

Core Managers: Creating Billing Events & Resolving Billing Errors (red flags)

System Role: VUMC Core Managers & Staff

Questions? VUMCCores@vumc.org

Creating a Billing Event

Cores **must create a billing event each month to finalize billing** for any charges entered during the month through charge entry, service request workflows, or calendar usage.

- Cores are required to create a **draft billing event** by the end of each month.
- If preferred, cores can create draft events more frequently throughout the month.
- During close (first and second business day), the core manager is expected **assist in resolving any billing errors**.

General guidelines for core billing schedule: The monthly core billing schedule are distributed via email each month one week before the billing deadline. The schedule is also available of the VUMC Office of Research website. The cores must complete the billing event by the last business day of each month.

Invoices will be generated once a month by the Office of Research

- Internal payments (VUMC users) are automatically transferred from the customer's billing number to the core's billing number during this process.
- The core books the revenue from the external customers. However, they will still need to ensure the payment (i.e., check) is received from the external customer.
 - Exception: VU customer payments are received 30 days later from VU Finance. The VU users do not submit payments directly. It is centrally managed between VU & VUMC.

Draft Billing Event Notes

- After a core creates a billing event, the PI and/ or user can view pending charges. If needed, the core can edit billing lines on the drafted billing event file if the status is "**Draft**".
- The Office of Research will compile all created billing events and close the billing cycle at the end of each month.
 - The status on the events will change from "**Draft**" to "**Billing Initiated**" | Customers will have a brief window to review the month's invoices and request adjustments or center changes.
 - The OOR will conduct the final close for the month. The status will change to "**File Sent**".
 - Adjustments are no longer possible in this status.
 - Users can dispute invoices and request refunds by contacting the core directly.
 - Any refunds issued will be included in the next month's billing event.

Instructions: How to create a billing event

Step 1: Initiate a New Billing Event.

1. Select 'New Billing Event' on the top right-hand side of the page.
2. The settings will all be set to the correct option by default. No changes should be made.
 - a. "End Date" will reference the last day of the current month.
 - b. "Event name" will reference core name and month of billing.
 - c. "Include" field will be 'all'.
 - d. "Group By" field will be 'payment info'.
3. Click "Load Charges" to create a list of all services that have been marked as complete and ready to bill.

Step 2: Review and select which charges to include in the billing event.

A list of unbilled charges will be displayed. Review the charges to ensure all completed charges are included in the billing file for the month.

4. If needed, exclude billing line items by clicking the **green down arrow**. This will move the line item to the "excluded charges" list. The line item will be added to the "included charges" list the next time a billing event is created.
5. If needed, add billing line items by clicking the **green up arrow**. This will move the line item to the "included charges" list. The line will be included on the billing event file.
6. Resolve all **Red Flags**. This icon indicates that payment information is missing.
 - a. Click the **Payment Info** tool to update payment information.
 - b. **IMPORTANT:**
 - i. OOR cannot process billing files with missing payment information.
 - ii. Billing files received will not be submitted to Finance until all payment information is provided. **This could delay billing your core charges for at least one month.**

payment number 🗨️	status 🗨️
PO Numbers: 🗨️ No payment info set ...	Not Ready To Bill 🚩
PO Numbers: 🗨️ No payment info set ...	Not Ready To Bill 🚩
PO Numbers: 🗨️ 100.0% 405000	Not Ready To Bill

Step 3: Save the draft billing event.

7. When ready to bill, select "Save as Draft" to create the billing event.

NOTE: We recommend selecting the "save as draft" button instead of "Submit Draft for Review". OOR can still process any events submitted for review; however, the core manager will no longer have the option to **edit the event before it is finalized.**
8. The status of created billing event will be "Draft".

Resolve Pre-Invoice Billing Errors

Billing errors are generated when invoices are created with missing payment information. The Office of Research will contact the core if billing errors were generated during the monthly closing process.

Events with unresolved billing errors cannot be processed and will be removed from the core's invoicing file prior to submission to Finance.

Cores will have approximately 24 hours to resolve all billing errors during the monthly closing process.

- All invoices with unresolved billing errors will be **removed** from the core's billing event and will not be included in that month's invoicing file to Workday.
 - This allows the core additional time to resolve the billing errors with the invoice.
 - This allows all other core charges in the event to invoice within the current billing cycle.
- The removed invoice will be automatically included in the next month's invoicing cycle. If the error has not yet been resolved, it will be removed again. The core should take action to resolve the issue.

To resolve billing errors:

The screenshot shows the iLab system interface with the 'Billing' tab selected. A table displays two billing events. The second event has a status of 'Billing errors' circled in red. A callout box points to this status with the text 'Status: Billing Errors'. Another callout box points to the 'Details Invoices' link in the 'Actions' column of the same row with the text 'Click Invoices to review the billing errors.'.

Name	Created By	Status	Date Added	Value (# of charges)	Actions
VUMC Human Research Protection Program - February	Janet Zolkower	Billing initiated	Feb 27 '17	\$74,806.69 (142)	Details Invoices ✖
VUMC Human Research Protection Program - February	Jessie Pirtle	Billing errors	Feb 17 '17	\$78,097.80 (128)	Details Invoices ✖

1. Open the core's **Billing** tab to view the billing events.
2. Click **Invoices** next to the billing event with a status of "**Billing Errors**".
3. The **Invoices** page will display. At the top of the invoices page, click the **Billing Errors** tab to display only the invoices with billing errors.
4. A list of invoices with billing errors will display. Open the invoice by clicking **View Invoice**.
5. **Contact the customer to obtain a valid billing number.**
6. **Submit the new number to VUMCcores@vumc.org.**
 - a. **The Office of Research will update the pre-invoice and revalidate the invoice.** The iLab system will process the revalidation. Once processed, the invoice will no longer display on the Billing Errors tab.
 - b. Once all billing errors have been resolved the "**Billing Errors**" tab will no longer display.

Note: The iLab system does not allow the core manager/staff role to update a pre-invoice directly. The Office of Research will make the update upon request.

Updating Open Project Requests:

If the charge with the billing error is associated with an open project request – The core will need to update the project request to ensure future charges bill to the new billing number.

1. Navigate to the service request on the “**View All Requests**” tab.
2. Select the **payment icon** on the request. The **Payment Information** window will display. **Select the appropriate billing number** from the drop-down menu. Click **Save** to confirm changes.
3. After clicking save, click the **grey x to close** the payment icon menu.

Notes Regarding Updating Payment Numbers in iLab:

- If the charge line is not in a billing event, then any changes made to the primary payment change icon (located on main project request line), will correctly update the payment number on the charge lines.
- The core can see the status at the service project request level. The billing status can allow the core to identify the correct situation:
 - Billing Initialized/initiated: The charge line is in a billing event.
 - Ready to Bill: The charge line is not in a billing event.

Billing Error Summary

Lab Group Corrections:

- **Do not** change the lab group on a pending charge. This will result in significant system errors.
- Lab groups cannot be changed once on an invoice. The invoice will need to be removed (if available) from the monthly billing and corrected in the following billing cycle.

VUMC Lab Group Billing Errors

Error	Resolution Action
Expired VUMC Billing Number (cost center, gift worktag, program worktag, or grant worktag)	<p>VUMC worktags and cost centers are managed via an integration with Workday.</p> <p>The expiration dates cannot be changed.</p> <p>Core to contact customer for valid billing number</p>
The service requestor does not have access to the billing number	<p>The service requestor must have access to the billing number.</p> <p>The PI or Lab Group Manager must grant the user access to the billing number with the PI's Lab Group Module.</p>
The PI of the Lab Group has not been assigned to the Grant Worktag.	<p>VUMC grant worktags are managed via an integration with Workday.</p> <p>The PI assigned to the grant worktag is controlled by the integration and cannot be changed.</p> <p>If this billing number is appropriate for the service, the core will need to remove the existing charge and re-enter it into iLab under the correct Lab Group Name.</p>
The PI of the Lab Group has not been assigned to the cost center; gift worktag; or program worktag.	<p>VUMC cost centers, gift worktags, or program worktags are managed via the integration with Workday.</p> <p>The PI, Lab Manager, or Department must assign the PI Lab Group to these funds by claiming it within the PI's Lab Group.</p>
The Scholarship or Voucher is expired.	<p>If the scholarship is expired, it cannot be extended. The PI should provide an alternative billing number.</p>
The remaining balance of scholarship or VICTR voucher does not cover the invoice amount.	<p>The scholarship or voucher awarded amounts cannot be increased. The PI should provide an alternative billing number for the balance.</p> <p>The pre-invoice can be split between the billing numbers.</p>
The service requestor does not have access to the scholarship or VICTR voucher.	<p>The service requestor must have access to the billing number.</p> <p>The PI or Lab Group Manager must grant the user access to the billing number with the PI's Lab Group Module.</p>
The PI of the Lab Group has not been assigned to the scholarship or VICTR voucher.	<p>The PI assigned to scholarship or VICTR voucher cannot be changed.</p> <p>If this billing number is appropriate for the service, the core will need to remove the existing charge and re-enter it into iLab under the correct Lab Group Name.</p>

VU Lab Group Billing Errors

Error	Resolution Action
<p>Expired VU Billing Number (PO Functionality)</p>	<p>Core to contact customer for valid billing number. If the customer confirms the number should be active, OOR can confirm the expiration date with VU Finance.</p> <p>If appropriate, the end date can be extended by the Office of Research.</p>
<p>The spending limit of the VU Billing Number has been exceeded.</p>	<p>The Office of Research can update the spending limit to a higher amount.</p> <p>The spending limit is not used in practice but is an iLab system requirement. As a best practice, the OOR will set a high limit to prevent this issue (~\$2M)</p>
<p>The VU Billing Number status is set to inactive or archived.</p>	<p>As a best practice, the OOR does not reactivate a VU Billing Number.</p> <p>Core to contact customer for a valid billing number.</p> <p>The VU customer should submit a request to add the number by completing the webform on the OOR website. OOR will review with VU Finance and activate the number if valid.</p>
<p>How to resolve billing errors for VU investigators using scholarships or VICTR voucher funding?</p>	<p>The scholarship and VICTR voucher funding is considered VUMC funding. Therefore, VU investigators have a separate “Scholarship & Voucher” Lab Group created when they are awarded this funding type.</p>
	<p>When a VU user provides a VU billing number (PO) as the alternative billing number to resolve a scholarship/voucher billing error, the core will need to remove the existing charge and re-enter it into iLab under the PI’s “Scholarship and Voucher (VUMC) Lab” to the “(VU) Lab”.</p>
<p>Split the cost of a service project between a scholarship/voucher and a VU Billing Number (po).</p>	<p>If the charge needs to be split between a VU billing number and a scholarship/voucher, two orders must be present in the application to allow for the split charge.</p> <ul style="list-style-type: none"> ○ On the original order, update the quantity to align with the remaining balance. <ul style="list-style-type: none"> ▪ You may need to change the charge to a ‘processing status’ to adjust the qty. ▪ Add a comment to the order to record the justification for the split Qty (i.e., to split the charge between a VU billing number and scholarship/voucher). ▪ Record the other order number for reference. ▪ Complete the charge for billing. ○ Enter a new order via charge entry or for the remaining quantity. <ul style="list-style-type: none"> ▪ Add a comment documenting the split charges and reference the other order number. ▪ Complete the charge for billing.

<p>Split the cost of a calendar event between a scholarship/voucher and a VU billing number (po)</p>	<p>If the calendar event needs to be split between a VU billing number and a scholarship/voucher, two calendar events must be created in the application to allow for the split charge.</p> <ul style="list-style-type: none"> • Calendar Event 1: VU Lab Group & VU Billing Number (po) • Calendar Event 2: VUMC Scholarship & Voucher Lab Group & scholarship or voucher. • Adjust times on each event to align with hours needed to bill the funds appropriately. <p>NOTE: If splitting the charge on a reservation event, adjust the time on the calendar instead of billing via charge entry. Calendar billing is controlled by calendar functionality and the hourly rate is not available on the core's service list.</p> <p>Alternatively, core can add the instrument hourly rates to the "Service List".</p> <ul style="list-style-type: none"> ○ The original event time should be adjusted to bill the remaining balance of the scholarship. ○ Enter a new order via charge entry or for the remaining quantity. <ul style="list-style-type: none"> • Add a comment documenting the split charges and reference the original calendar event date and time. • Complete the charge for billing. ○ OOR will need to review this option with core leadership and core administration before it is used as the instrument hourly rates will need to be added to the service list. This method will result impacts to the usage reporting.
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Other Lab Group Billing Errors

Error	Resolution Action
<p>Expired or fully spent VA (Veterans Affairs) Funds & the "VA-TVHS Lab Group"</p>	<p>Core to contact customer for valid billing number.</p> <p>VA numbers are managed by the Office of Research in coordination with VA Research Administration.</p> <p>OOR cannot adjust the end date or spending limits amounts unless approved by the VA.</p>
<p>Expired External Lab Group Funds (po functionality)</p>	<p>Core can adjust expiration date as needed. As a best practice, we recommend setting end date of external funds beyond the expected end date of service to prevent billing errors.</p>
<p>Fully spent Lab Group Funds (po functionality)</p>	<p>Core can adjust the spending limit as needed.</p> <p>The po spending limit is not used in practice but is an iLab system requirement. As a best practice, the OOR recommends setting a high limit to prevent this issue (~\$2M)</p>