FAQs for VUMC Department Administrators

Invoice Approval & Billing Number Correction FAQ

How do I approve/dispute invoices? .......................................................... 2
What window do I have to update the billing number on a pre-invoice? .................................................. 2
Editing the Pre-Invoice: Billing Number Corrections/Distribution .......................................................... 3
Final Invoices .................................................................................................................. 5
Reviewing Final Invoices ........................................................................................................ 5
How do I approve/dispute invoices?

Invoices are generated once per month. Once created, use the left-hand menu to navigate to the invoices section of iLab.

Monthly Invoicing Process

1. **Last Business Day (Current Month):** All VUMC core facilities must enter the month’s charges by end of day on the last business day of the month.
2. **First Business Day (following month):** The VUMC Office of Research generates the pre-invoices. By 10am, the pre-invoices are available for review and/or correction.
3. **Second Business Day (following month):** The VUMC Office of Research finalizes the invoices. This process starts at 10am. Once the invoices are finalized, corrections in the system are no longer possible.

Invoice Approval:

The PI or Lab is not required to approve invoices directly in the system. If a charge is incorrect, request a refund by contacting the appropriate core manager. The manager information is available on the invoice.

- **Note:** A journal entry will be required to transfer posted charges to a different billing number.

What window do I have to update the billing number on a pre-invoice?

Users have roughly 24 hours to review the pre-invoice reports.

Pre-invoices are generally available by 10am on the first business day. Final invoices are generated around 10am on the 2nd Business Day.

Given the brief window of time, we recommend using the reporting module to view completed charges throughout the month. Any order in a “completed” status will be included on that month’s invoice.

- Billing numbers can also be updated on orders in the “completed” status by either the user that originally requested the service in iLab or by contacting the core.
**Editing the Pre-Invoice: Billing Number Corrections/Distribution**

**Change the billing number on the Pre-Invoice:** Once the pre-invoice is created, the PI or department administrator will have the opportunity to review the invoice and make corrections if necessary. (NOTE: There is a brief window of time available for this review ~ 24 hours).

***All billing number changes must be completed prior to 10:00 am on the second business day of each new month in order to correct or redistribute the charges before the invoice is finalized.***

1. Click on **Invoices** and click the magnifying glass to view the invoice.

2. **Pre-Invoice** indicates the invoice is in a period where updates and changes are allowed.

3. Invoices will be updated to **Final Invoice** once the billing has been finalized and uploaded by the VUMC Office of Research.

4. **Click the $ Icon** to see the payment information (**VUMC cost center**) that will be charged.

5. **To update** the charges to a different billing number, select the check box for each charge in the payment list.

6. Using the **PO drop-down menu**, select a new billing number.

7. **Click Save.**
Splitting Charges on the Pre-Invoice: Once an invoice has been created by a core, a PI will have the opportunity to review the invoice and make corrections if necessary.

1. Click on Invoices and click the magnifying glass to view the invoice.

2. Pre-Invoice indicates the invoice is in a period where updates and changes are allowed.

3. Invoices will be updated to Final Invoice once the billing has been finalized and uploaded by the VUMC Office of Research.

4. Review the charges within the invoice.

5. Click the $ Icon to see the payment information (VUMC cost center) that will be charged.

6. To split the invoice between billing numbers, select the check box for each charge in the payment list.

7. In the payment information section, click Add Split.

8. Change the percentage field to the percent to allocate for each billing number.

9. Click Save.
Final Invoices

All invoices are finalized starting at 10am on the second business day. Once the invoices are finalized, corrections in the system are no longer possible.

To dispute the charge: If the charge is incorrect, contact the core manager directly. The core contact information is available on the invoice. The core will investigate. If a refund is appropriate, the core will submit via iLab and a credit invoice will be created and posted to the ledger the following month.

Incorrect Billing Number: The department will need to process a journal entry to transfer posted charges to a different VUMC cost center.

Reviewing Final Invoices

From the left menu, click the Invoices label to access invoice and pre-invoice reports. Users can view all invoices created by any core for any billing number connected to the user’s department.

1. Click on Invoices in the left-hand menu.

2. A list of invoices will appear.

3. Use the filter panel on the left to reduce and sort the invoices that display.
   a. Example: Use the ‘payment number’ filter and select the invoice number. Click ‘Apply Filters’.
   b. Example: Use the ‘keyword search’ and type in the invoice number. Click ‘Apply Filters’.

4. On the far right, click the magnifying glass to view the actual invoice.