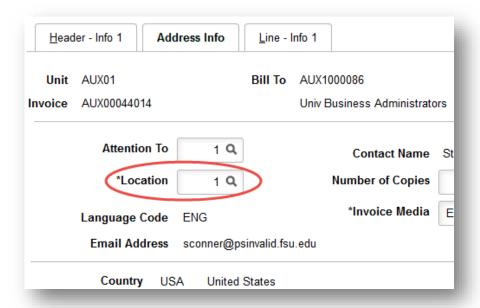


2. To select a contact, click the magnifying glass in the **Attention To** field. An info box will display all available contacts for the customer you have selected. Choose the appropriate contact. Save.

NOTE: If you don't see the contact information listed for a person/business you are attempting to bill, please submit the Customer Add/Update form to have the contact added to OMNI. If you have any questions, please email ctl-auxiliaryaccounting@fsu.edu.



To select the address displayed on the invoice, select the magnifying glass in the Location field.
 An info box will display all available addresses for the customer you have selected. Choose the address which corresponds to the contact you selected in the previous step. Save.



Add Notes to Bill

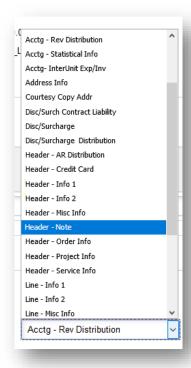
Header Note

The Header Note is text that displays at the bottom of an invoice thanking the customer and/or providing additional information. The Header Note can only be customized when billing an external customer.

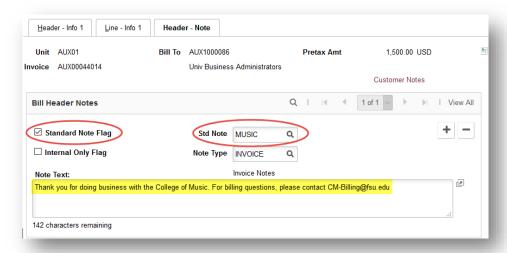


Customizing the Header Note is an optional step, if you prefer to leave the default Header Note you may proceed to adding <u>Line Notes</u> or <u>Finalizing Bills</u>.

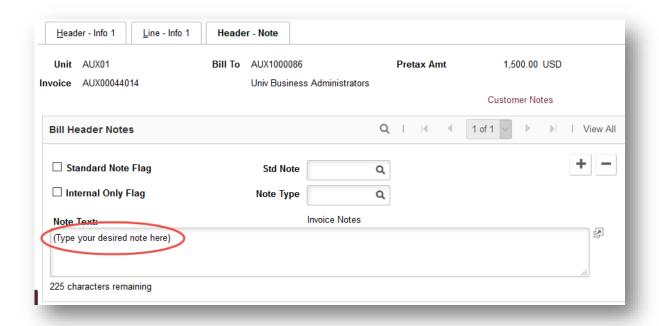
1. Navigate to the **Header – Note** page:



2. If using a standard (predefined) note, select the standard note flag and standard note code. The text will populate for you:



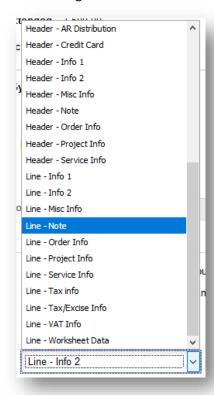
3. If not using a standard (predefined) note, type the note into the Note Text box:



Line Note

The Line Note is an optional note that appears underneath individual bill lines. Line notes are usually used to provide additional detail or an extended description of a charge.

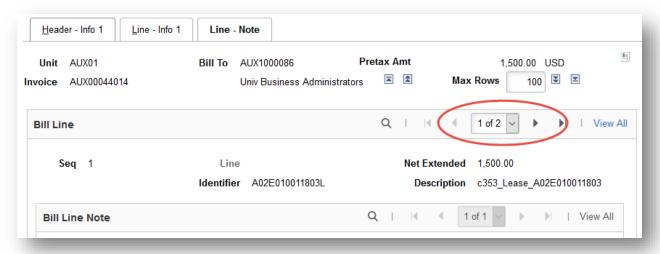
1. Navigate to the **Line – Note** page.



2. Follow the instructions as shown for the header note above to enter the note(s) for each line.



3. **Ensure you are on the right line** by reviewing the information on the page; navigate between lines using the arrows.



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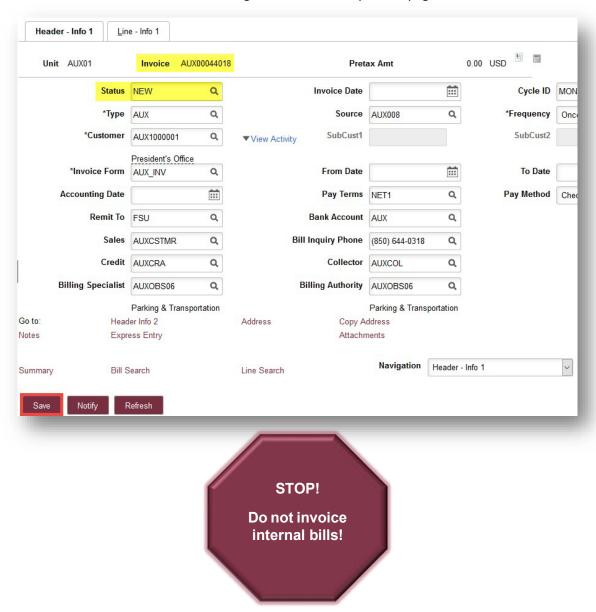


Finalizing Bills

Once you have entered all of your Bill lines, added PO information, assigned Accounting, and reviewed the Address Information, your bill is complete. Follow the steps below in order to ensure your bill is invoiced correctly.

Internal Bills

1. If you are billing an internal customer, navigate to the **Header – Info 1** page and save the bill in **NEW** status. An invoice ID will be generated at the top of the page:

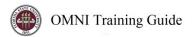


NOTE: Internal bills are automatically invoiced during the monthly bill cycle.

- 2. Run the Pre-AP Check query (FSU_AUX_BI_PRE_AP_CHECK) and check for errors as outlined in guide APO2 Unpaid Internal Invoices AP Pre & Post-Check Cheat Sheet on the Controller's Office website.
- 3. After Auxiliary Accounting staff have confirmed the Pre-AP Check is error free at month-end, they will send an email to Billing staff (you!) to place your internal bills in RDY status prior to running the bill cycle. The process for converting bills to RDY status is covered in guide **ABILL13** on the Controller's Office website.
 - Note: Internals bills that reference POs on Sponsored Research or Research Foundation projects should be left in NEW status, as they will be converted to RDY status by the project approver.



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External Bills

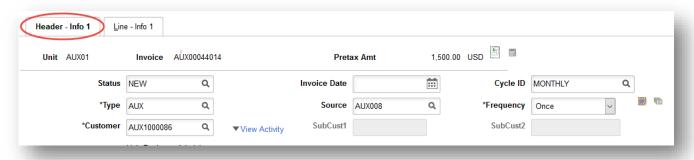
- 1. When billing an external or component unit customer, there are several different actions you may take after entering the billing data:
 - I. You can save the bill in RDY (ready) status and invoice the customer immediately **OR**
 - II. Save the bill in RDY status and wait for Auxiliary Accounting staff to invoice the bill for you during the monthly bill cycle

OR

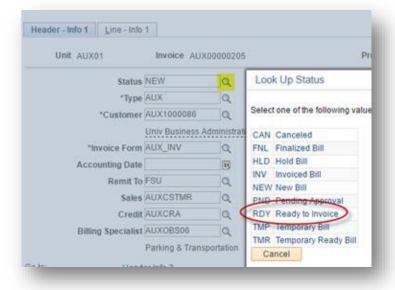
III. Save the bill in NEW status – this will allow you to come back at a later date and edit the bill. NOTE: you will need to return to the bill and place it in RDY status before it can be invoiced.

OR

- IV. Generate a Pro-Forma (quote) to send to the customer. *NOTE: please refer to Business Process Guide ABILL9 for instructions on how to generate a quote.*
- 2. To place a bill in RDY status, navigate to the **Header Info 1** page:



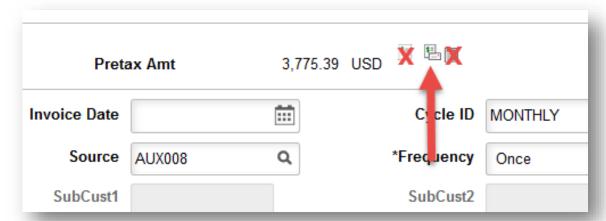
3. Click on the magnifying glass next to the **Status** field and select **RDY Ready to invoice**:





IMPORTANT: Do not change the status to RDY if the bill needs to be reviewed by Sponsored Research accounting (SRA).

- 4. How do I know if a bill needs to be reviewed by SRA?
 - a. Review the PO information to see whether the PO is charging a sponsored project (begins with fund 5, includes Project ID). For details on how to review a PO, see Business Process Guide APO1.
 - b. If it does need to be reviewed by SRA, leave the bill in NEW status and notify Sponsored Research Administration (<u>sra-auxiliary@fsu.edu</u>) of the charge is pending their review and approval (include details and backup needed to approve the charge).
- 5. Determine whether you will allow the next billing cycle to finalize this bill and invoice the customer, or whether you need to invoice the customer now.
- 6. If you are invoicing the bill at this time, follow the below steps:
 - a. On the **Header Info 1** page, click the small "Invoice" icon at the top-right corner of the page:



Note: This icon will only appear when the status is "RDY" and the bill has been saved.

b. On the Message that appears next, hit "OK."

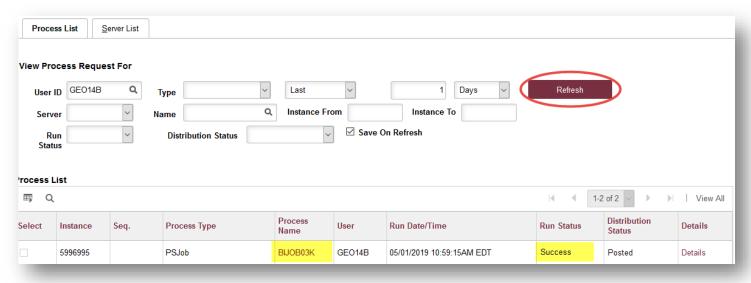
Invoicing initiated successfully. No further changes to this bill will be allowed during Bill Entry.

User has selected to invoice this bill. Once invoicing is initiated against a bill, you cannot perform any additional add or update action on the bill while still in Bill Entry.





c. To verify that the process has run to completion. Navigate to the Process Monitor and ensure the job **BIJOBO3K** runs to success. Select the "Refresh" button as needed.



NOTE: if you notice a process other than BIJOB03K runs or the process does not run to success, cease invoicing and contact Auxiliary Accounting staff at ctl-auxiliaryaccounting@fsu.edu for assistance.

7. After this process is run successfully, AR_UPDATE will need to be run by Auxiliary Accounting or the batch process in order for the AR to appear on the customer's account. Additionally, separate jobs need to run automatically before this appears as a journal entry recording revenue and AR on your ledger (the next business day).

