iLab User Guide:

How to Process a Billing Event

For Core Operators and Resource Managers, the following instructions detail how to generate a billing event in iLab, send invoices, and process payment.

1. To begin, log in to iLab and navigate to your core. Click on the "Billing" tab:

2. To preview the charges that will be included in the Billing Event, click the **View Charges** button. Every charge that was placed in a status of "Ready to Bill" since your last Billing Event will be listed here.

3. If you have an open request with multiple line items in an overall status of "Processing," you can bill for the work as you go. Just expand the request, then expand the "Forms and Request Details" section. For each line that is ready to bill, click the **Complete** button to change the status. These line items will then be included in your billing event. This works best for long-term projects as it keeps you from needing additional financial approvals.

4. When you create a new Billing Event, you are generating invoices and sending them out in iLab. You can create as many Billing Events as you want and can bill at whatever frequency you want, however you are encouraged to bill at least monthly. To get started, click the **New Billing Event** button on the "Billing" tab:

5. The Billing Event settings will pre-populate by default. You can set the end date to capture charges up to a set date and can rename the Billing Event to whatever you want. You can also choose to create separate Billing Events for your Internal and External customers. We recommend you group your invoices by either "lab" or "request id." Then, click the **Load Charges** button:

6. Your "included charges" will appear below. Charges that appear with a red flag indicate a billing error, usually that the charge doesn't have a payment account. You can still create and send an invoice for a charge that doesn't have a payment account, however note that the *30-day Tacit Approval* will not process and you will not be able to collect on the entire Billing Event until an account has been provided.


7. If a charge is listed as "included" but you do not want it to be on the current Billing Event, use the green down arrow in the "actions" column to push it to the "excluded" section, below. Excluded charges in a status of "Ready to Bill" will be pulled into the next Billing Event.

8. Once your list of "included" charges is ready, you have the option to **Save as Draft**. You also have the option to merge multiple drafts into a single Billing Event. This is a good option for large cores that have multiple contacts reviewing charges, or high-volume cores that use the drafts for organization. If you don't want to use drafts, you can simply click the button to **Create** your Billing Event.
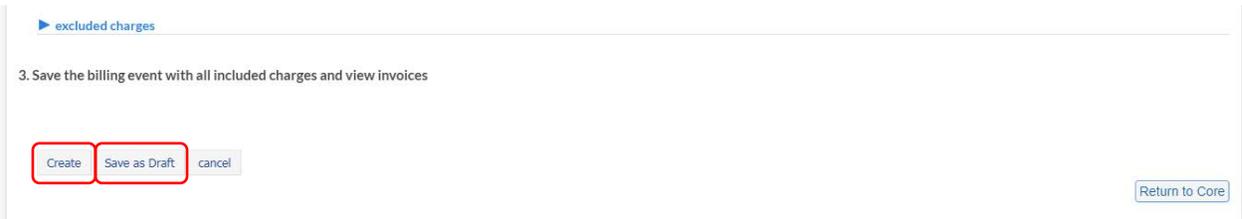
9. Once you've created the Billing Event, the system will return you to the "Billing" tab. Your latest event will briefly be in a status of "Processing," then will automatically update to a status of "Billing Errors." This is expected. Click the **Invoices** link to review and send out your invoices.
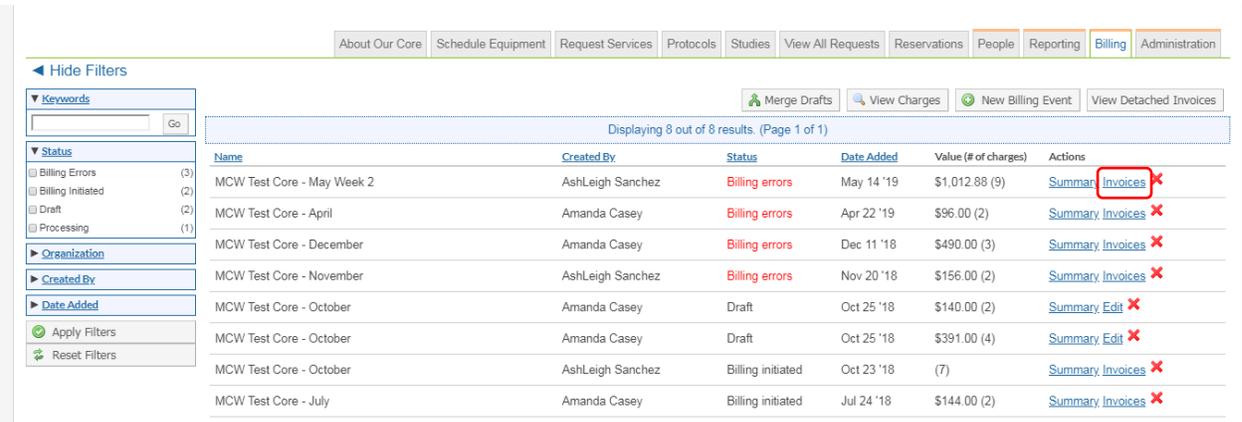
10. On the "Invoices" tab, you will see the Bulk Invoice Mailer. All invoices must be sent to all invoice owners. Keep this setting checked. You can also "Prepend custom message to invoice emails," which allows you to enter a brief note in the email notification. Click **Send Invoices**.

> **IMPORTANT:** Clicking the **Send Invoices** button is what triggers the 30-day Tacit Approval to start!
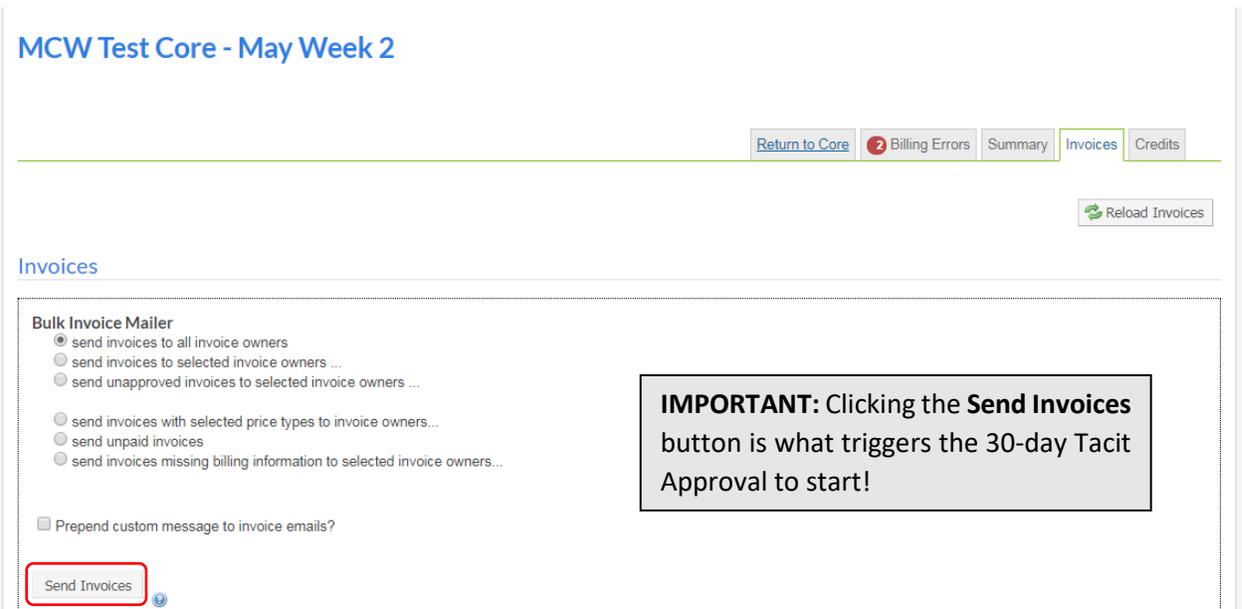
11. Below the Invoice Mailer, the Invoice List includes the invoices grouped as you indicated when you created the Billing Event.

Note that before you click the **Send Invoices** button above, the Approval Status is "required," and the envelope icon in the far right column is closed. After you click the **Sent Invoices** button, the approval status is "auto-approval scheduled" and the envelope icon is open.

Before:

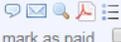| Total Cost	Status	Comment	Approved?	
$81.00 5 charges	Partially Paid	click to edit	required	🗨 ✉ 🔍 📄 ☰ mark as paid ☐
$931.88 4 charges	Not Yet Paid	click to edit	required	🗨 ✉ 🔍 📄 ☰ mark as paid ☐

After:

Total Cost	Status	Comment	Approved?	
$81.00 5 charges	Partially Paid	click to edit	auto-approval scheduled	🗨 📷 🔍 📄 ☰ mark as paid ☐
$931.88 4 charges	Not Yet Paid	click to edit	auto-approval scheduled	🗨 📷 🔍 📄 ☰ mark as paid ☐

Note that invoices sent to <u>external institutions</u> will remain in an Approval Status of "not required" even after the **Send Invoices** button has been clicked. It will be up to a core admin or financial contact to click **mark as paid** when a physical payment is received, such as a check or cash. External invoices will not disrupt your ability to collect internal charges on a Billing Event.

Total Cost	Status	Comment	Approved?	
$144.00 2 charges	Not Yet Paid	click to edit	not required	🗨 📷 🔍 📄 ☰ mark as paid ☐

12. The status of the Billing Event will continue to say "Billing Errors" until 1) all invoices have been approved and 2) all invoices include a valid payment account. You can review this information on the "Billing Errors" tab within your Billing Event. Errors for invoices "Requiring Approval" will be removed as the invoices are approved, or by the end of the *30-day Tacit Approval*. Errors for invoices "Missing Customer Information" will be removed once an account has been added.

MCW Test Core - May Week 2

Return to Core | ❶ Billing Errors | Summary | Invoices | Credits

Billing Errors

Invoices Requiring Approval   Validation last run on May 14, 2019   [Revalidate]

Invoice Number	Lab	Owner	
MTC-1703283	Admin (MCW) Lab	AshLeigh Sanchez	Notify View Invoice

Internal Charges Missing Customer Information   Validation last run on May 14, 2019   [Revalidate]

	Invoice Number	Lab	Owner	
▶	MTC-1703283	Admin (MCW) Lab	AshLeigh Sanchez	View Invoice

13. Once your *30-day Tacit Approval* timer has started, you can monitor your Billing Event on the "Billing" tab. Once all errors have been resolved, the Billing Event will move from a status of "Billing Errors" to "Billing Initiated." Click on the **Summary** link:

14. You will notice that the "Billing Errors" tab disappears once all invoices have been resolved. You will also see a blue **Send File to ErpMCW** button on the "Summary" tab. Clicking this button submits your billing file to Oracle. The file will process overnight, and you will be able to review the credits in your Oracle transaction report the next business day.

IMPORTANT: Clicking the **Send File to ErpMCW** button is what actually transfers fees from your customers' accounts to your core revenue account in Oracle—don't forget this step!

Invoice Tips:

- When reviewing the Invoice List in a Billing Event, you can send the invoice to additional contacts (envelope), download a PDF (Adobe icon), or review the live web-version of the invoice (magnifying glass). If you want to file your invoices, you can **Get a PDF of Invoices** to download.

- On the live web-version of the invoice, you can see specific details including auto-approval date, payment info, and request details. Once the invoice is approved, it is also date- and name-stamped with the individual who approved the invoice.

- Clicking "show additional contacts" on the live invoice will bring up a list of all PIs, Financial Managers (lab) and Department Managers who have access to review/approve the invoice:

- Clicking the dollar sign icon will open a Payment Information pop-up window. The accounts that appear in the list are the accounts assigned to the request Owner (not the PI/lab). To make changes, the line item check boxes must be selected, and account must be selected, and the **save** button must be clicked:

- Invoices that need to be removed from a billing event should <u>NOT be removed</u>, but detached. Above the green ribbon at the top of the invoice is a series of icons. Use the purple plug icon to detach the invoice. You can View Detached Invoices from the "Billing" tab. If you have existing detached invoices, the system will ask if you want to include them when you make your next Billing Event.