

Core Managers: Charge Entry (1) Simplified Charge Entry or (2) Charge Upload

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Charge Entry & Upload Functionality

Simplified order entry can be completed using the **charge entry** module in iLab. This workflow is used for cores that use the iLab system for billing purposes only. All intake requests and workflow management are handled outside of iLab.

There are two charge entry options:

- 1- Charge Entry – Manually enter each charge. See next section for detailed instructions.
- 2- Charge Entry Upload – Upload a file of charges.

Charge Entry Upload

Step 1: Add New Charges

1. Select the '**Charge Entry**' tab at the top of the page. The **Quick Add** view will be selected by default.
2. The "**Create a New Request**" charge entry method will be selected by default.
3. **Select the owner** by typing the customer's name.
 - a. **NOTE:** If user is associated to multiple labs, please select the appropriate lab name (i.e, PI's lab name).
4. In the **Service Charge** field, select the service item to be billed.
 - a. **Core's Service List Option:** The **core's service list** will be displayed. Select the applicable service item.
 - b. **Custom Charge Option:** Alternatively, the core can select "Custom Charge" to bill for approved pass-through charges.
 - i. If custom charge is selected, the core must (1) select a "**Justification**", (2) enter a "**Charge Name**", and (3) enter the "**Charge Amount**".
 - ii. **NOTE:** A core's use of custom pricing must be approved by the Office of Research. This option can only be used for approved pass-through charges that are documented in the core's rate workbook.
5. In the **Notes** field, enter comments that you wish to appear on the customer's invoice. (This field is optional.)
6. Enter the "**Quantity**" per item.
7. Change the **Date Purchased** field to align with the date the service was provided.
8. **Entered by** will be auto populated with the name of the core staff member logged into iLab.
9. Click Add to List.
10. Continue to add items to list for the customer selected.

TIP: Only add multiple items if the customer is paying with the same billing number.

Step 2: Review New Charges

1. After all items have been added, review the pending charges in the "**Step 2: Review New Charges**" section.
2. Make corrections as needed, such as changing the quantity or clicking the red x to delete an item.
3. Click "Create Request & Confirm Charges" to continue.
 - a. **NOTE:** Core must **create request & confirm charges** before payment information can be entered.

Step 3: Provide Payment Information

1. Select the appropriate **billing number** from the drop-down menu in the **Payment Information** section.
2. Confirm both the "Skip approval?" and the "Complete request?" checkboxes are checked.
 - a. **NOTE:** The checkboxes should be checked by default. **DO NOT UNCHECK.**
3. Click '**Submit Request**' to complete the billing. The page will refresh.

REFERENCE ONLY: View Confirmed Charges

After the core submits the request, a list of all confirmed charges will be displayed at the bottom of the screen.

- This includes charges confirmed via charge entry and charges completed on other parts of your iLab site.
- This list will include all confirmed charges confirmed the day indicated in the section.

Troubleshooting with Charge Entry Billing Method:

It is recommended that the core go ahead and complete via charge entry even if the payment information is **not available** at the time of entering the charge.

1. The core should contact the user to have the payment information claimed in iLab.
2. After the payment number is set up, the core should update the payment number on the order entered earlier in the month.

a. Recommended Method:

- i. Open the **billing** tab.
- ii. Click **view charges**.
- iii. **Navigate** to the order that is missing payment information.

1. The yellow pencil will display on the payment icon.



Payment Icon

*Yellow Pencil = payment information missing.

*Blue Check = payment information selected and valid.

iv. Click the **payment icon** to open.

1. Select the **correct billing number** from the **drop-down menu**.
2. Click **Save** to save the change and close the box.

Billing Status: Ready To Bil Work Status: Completed

Please enter the Billing Number

%

1 100.0 %

100.0%

Billing Number

Select Billing Number...

Select Billing Number...

1040661234 - OOR Demo (Expires on December 30, 2017)

1040662346 - OOR Demo Ctr 2 (Does not expire)

1040667890 - OOR Demo Ctr 2 (Does not expire)

1040667777 - OOR demo (Does not expire)

1040665555 - Test Ctr - Vanderbilt IDASC Lab (Does not expire)

4008007079 - Demo Test (Expires on December 31, 2019)

Charge Entry Upload

The Charge Entry module is useful for cores that will use the iLab system for billing purposes only.

- Cores can upload a charge file if charges are to (1) VUMC Lab Groups; (2) VU Lab Groups; (3) VA Lab Groups.
- Charges to any other external customer group cannot be billed via iLab in an upload file.

Download Resources:

Available on core's iLab Site → Charge Entry / File Upload section

1. File Template
2. Core Services
3. Group IDs

Available on Office of Research Website → Cores → iLab Application & User Support

1. Billing Number File: Click "**Search for a VUMC Billing Number in iLab**" on OOR website to open the most recent file.

Step 1: Prepare Upload File

1. Use the downloaded File Template
2. Required fields include:
 - a. **Service_Id**
 - b. **Service_Quantity**
 - c. **Pi_email_or_Group_Id**
 - d. **Payment_Number**
3. Recommended field: **Note**
 - a. The note field is highly recommended. This field allows the core to record comments regarding the order. This information then displays on the invoice and reporting.
 - b. This is useful to help the customer understand the charge and for the core when auditing charges or researching disputes.
4. Conditional Field: **Price**
 - a. A Price field is available for groups billing pass-through/custom expenses via iLab.
 - b. Core must be approved to bill pass-through expenses. OOR can unlock this feature for approved cores.
5. Other fields should be left blank.

See next page for detailed description of each field.

<u>Upload Fields</u> (column headers)	<u>Field Status Notes</u>
service_id	<p>REQUIRED FIELD Indicate the specific service item being uploaded by mapping the charge to a unique iLab service ID.</p> <p>Download list of service ids. Click on "Core Services" option</p>
note	<p>Only populate this field to record notes on the invoice.</p> <p>Otherwise, leave blank.</p>
service_quantity	<p>REQUIRED FIELD Enter quantity of units to be billed. Field is limited to two decimal points.</p>
purchased_on	<p>Only populate this field if core wishes to record date service was provided. If no date is entered, then the date of the upload will be used.</p> <p>Otherwise, leave blank.</p>
service_request_id	<p>Only populate this field if the core is uploading charges against an open project request. Enter "service_request_id" to add the service charge(s) to an existing service request in iLab. This would include any project on the core's view all request tab that is in the status of 'processing'.</p> <p>Otherwise, leave blank. For cores using the system for billing purposes only, we recommend leaving blank.</p>
owner_email	LEAVE BLANK
pi_email_or_group_id	<p>REQUIRED FIELD Enter the group ID of the PI associated with the payment number.</p> <p>Download list of service ids. Click on "Group Ids" option</p>
payment_number	<p>REQUIRED FIELD Enter payment number as it appears in iLab. Cost centers are formatted with 10 digits and no hyphen or spaces. VU PO numbers can be found on the Purchase Order tab.</p>

Step 2: Upload prepared file into iLab

1. Navigate to **Charge Entry** Tab → **File Upload** section
2. Click **Upload File** | A window will display.
 - a. **Enter Upload Name** (i.e., April 2020 Upload)
 - b. Ensure option for “insert note in charge upload field” is selected
 - c. Click ‘**choose file**’ | Find and select upload csv file
 - d. Click ‘**upload file**’
3. The window will close. Click ‘**Validate**’
4. While validation operation is running, the status will read, “*Enqueued for validation*” or “*Validating*”
 - a. If successful, the status will read “**File Valid**” or “**File contains warnings**”
 - b. Click “**Process**”
5. While processing, the status will read, “*Enqueued for proccession*” or “*Processing*”
 - a. If successful, the status will read, “**Processed**”
6. Review summary to verify all lines were processed and no lines failed.
 - a. You can also easily view the charges uploaded during the month when creating your billing event on the **billing** tab.

Troubleshooting

Red Flag Errors/ Missing Payment Information Error

The charge has been entered into the system, but the dollar sign icon is displaying with a yellow pencil. This indicates the payment number included in the upload file is inactive in iLab.

- To Resolve: Notify the customer that the billing number is not available. Customer will need to provide a valid billing number.

Lab Group not available in billing number file

- If the billing number is not found in the billing number file, contact the customer. Customer will need to provide a valid billing number.
- If the billing number is a non-sponsored fund (i.e., Gift worktag, Program Worktag, or Cost Center) – The department or PI may need to claim the fund into the PI's lab group.