

OVC Standard Operating Procedure

# Billing Requests



Document version: V0.3

Date: 08/18/2016

Contact Information : Judy Tack: [jtack@uoguelph.ca](mailto:jtack@uoguelph.ca)

## Summary

<b>Topic List</b>	The following contents are contained in this procedure:  <a href="#">Revision History</a> <a href="#">Reviewer and Approver Block</a> <a href="#">Frequency</a> <a href="#">Scope</a> <a href="#">Scope Exclusions</a> <a href="#">OVC Policy Reference</a> <a href="#">Required Applications and Systems</a> <a href="#">High Level Process Overview</a> <a href="#">High Level Process Map</a> <a href="#">Roles and Responsibilities</a> <a href="#">Billing Request Process</a>
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## Revision History

Version Number	Change Summary	Prepared or Updated By	Effective Date
1.0	Initial Draft	Jimmy Weng	April 28 <sup>th</sup> , 2016
1.1	Draft Review	Jimmy Weng	May 6 <sup>th</sup> , 2016
1.2	Re-write based on draft review	Jimmy Weng	May 10 <sup>th</sup> , 2016
1.3	Processing Billing Request validation	Jimmy Weng	May 10 <sup>th</sup> , 2016

## Reviewer and Approver Block

### Document Contact:

- Judy Tack, Chief Financial Officer

I confirm that appropriate subject matter experts from the Operations team were part of the review and testing of this document.

### Document Approver:

- Carol Ann Higgins, Chief Administrative Officer
- Judy Tack, Chief Financial Officer

Financial Clerks responsible for this process should test the validity of this document on an annual basis to ensure this document remains current. In the event of High Value Purchase Requisition processing operations need to amend this process for whatever reason, an appropriate subject matter expert(s) will be empowered to make suitable changes.

## Operations:

I confirm that appropriate subject matter experts from the Financial Clerks team were part of the review of this document.

### Document reviewer:

- Judy Tack, Chief Financial Officer

### Process Subject Matter Expert/Team Leader:

- Sally Maclachlan, Operations Manager
- Bryan Potter, Operations Manager
- Frances Graziotto, Financial Clerk
- Karla de Uslar, Financial Clerk
- Lily Arpa, Financial Clerk

I certify that in the event of increasing escalations in support of this document, I will raise the concern with the Chief Financial Officer to initiate an SOP review. I will also provide an appropriate resource to vet future changes to this document on a standard ongoing basis.

## Controls:

I confirm that appropriate controls are in place for this process and that it will be tested for accuracy on an annual basis through quality reporting.

Should an issue be identified through the quality reporting process, the concern will be escalated to the Chief Financial Officer.

## Process Integrity & Change Management:

I confirm that this SOP has consulted all necessary parties to ensure an accurate depiction of the process today. All reasonable efforts have been made to eliminate any procedural gaps.

I certify that in the event that a process gap is identified, I will identify the document owner that will be accountable to close the process gap. In the event of material process changes impacting work-flow, I am responsible to raise the issue in the form of a Change Request and seek agreement from the Chief Financial Officer.

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## Frequency

The frequency of the procedures in this SOP document is as follows:

- Daily
- Weekly
- Monthly
- Quarterly
- Annually

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## Scope

This SOP scope includes Internal and External Billing Requests. Internal Billing refers to transactions where cost is recovered via grant coding. External Billing refers to transactions where cost is recovered via external payment (ie cheques or cash).

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## Scope Exclusions

- There are no notable scope exclusions

The steps performed by the requester are detailed in the Quick Reference Guide for Preparing Billing Requests

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## University Policy Reference

The Control of Revenue by University Departments Policy can be accessed [here](#).

This SOP is compliant with the Control of Revenue by University Departments Policy and should reflect any update within this Policy.

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## Required Applications and Systems

Application or System Name	Used For :
QuickBooks	Processing Billing Requests

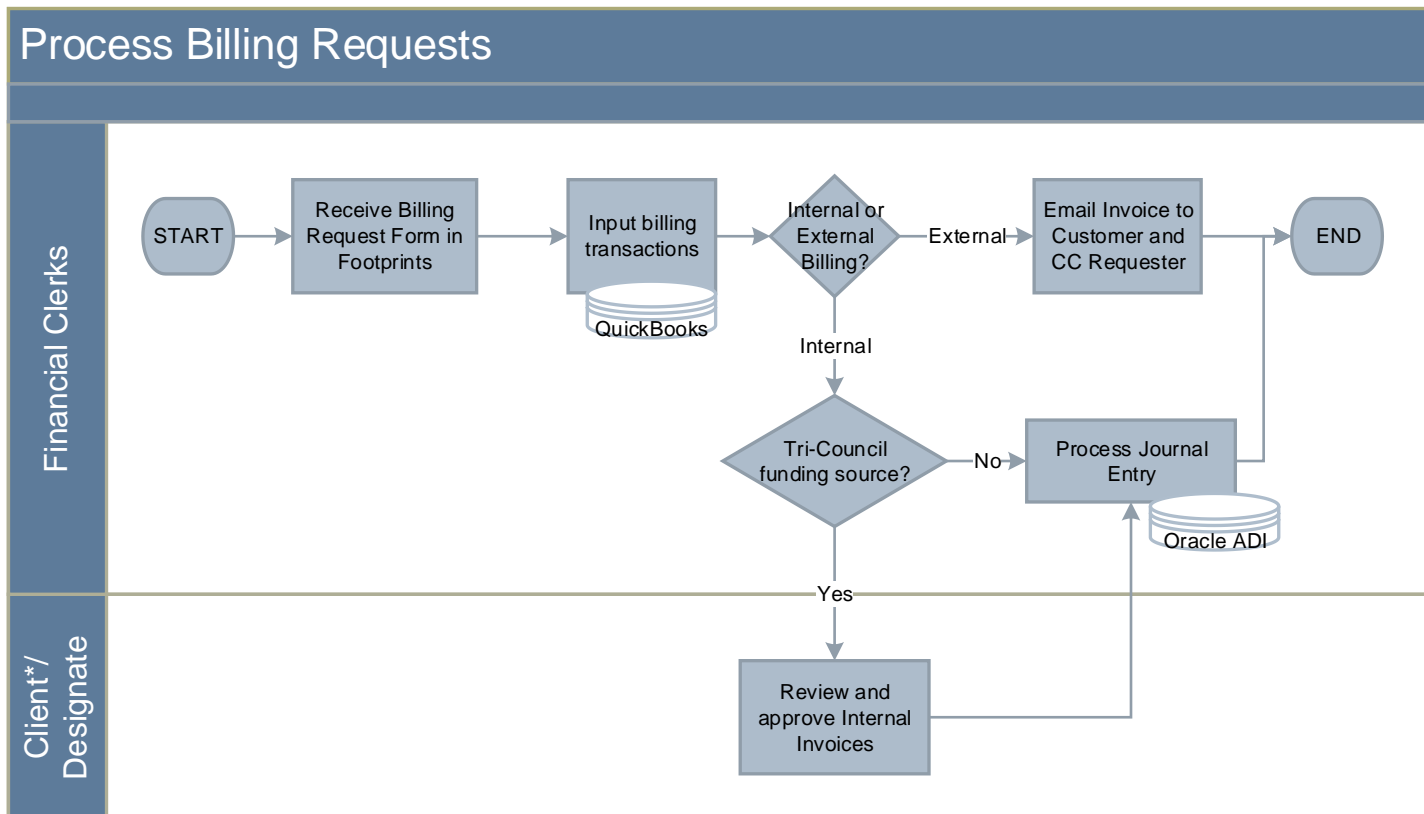
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## High Level Process Overview

The following process highlights all the steps to be performed by the Financial Clerks in order to process billing requests, from the receipt of a Billing Request Form to issuing Internal and External Invoices.

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## High Level Process Map



\* This is the person that is authorized to purchase on the funding source.

**Note:** This map is for context only; detailed procedures are provided below.

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## Roles and Responsibilities



				Billing		
		Stakeholder	Prepare Billing Request Form	Process Billing Request Form		
Internal to OVC	Technician		R	I		
	Client / Designate		A	I		
	Financial Clerk		C	R		
	Operations Manager			A		

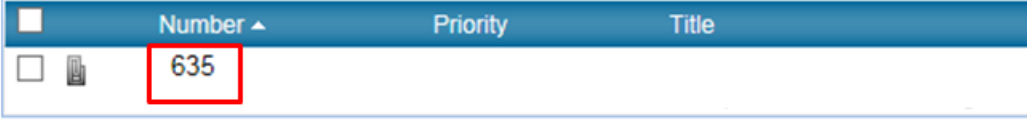
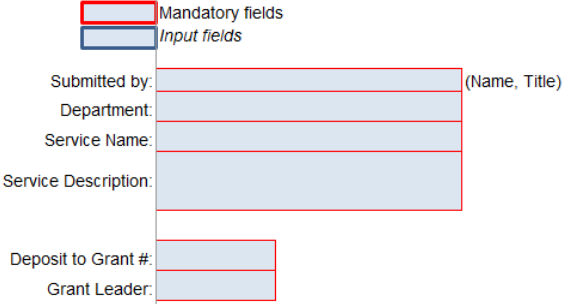
Stakeholder	Description
R - Responsible	Who actually completes task
A - Accountable	Ultimately responsible, has yes/no authority
C - Consulted	To be consulted prior to final decision or action
I - Informed	To be informed after action decision or action is taken

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## Billing Request process

<b>Purpose</b>	Billing Requests are processed to recover costs for products sold and services rendered to internal and external customers
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Step	Action
1	<ul style="list-style-type: none"> <li>Log in Footprints to view the Billing Request:</li> </ul>  <ol style="list-style-type: none"> <li>Fill you user name and password using your central UofG login credentials</li> <li>Click on the “Login” button</li> </ol> <ul style="list-style-type: none"> <li>Select “My Assignments” to see the tickets that has been assigned to you</li> </ul> 

	<ul style="list-style-type: none"> <li>Click on the ticket number to open it. The ticket will open in a new web page.</li> </ul>  <ol style="list-style-type: none"> <li>Click on the "Attachments" tab</li> <li>Download the Billing Request form</li> </ol>
2	<ul style="list-style-type: none"> <li>Ensure mandatory fields are filled:</li> </ul>  <ul style="list-style-type: none"> <li>If the billing requests relates to a salary recovery, forward the billing request to the CFO for review before processing</li> </ul> <p><b>Note:</b> If information is incomplete or incorrect, please notify the requester via Footprints to send you a revised copy.</p>
3	<ul style="list-style-type: none"> <li>Input the billing summary into QuickBooks</li> </ul> <p><b>Note:</b> The 27<sup>th</sup> of each month is the cutoff period for processing internal billing requests. To ensure that FRS ties with QuickBooks, please do not process any internal billing requests from 5:00 pm on the 27<sup>th</sup> of each month until the end of the month. If the 27<sup>th</sup> falls on a weekend or statutory holiday, please do not make entries after 5:00pm on the first business days that comes before the 27<sup>th</sup>. For example if the 27<sup>th</sup> falls on a Saturday, please do not make entries after 5:00pm on the 26<sup>th</sup>.</p> <p><b>Note:</b> If Service Centre, product/service, or customer/designate department coding do not exist in QuickBooks, contact the CFO for assistance.</p> <ol style="list-style-type: none"> <li>Click the "Invoice" shortcut</li> <li>Select the External Customer/Designate's Department Coding being charged</li> <li>Select "OVC Billing Template"</li> <li>Complete the following columns: <ol style="list-style-type: none"> <li>"Item" – Select the product/service</li> <li>"Start Date" – If the invoice is for a <b>service period</b>, fill the start date (dd/mm/yyyy); otherwise leave this field blank</li> <li>"End/Transaction Date" – If the invoice is for a <b>service period</b>, fill the end date (dd/mm/yyyy); otherwise enter the transaction date</li> <li>"Qty" – Enter the quantity of units of purchased</li> <li>"Rate" – Select the appropriate price; if the appropriate price does not show up, contact the CFO for assistance</li> <li>"Tax" – if the customer is external and is labelled with "-TE" at the end of their name, select the tax code "E"</li> </ol> </li> </ol>

• Click Save

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- For External Billing (customers paying via cheques/cash):
  - Under the “Terms” dropdown, select “Net 30”

- Save External Invoice to “External\Generated” folder on the Shared Drive using the format: “Customer Name: Invoice Number”

- Send invoice to External Customer – once this has been done, move the External Invoice to the “External\Invoiced” folder on the Shared Drive

**Note:** For Hill’s Pet Nutrition you will have to login to the Tungsten invoicing system to send the invoice. Please refer to the appendix section at the end of this document.

- The External Invoice will be moved to the “External\Payment Received” folder once payment is received and the RRV is prepared

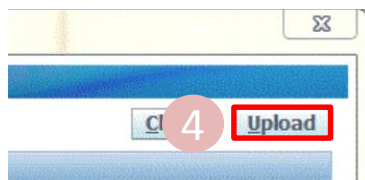
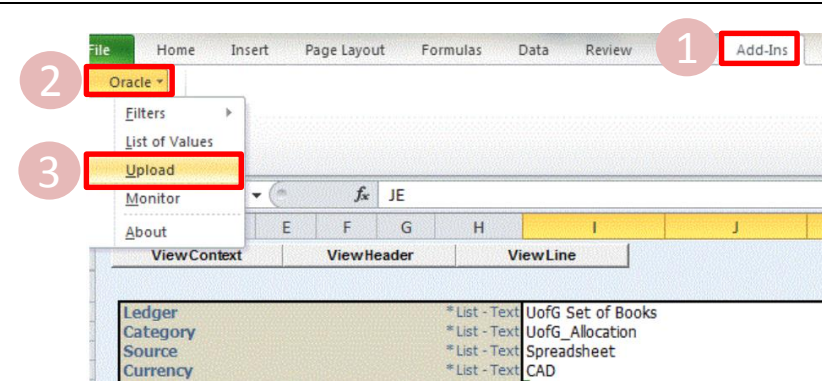


- For Internal Billing (customers paying via department coding)
  - **Note:** If department coding for internal customer represents a Tri-Council grant, you must first email the invoice to the grant leader for approval. Provide instructions for the grant leader to explicitly mention the invoice number in the email approval. You must wait for an email reply with the approval before processing the Journal Entry
  - Process the Journal Entry in Oracle ADI
    1. Assign the next number in sequence from your previous ADI Journal Entry
    2. Provide a description of the Journal Entry: Provide full invoice number, and the name of the Service Center
    3. For each invoice line item, enter billing details for internal customer:
      - a) “FUGPO” - Provide the internal customer’s department coding and assign the appropriate **expense** object code – this will be the object code provided in the QuickBooks “Department Revenue Coding” column, except it will be **64xxx** instead of **65xxx**. If unsure, contact the CFO for further assistance
      - b) “Debit” - Provide the line item amount
      - c) “Credit” – Leave this **blank**
      - d) “Line description” - Provide the product/service name, # of units, and date/period of transaction
    4. For each invoice line item, enter the billing details for the service center
      - a) “FUGPO” - Provide the service center’s department coding and assign the appropriate **revenue** object code - this will be the object code provided in the QuickBooks “Department Revenue Coding” column. If unsure, contact the CFO for further assistance
      - b) “Debit” - Leave this **blank**
      - c) “Credit” – Provide the line item amount
      - d) “Line description” - Provide the product/service name, # of units, and date/period of transaction

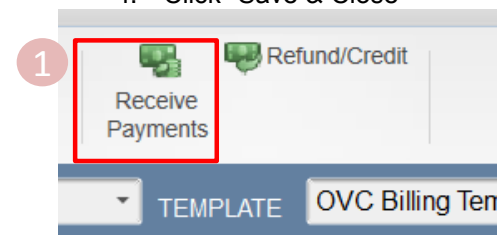
Ledger	* List - Text	UofG Set of Books
Category	* List - Text	UofG_Allocation
Source	* List - Text	Spreadsheet
Currency	* List - Text	CAD
Accounting Date	* List - Date	2016-04-30
Group ID	Number	491
Batch Name	Text	OVC - SAS 0206XX Jane Doe
Journal Name	Text	Jdoe
O	Text	Invoice OVC-16-0309; Service Centre
Journal Reference	Text	JE

Upl	Fund Unit	Grant	Project	Object	TBA	Debit	Credit	Line Description	Messages
	* List - Text					* Number	* Number	Text	
3	100	021075	000000	000000	64251	0000000000	55.00	Product/Service - Description; 2 units; 01-04-2016 to 15-04-2016	
4	100	021097	000000	000000	65261	0000000000	55.00	Product/Service - Description; 2 units; 01-04-2016 to 15-04-2016	

- Upload the Journal Entry
  1. Click the “Add-Ins” ribbon
  2. Click the “Oracle” dropdown
  3. Click “Upload”; provide your login when prompted
  4. Click the “Upload” button



- o Mark invoice as "Paid"
  1. Click "Receive Payments"
  2. Select "Journal Entry" as Payment method
  3. Enter the JE Reference number as the Reference#
  4. Click "Save & Close"



## Customer Payment

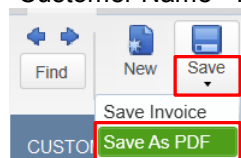
RECEIVED FROM  CUSTOMER BALANCE CAD 1,017.00

PAYMENT AMOUNT CAD 1,017.00 DATE 2016-05-07

PMT. MET  REFERENCE #



- o Print the Journal Entry, Internal Invoice and Email approval (if applicable); attach together and file into the Finished File
- o Save Internal Invoice to "Internal\Generated" folder on the Shared Drive using the format: "Customer Name - Invoice Number"



- o Email invoice to internal customer – once this has been done, move the Internal Invoice to the "Internal\JE Processed" folder on the Shared Drive

5	<ul style="list-style-type: none"> <li>Once all invoices have been generated and saved for the Billing Request, close the ticket in Footprints by selecting the “Closed” status within the ticket:</li> </ul> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Status*</p> <p>Closed</p> </div>
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## Appendix – Tungsten Invoicing

Step	Action																		
A1	<ul style="list-style-type: none"> <li>Log in to Tungsten Network</li> </ul> <p style="color: blue; font-weight: bold;">Welcome to Tungsten Network.</p> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 10px; margin: 10px 0;"> <div style="text-align: center;"> <input style="width: 100%; height: 20px; margin-bottom: 5px;" type="text"/>  <small>Email</small> </div> <div style="text-align: center;"> <input style="width: 100%; height: 20px; margin-bottom: 5px;" type="password"/>  <small>Password</small> </div> <div style="text-align: center; margin-top: 10px;"> <input style="background-color: #008080; color: white; padding: 5px 15px; border: none;" type="button" value="Login"/> </div> </div> <ol style="list-style-type: none"> <li>Fill you user name and password using the provided credentials</li> <li>Click on the “Login” button</li> </ol> <ul style="list-style-type: none"> <li>Click the link to “My POs</li> </ul> <div style="margin: 10px 0;"> </div> <ul style="list-style-type: none"> <li>Accept the POs</li> </ul> <ol style="list-style-type: none"> <li>Select all the Active POs</li> <li>Click the Accept button</li> </ol> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="text-align: left;">Lines</th> <th style="text-align: left;">Invoices</th> <th style="text-align: left;">Net value</th> <th></th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center; color: blue;">1</td> <td style="text-align: right;">1000.00</td> <td style="text-align: center; color: blue;">Preview</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center; border: 1px solid red; border-radius: 50%; width: 20px;">1</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center; color: blue;">1</td> <td style="text-align: right;">1000.00</td> <td style="text-align: center; color: blue;">Preview</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td></td> </tr> </tbody> </table> <p style="text-align: center; font-size: small; margin: 5px 0;">Displaying page 1 of 1, items 1 to 2 of 2</p> <div style="text-align: center; margin-top: 10px;"> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; margin-right: 5px;">2</span> <input checked="" style="border: 1px solid red; margin-right: 5px;" type="checkbox"/> <input style="border: 1px solid red; margin-right: 5px;" type="checkbox"/> <input style="border: 1px solid red; margin-right: 5px;" type="checkbox"/> </div>	Lines	Invoices	Net value				1	1	1000.00	Preview	<input checked="" type="checkbox"/>	1	1	1	1000.00	Preview	<input checked="" type="checkbox"/>	
Lines	Invoices	Net value																	
1	1	1000.00	Preview	<input checked="" type="checkbox"/>	1														
1	1	1000.00	Preview	<input checked="" type="checkbox"/>															

- For each of these POs:
  1. Select the PO
  2. Click the “Convert PO” button
  3. Check the box to agree with all the line items
  4. Enter the unique invoice number assigned by QuickBooks
  5. Click Create Invoice

**Active purchase orders**

Select PO number

1  7502476587  
 7502468833

Lines	Invoices	Net value		
1	1	1000.00	Preview	<input checked="" type="checkbox"/>
1	1	1000.00	Preview	<input checked="" type="checkbox"/>

Displaying page 1 of 1, items 1 to 2 of 2

2

Unit price	Net amount	<input checked="" type="checkbox"/>	Qty	Unit price
1.00000	1,000.000	<input checked="" type="checkbox"/>	1,000.00	1.00000

3

4

5 **Create invoice**

- Once this has been completed in Tungsten, e-mail a copy of the Tungsten invoice to Dr. Stephanie Nykamp ([snykamp@uoguelph.ca](mailto:snykamp@uoguelph.ca)) and Brenda Ford ([baford@ovc.uoguelph.ca](mailto:baford@ovc.uoguelph.ca)) and request the full G/L coding.
- Once the coding has been received, send a copy of the Tungsten invoice to Louise Maillou ([lmaillou@uoguelph.ca](mailto:lmaillou@uoguelph.ca)) and include the complete G/L coding in the e-mail body.
- You will receive a notification once the funds have been deposited by the University – mark the invoice as paid when this occurs.