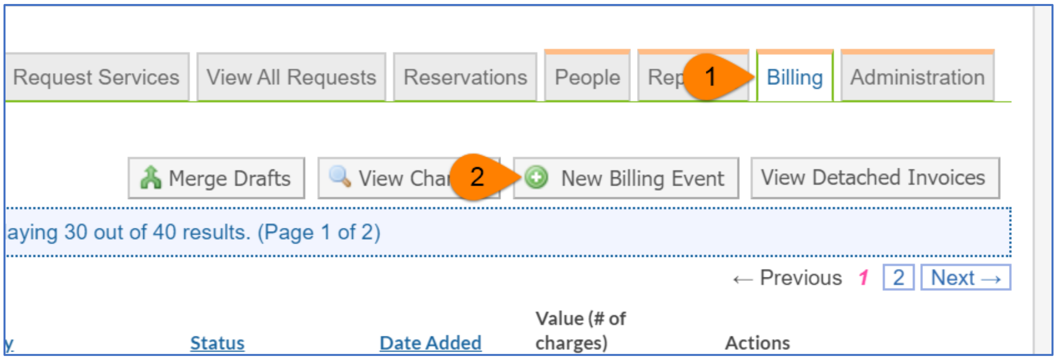
RUTGERS

Rutgers Core Admin

iLab User Manual

➢ Creating a Billing Event

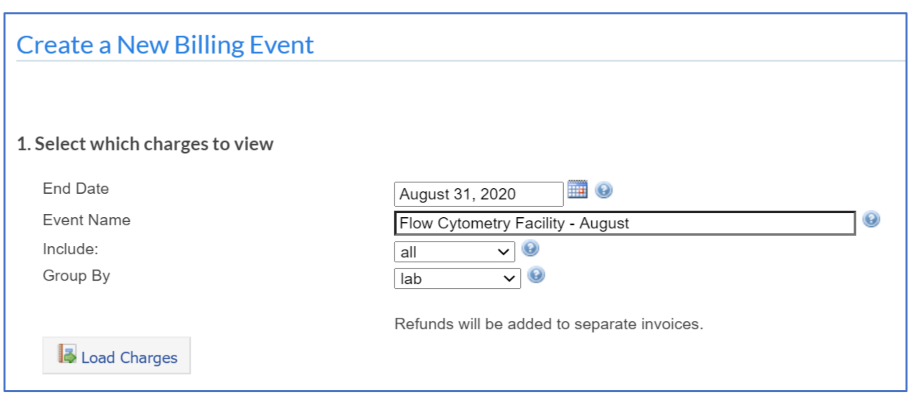
1. From your core's landing page, select the *Billing* tab.
2. Click the "New Billing Event" button.



3. On the following page, load charges you wish to bill:
   - Select the proper ***End Date*** for the Accounting Period you are in. For example, if you are posting charges for the September 2021 accounting period, select "September 30, 2021" as the end date using the calendar icon.

     Please select the end date carefully. Selecting the wrong end date can cause the journal entry to post in the wrong accounting period, which will affect revenue reporting.

   - In the *Event Name* textbox, make sure the title shows the billing period month and any other keywords that will help you identify or differentiate the billing events. For example: *Flow Cytometry Facility – September 2021 Tech Charges*
   - In the *Include* drop down, select "all" to post billing for both internal and external customers.
   - *Group By:* Choose how charges should be grouped when creating invoices. Default is lab and most used.



4. Click *Load Charges*

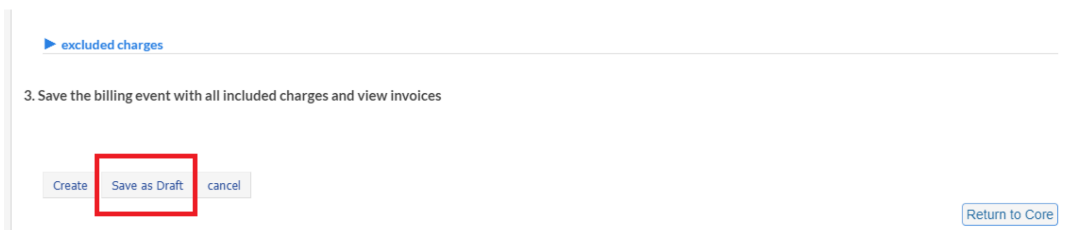
5. Review the charges that will be included in the billing event and exclude any that you do not want to bill for yet.
   - To exclude a charge, click the green down arrow to the right of the charge

▼ included charges

search Clear

date	customer	service id	total	payment number	status	actions
04/30	Kenneth Able Able, Kenneth (Rutgers) Lab	FCF-KA-48 100 Cycle Paired End Sequencing ...	$125.00 (5.0 x $25.00)	Multiple: No payment info set ...	Ready To Bill	
02/27	Meredith Adams Adams, Meredith (MCW) Lab	FCF-MA-43 HiSeq 2500 100 bp, paired end	$101.25 (9.0 x $11.25)	Multiple: 100.0% Wire Transfer	Ready To Bill	
02/27	Meredith Adams Adams, Meredith (MCW) Lab	FCF-MA-43 1x75 High - With Kit	$22.50 (6.0 x $3.75)	Multiple: 100.0% Wire Transfer	Ready To Bill	
02/27	Meredith Adams Adams, Meredith (MCW) Lab	FCF-MA-27 Ampliseq (processing)	-$15.00 (-1.0 x $15.00)	Multiple: 100.0% 789432	Ready To Bill Refund - Incorrect quantity	
02/27	Christopher Agans Agans, Christopher (Rutgers) Lab	FCF-CA-30 Western Blots - Hourly Rate	-$20.00 (-2.0 x $10.00)	Multiple: 100.0% 824440	Ready To Bill Refund - Incorrect quantity	

6. To create the billing event, select *Create* at the bottom left-hand side.
   - If you wish to save this as a draft and create it later, click "Save as Draft.



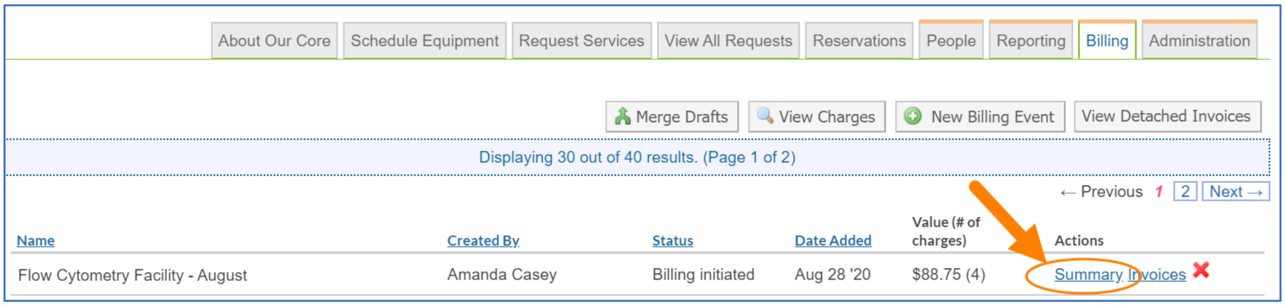
7. Once you click create, the billing event status will change to *Billing Initiated*

8. For instructions on sending the invoices to PIs for review, see the *How to Send Invoices* section on the next page.

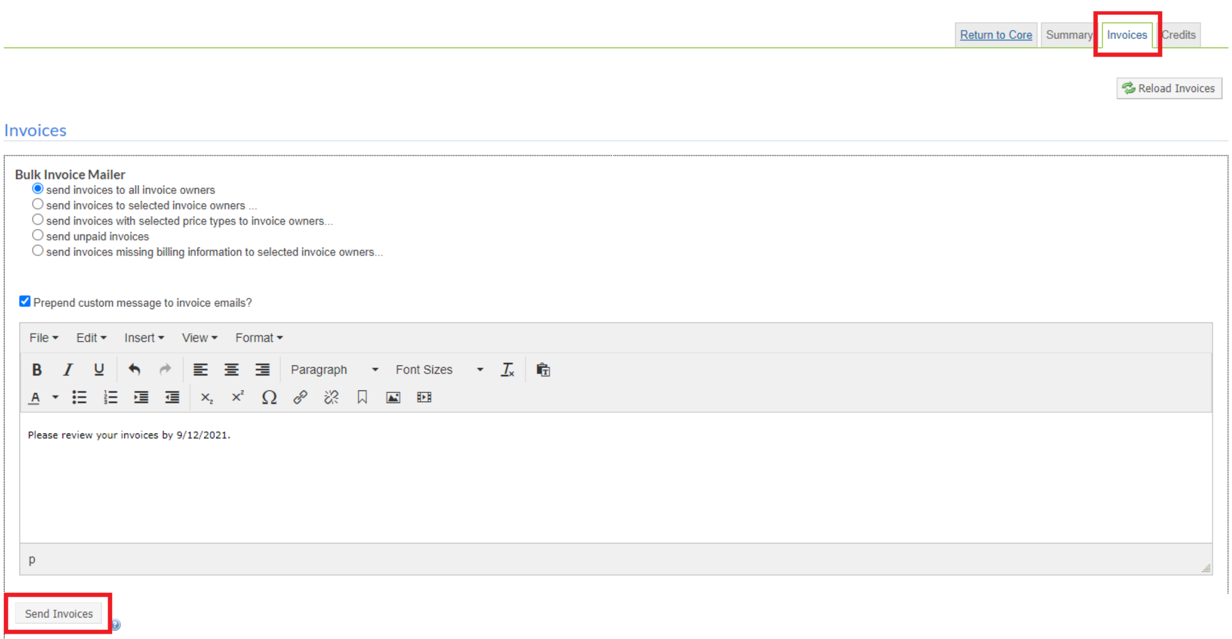
➢ How to Send Invoices

Once you create your billing event, invoices will be generated as well. To send the invoices to the PIs:

1. Click the summary link next to your billing event.

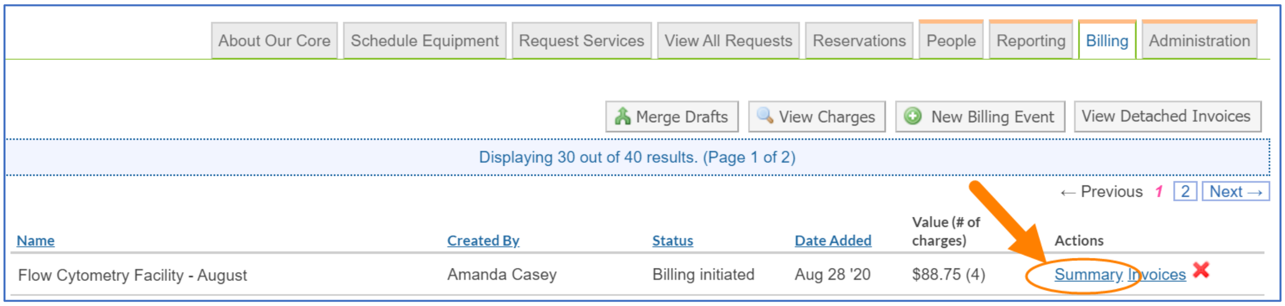


2. On the following page, select the *Invoices* tab
3. Under *Bulk Invoice Mailer*, select “send invoices to all invoice owners”
4. If you would like to write a message for the PIs, select “prepend custom message to invoice emails”. A text field will appear where you can enter your message.
5. Click “Send Invoices” at the bottom left-side corner

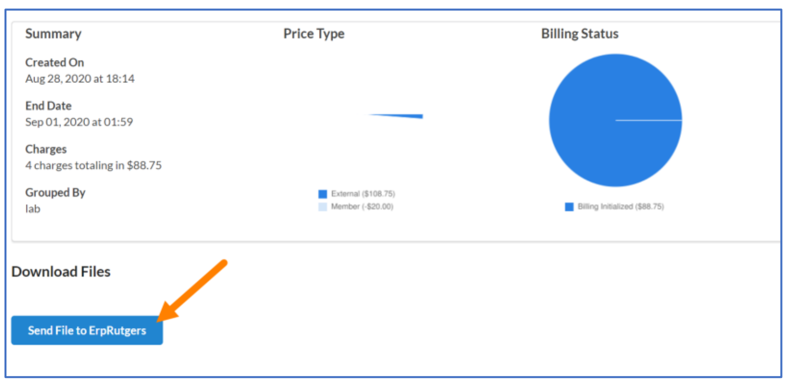


➢ Posting Charges to Oracle

1. When you are ready to send your charges to Oracle to be processed, select *Summary* next to the billing event.



2. On the following page, click "Send File to ErpRutgers" located on the bottom left-hand side.

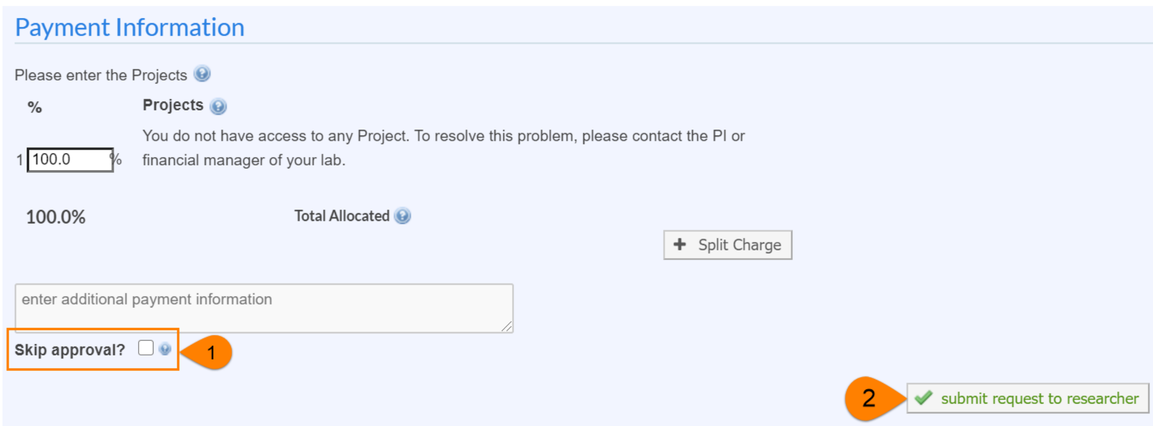


3. The file will be scheduled to send that ***evening at 5:00pm ET***

4. The billing event status will change to "File Sent". However, once charges successfully post to Oracle, the status will change to "Paid"

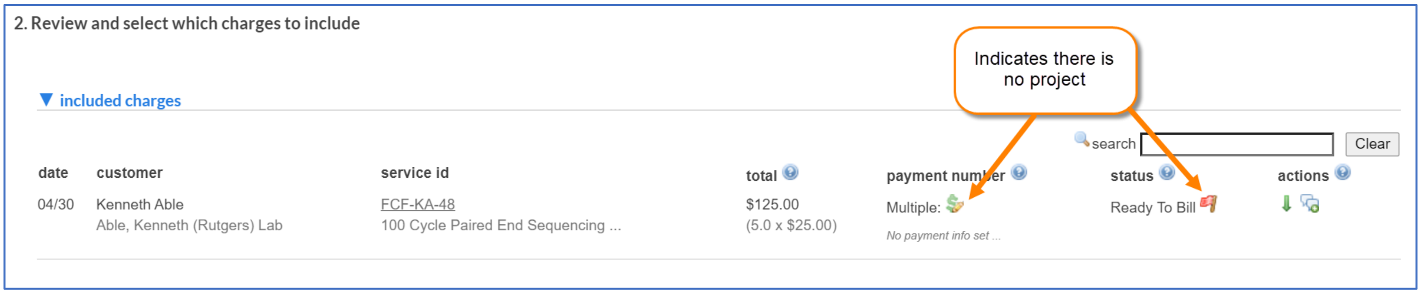
➢ Invoices without payment information

Customers cannot submit a request without a project unless the core disables the require payment information settings. If these settings are enabled the customer must contact the core facility with details about the request/reservation they need created. The core will then submit the request or reservation on behalf of the user. When submitting a request on behalf of the user the core will select the 'Skip Approval' box. If this box is not checked, when the request is submitted the customer must agree to the request.



Once you are ready to bill for the charges that do not have a project associated with them, follow the steps below to create a billing event. It is important to note that these charges will ***never be sent to Oracle by iLab*** and you will have to do a manual journal entry.

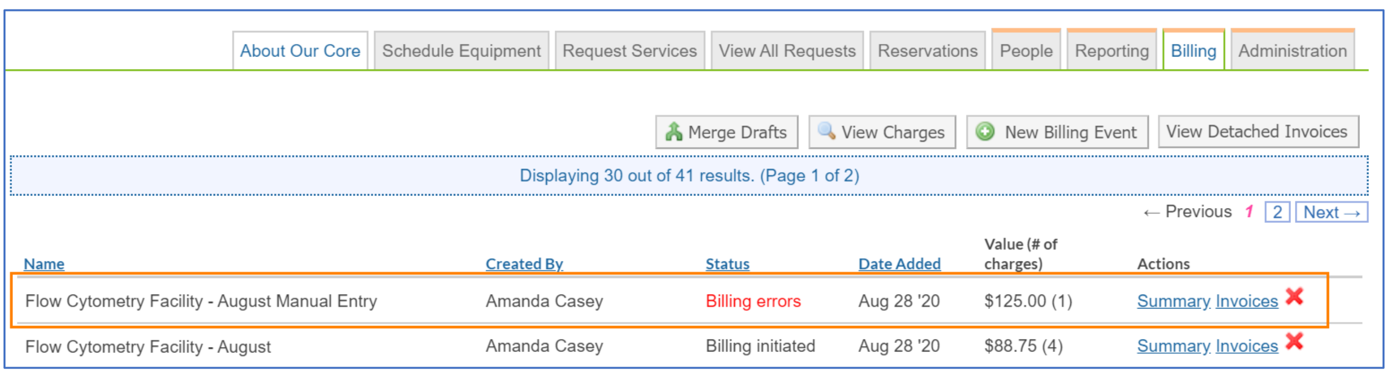
1. Navigate to the Billing tab within your core.
2. Click the "New Billing Event button
3. There are three steps to complete your billing event:
   (1) Select which charges to view
      i. End Date: Charges up to this date will be in this billing event.
      ii. Event Name: Update the name of the event if you wish.
         1. ***We recommend changing the name of this billing with some type of indicator that a manual entry will be done, and this billing event should not be sent to Oracle.***
      iii. Include: Filter for internal charges, external charges, or all.
      iv. Group By: Choose how charges should be grouped when creating invoices. Default is lab and most used.
      v. Click "Load Charges"
   (2) Review the charges that will be included in the billing event and exclude **ALL** charges except the charge without the project.
      i. To exclude a charge, click the green down arrow to the right of the charge.



(3) Select "Create" on the bottom left-hand side to create the billing event.

4. After you created the billing event the status will say "Billing Errors". It will remain in this status because a project will not be assigned to the charges. As stated in an earlier step, make sure to note "Manual Entry" in the billing event name to indicate that the billing event was not posted directly to Oracle from iLab.

   The importance of creating a billing event is to finalize the services and generate invoices regardless of posting directly to Oracle or not.



5. Lastly, you will create your manual journal entry in Oracle.

➢ How to identify iLab Transactions in Oracle
(For Core Business Administrator)

<u>Account Analysis Report</u>

- To review **internal** PI Charges
  - *Account* (Column N) – iLab transactions will be posted to Account #74125.
  - *Line Description* (Column W) - The Trx Source and Trx Doc will be titled <RU iLab>

N	O	P	Q	R	S	T	U	V	W
Account	**Activity**	**Account Desc**	**Category**	**Source**	**Journal Batch**	**Journal**	**Line Number**	**Header Description**	**Line Description**
74125	0000	Recovery Service Center &	Miscellaneous Cost	Projects	Projects A 69060330 00001 6906039 Y	JUN-21 Miscellaneous Cost 22-6001086	29		Project Expenditure | Project< [redacted] > | Task< 800 > | Trx Source < RU iLab > | Trx Doc < RU iLab >

- To review **external** PI Charges
  - *Account* (Column N) – iLab transactions will be posted to Account #42055. (External charges will have to be reversed once check payment is received from customer).
  - *Category* (Column Q) and *Source* (Column R) – Column descriptions will say "RU iLab"

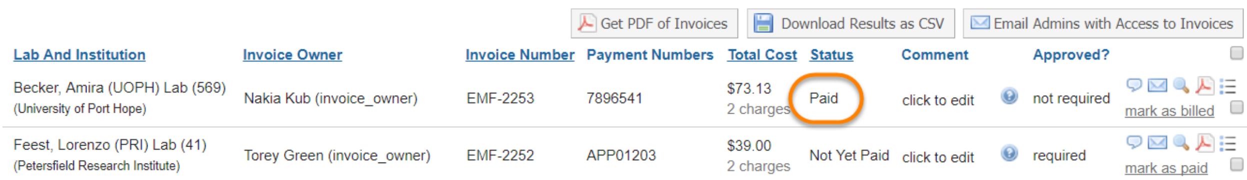
N	O	P	Q	R	S	T
Account	**Activity**	**Account Desc**	**Category**	**Source**	**Journal Batch**	**Journal**
42055	0000	Other Revenue External Se	RU iLab	RU iLab	RUGLILABACT2021062817025 3_20210628.dat RU iLab A 100983516845630 N	RUGLILABACT20210628170253_20210628.dat RU iLab 22-6001086

➢ Issuing a Refund

Sometimes after a service is invoiced, charges are found to be incorrect and need a refund. If the billing file has already been processed, a refund must be entered to resolve the incorrect charge. Refunds add a new line item that can be sent to the ERP to refund the original charge. Refunds can be entered from the *Billing* tab.

Eligibility For a Refund

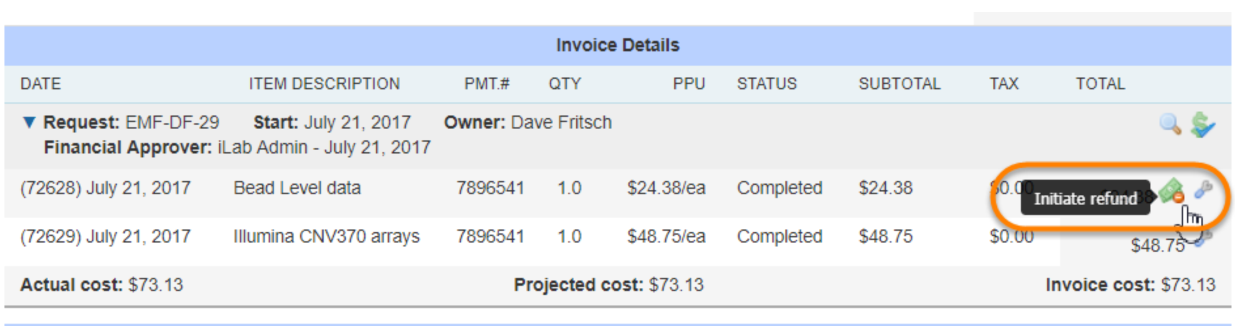
A refund can only be initiated if the invoice has been marked as paid. This can be done by an automatic file transfer or manually by marking an invoice as paid. You then open the invoice using the magnifying glass to view the invoice.



Lab And Institution	Invoice Owner	Invoice Number	Payment Numbers	Total Cost	Status	Comment	Approved?	
Becker, Amira (UOPH) Lab (569) (University of Port Hope)	Nakia Kub (invoice_owner)	EMF-2253	7896541	$73.13 2 charges	Paid	click to edit	not required	mark as billed
Feest, Lorenzo (PRI) Lab (41) (Petersfield Research Institute)	Torey Green (invoice_owner)	EMF-2252	APP01203	$39.00 2 charges	Not Yet Paid	click to edit	required	mark as paid

Enter a Refund

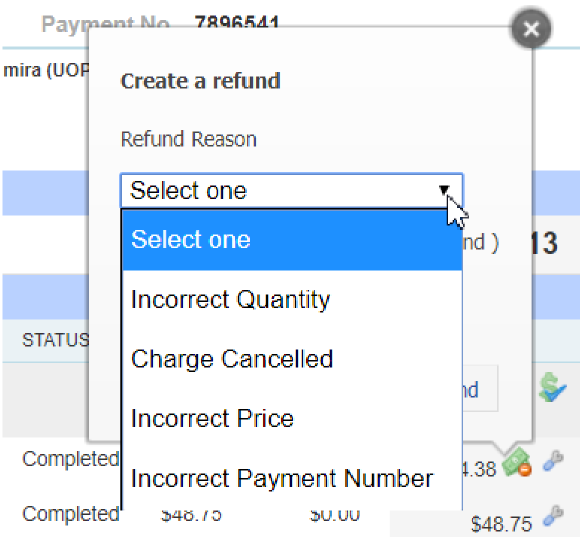
Administrators can search for the invoice which requires a refund either from the billing event list view or from the invoices list view on the left side of their iLab page. After navigating to the invoice, hover over the charge that needs to be refunded to display the initiate refund icon.



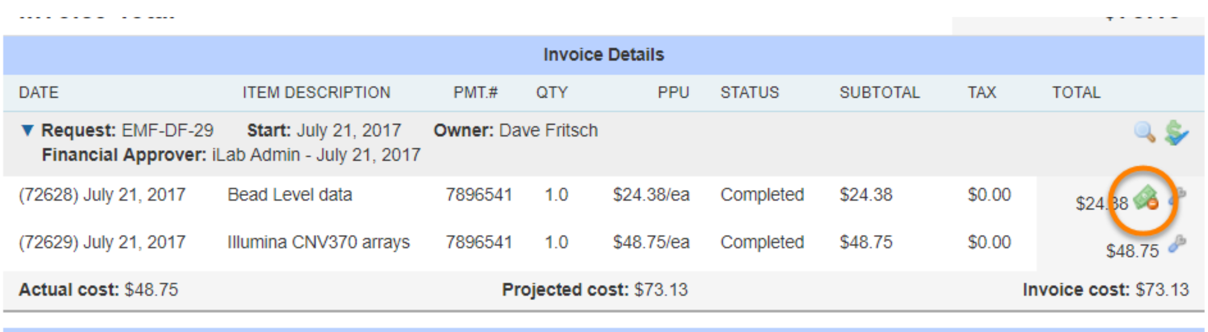
Invoice Details

DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL
▼ **Request:** EMF-DF-29 **Start:** July 21, 2017 **Owner:** Dave Fritsch **Financial Approver:** iLab Admin - July 21, 2017								
(72628) July 21, 2017	Bead Level data	7896541	1.0	$24.38/ea	Completed	$24.38	$0.0	Initiate refund
(72629) July 21, 2017	Illumina CNV370 arrays	7896541	1.0	$48.75/ea	Completed	$48.75	$0.00	$48.75
Actual cost: $73.13			**Projected cost:** $73.13				**Invoice cost:** $73.13	

Once the refund icon is clicked you will be prompted to select the reason for the refund from the drop down box for tracking purposes and then enter in the quantity of the charge the needs to be refunded.



Once you click the Initiate Refund button, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.



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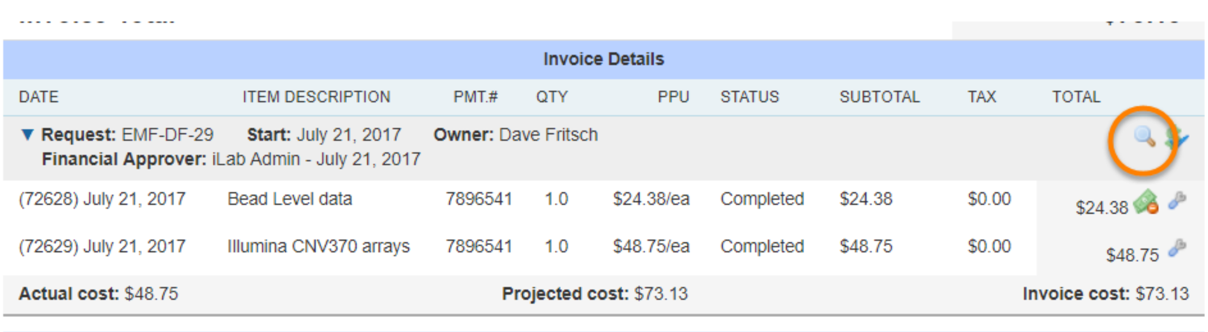
(72629) July 21, 2017	Illumina CNV370 arrays	7896541	1.0	$48.75/ea	Completed	$48.75	$0.00	$48.75
Actual cost: $48.75			**Projected cost:** $73.13					**Invoice cost:** $73.13

To view the newly created refund line item click on the magnifying glass icon above the line item. The request view will open in a new tab.



Invoice Details

DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL
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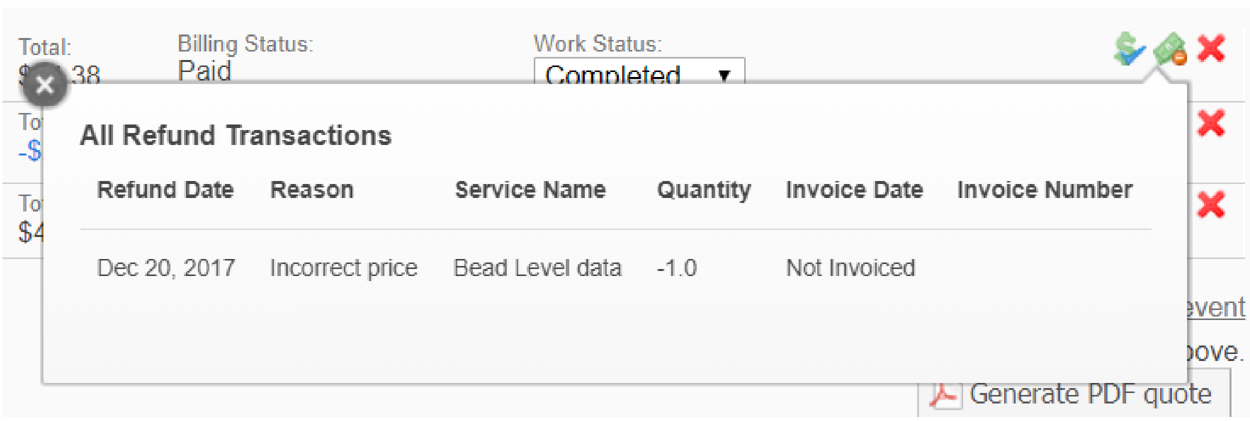
Actual cost: $48.75			**Projected cost:** $73.13					**Invoice cost:** $73.13

Click on the blue triangle to open the request and view the list of charges. The refunded line item will be flagged with a refund icon and the list of refund line items for the original charge will be listed below.

If you click on the refund icon of a refunded charge on the request or on an invoice, you will see a summary of the refunds for the charge and see links to invoices for all of the line items.

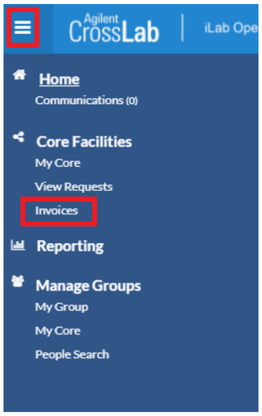


Once a charge is refunded, the refunded charge and added refund line items will be visible on the request and invoice. All administrators, including customer administration, with access to the request or invoice will be able to see the refund icon and click on it to review the refund summary.

Process a Refund

Once the refund is initiated, a refund line item is added to the request with a negative quantity. This line item is automatically added as "ready to bill" and will be available to add to the next billing event. You can elect to allow refund line items to be added to the same invoices as other charges or to be added to separate invoices once the new billing event is created. Once the refund line item is added to an invoice from the new billing event creation, it will be included in the next billing file that can be sent to the institution ERP.

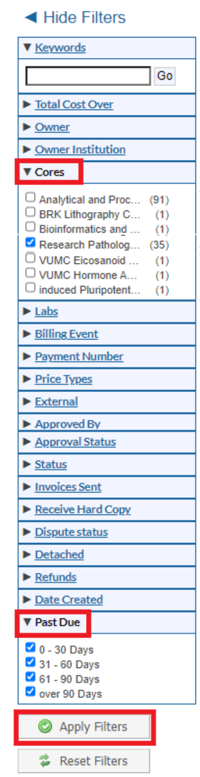
➢ How to Run an Aging Report



1. Log onto the Rutgers iLab website using your RU NetID credentials

2. From the main page, select the Menu icon located on the top left corner

3. Under *Core Facilities*, select "Invoices"



4. On the *Invoices* page, you will see a filters menu on the left-hand side. Expand the *Cores* section and select the core you wish to review invoices for.

5. Then, expand *Past Due,* located at the bottom of the menu, and select the four ranges (0-30 Days, 31-60 Days, 61-90 Days, over 90 Days)

6. Select "Apply Filters" at the bottom of the filter menu.

7. If you wish to download the results as an excel, select *Bulk Options*, located above the invoice results to the right.

8. Once *Bulk Options* expands, select "Download Results as CSV.