Miami-Dade County

End-User Training Guide

Course Code: FIN 203
Course Title: Create and Finalize Bills

Course Overview

Course Description	This course provides a comprehensive review of the Create and Finalize Bills processes.

This course consists of the following modules:

- Module 1: Course Introduction
- Module 2: Create and Finalize Bills
- Module 3: Interdepartmental Billing
- Module 4: Course Summary

Training Audiences	The following audience(s), by INFORMS Security role(s), are required to complete this course prior to being granted related system access:

- Central BI Batch Processor
- Department BI Processor
- Department BI Adjustment Processor

Prerequisites	Participants are required to complete the following End-User Training courses prior to starting this course:

- ERP 101 – Overview of INFORMS
- ERP 102 – INFORMS Navigation, Reporting and Online Help
- FIN 101 – Financials Fundamentals
- FIN 205 – Customer Setup, Credit and Collections

Delivery Method	This course is intended to be delivered through Instructor-led Training.

Estimated Duration	The total duration of this course, when delivered through Instructor-led Training, is 3 hours.

Table of Contents

Content	Page

Module 1: Course Introduction

Topics

This module covers the following topics:

- Course Administration and Logistics matters
- Learning Objectives
- Associated Roles and Responsibilities
- Navigation
- Key Changes to Business Process
- End-to-End Business Process
- How the Business Process fits into INFORMS and other modules
- Associated Key Terms

Module 1: Course Introduction

Course Administration and Logistics

To get the most benefit from this course, participants should:

- Actively participate in class and ask questions as needed
- Please turn off cell phones and refrain from the use of email and the Internet
- Take breaks as scheduled and return to the classroom promptly

Module 1: Course Introduction

Learning Objectives

At the conclusion of this course, participants will be able to:
- Identify the End-to-End Process to Create and Finalize Bills
- Understand the process for creating recurring and installment bills
- Understand the process for creating an interdepartmental bill

Module 1: Course Introduction

Training Audience:

Roles and Responsibilities

The following roles are associated with this course and will play a part in conducting the related business processes for the County:

- **Central BI Batch Processor:** The Central BI Batch Processor has the ability to schedule and run all Billing batch processes and jobs.
- **Department BI Processor:** The Department BI Processor is responsible for creating a bill. The Department BI Processor is able to generate Pro Forma (draft) invoices of the bills, update billing data, set bills to Ready status (i.e. for finalization and invoice generation) and correct billing errors within INFORMS (including interfaced billing data).
- **Department BI Adjustment Processor:** The Department BI Adjustment Processor is responsible for adjusting a bill in INFORMS. This includes adjusting the entire bill through the credit/rebill process or adjusting select lines within a bill.
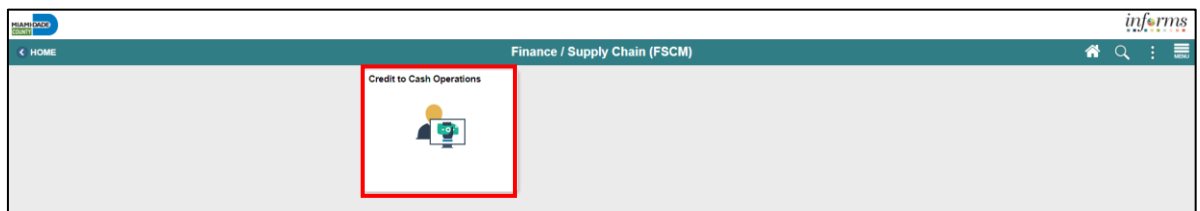
Module 1: Course Introduction

Navigation

Below are the steps to navigate to the General Ledger, which will be used for navigation in the rest of this course:
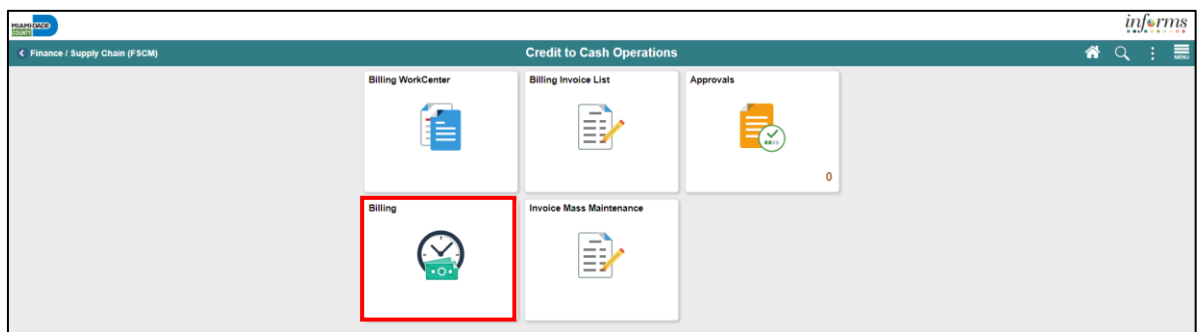
1. Login to INFORMS and select **Finance/ Supply Chain (FSCM)** from the home landing page below.
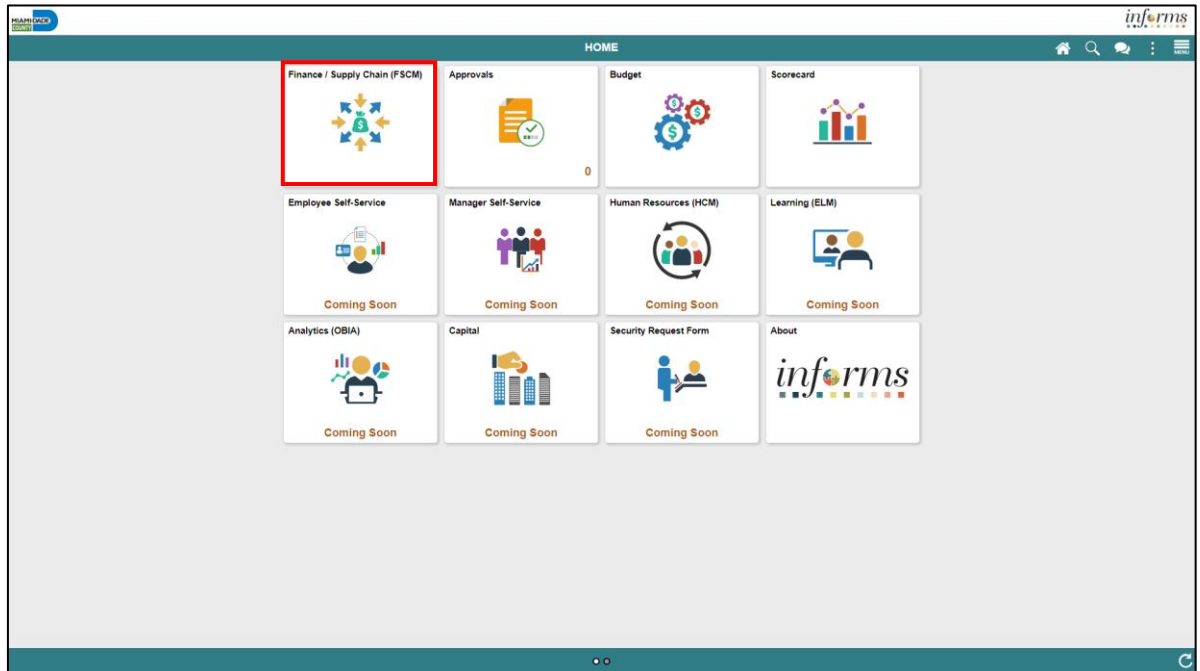
2. Select **Credit to Cash Operations**.

3. Select **Billing**.

Module 1: Course Introduction

Key Changes in Business Process

The Key Changes of the Business Process – Create and Finalize Bills include:
- Customers will be standardized in a single system
  - One Customer ID per customer
- Bills can be generated and tracked from a single system
- Eliminate manual Accounts Receivable (A/R) entries
  - A/R created at the time of billing

Module 1: Course Introduction

End-to-End Business Process

INFORMS Billing processes bill information to create invoices. This allows the County to standardize, automate and optimize its billing activities.

- Generate and Finalize Bills
  - Creating Interface and Online Bills
  - Adjusting Invoices
- Interdepartmental Billing

The Billing Processor will be able to create standard, recurring and installment bills by receiving information from both INFORMS and non-INFORMS applications. These bills will then be validated and processed to create invoices. Invoices are sent to the appropriate customers and accounting entries are automatically created accordingly within the General Ledger.

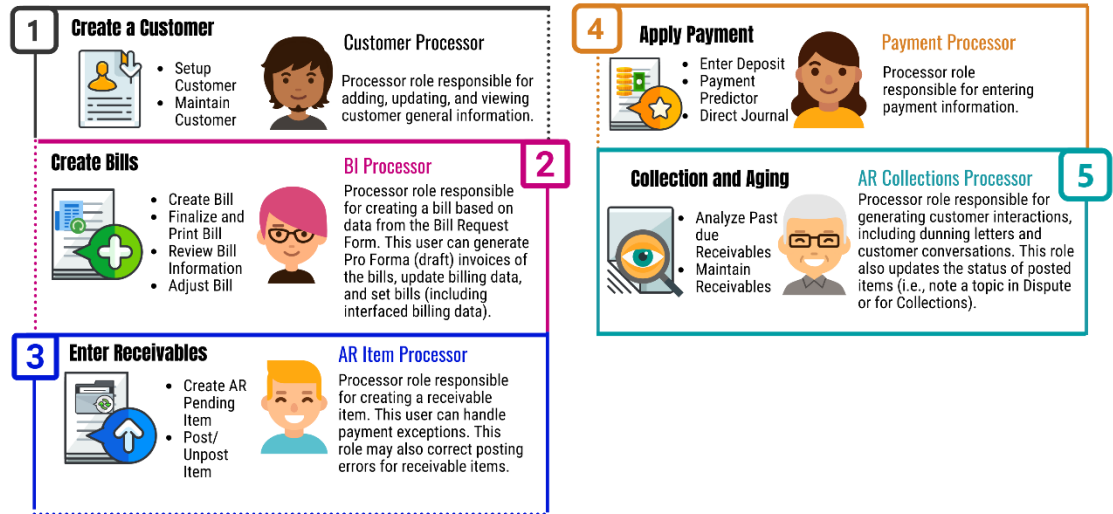**INVOICE TO CASH**
Business Process
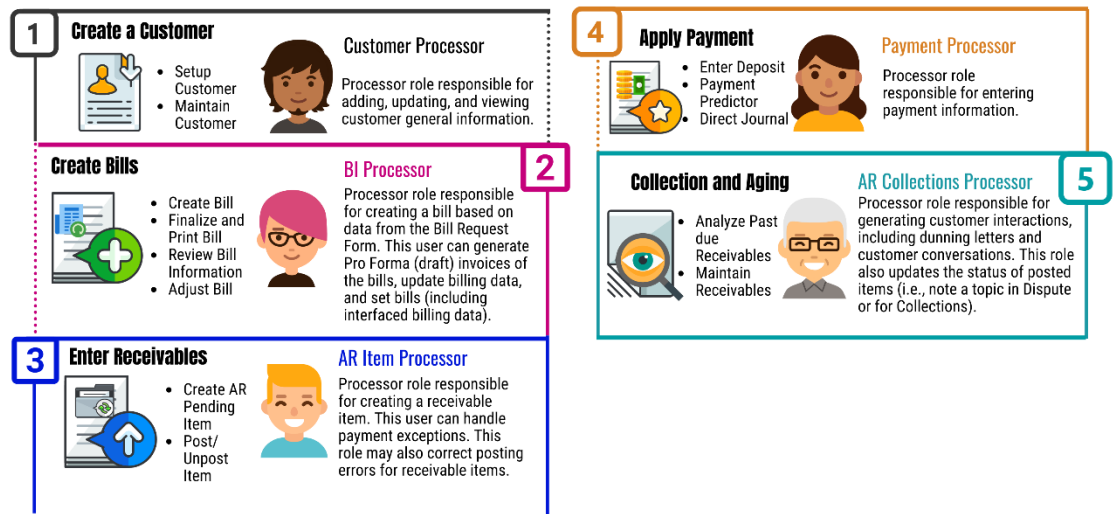
One of the changes in INFORMS is the use of Interdepartmental Billing. Interdepartmental Billing is a process that occurs when one County department bills another for goods or services. Within the Billing module, users can create bills between departments as Interdepartmental, provided the customer has been appropriately set up in INFORMS.

Module 1: Course Introduction

End-to-End
Business
Process

INVOICE TO CASH
Business Process

1 Create a Customer

- Setup Customer
- Maintain Customer

Customer Processor

Processor role responsible for adding, updating, and viewing customer general information.

Create Bills

- Create Bill
- Finalize and Print Bill
- Review Bill Information
- Adjust Bill

BI Processor **2**

Processor role responsible for creating a bill based on data from the Bill Request Form. This user can generate Pro Forma (draft) invoices of the bills, update billing data, and set bills (including interfaced billing data).

3 Enter Receivables

- Create AR Pending Item
- Post/ Unpost Item

AR Item Processor

Processor role responsible for creating a receivable item. This user can handle payment exceptions. This role may also correct posting errors for receivable items.

4 Apply Payment

- Enter Deposit
- Payment Predictor
- Direct Journal

Payment Processor

Processor role responsible for entering payment information.

Collection and Aging

- Analyze Past due Receivables
- Maintain Receivables

AR Collections Processor **5**

Processor role responsible for generating customer interactions, including dunning letters and customer conversations. This role also updates the status of posted items (i.e., note a topic in Dispute or for Collections).

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Module 1: Course Introduction

Introduction to Demonstrations Activities and Exercises

Users will take part in three types of hands-on learning throughout this course: Instructor Demonstrations, Training Activities and Training Exercises. The definitions and descriptions of each are below.

Instructor Demonstrations

Instructor demonstration activities involve a walk-through of tasks and processes in INFORMS. Instructors will demonstrate how to perform these activities while users follow along.

Training Activities

Users will perform tasks and processes in the INFORMS training environment by using the Training Activity and Data Sheet provided and by using this training guide as a reference.

Training Exercises
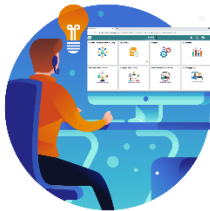
The Instructor will ask questions related to the lecture content and training activities, which are used to check users' knowledge and understanding of course content.

Module 1: Course Introduction

Module 1: Course Introduction Summary

This module covers the following topics:

- Course Administration and Logistics
- Learning Objectives
- Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- End-to-End Business Process
- Introduction to Demonstrations, Activities and Exercises

Module 2: Create and Finalize Bills

Lessons

This module includes the following lessons:

- Generate and Finalize Bills

Lesson 1: Generate and Finalize Bills

Lesson 1: Overview

At the conclusion of this lesson, users will be able to:

- Create Interface Bills
- Create Online Bills
- Adjust Invoices

Lesson 1: Generate and Finalize Bills

Key Terms

The following key terms are used in this Lesson:

Term	Definition
Adjust Bill and Rebill	The Adjust Bill process enables them to adjust bills by crediting and optionally rebilling an invoice. Rebilling allows them to review, update and finalize bills using the same process flow as new bills.
Bill Header	Bill Header contains information that applies to the whole invoice and includes information such as Bill Type, Customer, Source and Payment Terms.
Bill Lines	The Bill Line contains information that applies only to specific items that are being billed such as Description, Quantity and Price.
Billing Interface	The billing interface enables automatic creation of a bill using data from other INFORMS modules, such as INFORMS Project Costing, or an external system, such as ISD M5.
Bill	Bill issued by Miami Dade County after having provided goods or services to the customer. Previously known as Invoice.
Online Bill Entry	Online bill entry is the manual method of entering bill header and line information into INFORMS. Bill headers contain the information that applies to the whole invoice and bill line information applies to the specific items that are being billed.

Lesson 1: Generate and Finalize Bills

Lecture 1: How to Create Interface Bills

INFORMS Billing provides two methods for entering new bill information:

- Billing Interface

    o The billing interface enables the automatic creation of a bill using data from other INFORMS modules, such as INFORMS Project Costing

    o The billing interface also enables the automatic creation of a bill using data from systems external to INFORMS, such as ISD M5

- Online Bill Entry

    o Online bill entry is the manual method of entering bill header and line information into INFORMS. Bill headers contain the information that applies to the whole invoice and bill line information applies to the specific items that are being billed

The Billing Interface tables act as a staging area for external information. Once the information is loaded into the staging tables, the Billing Interface process performs the following tasks:
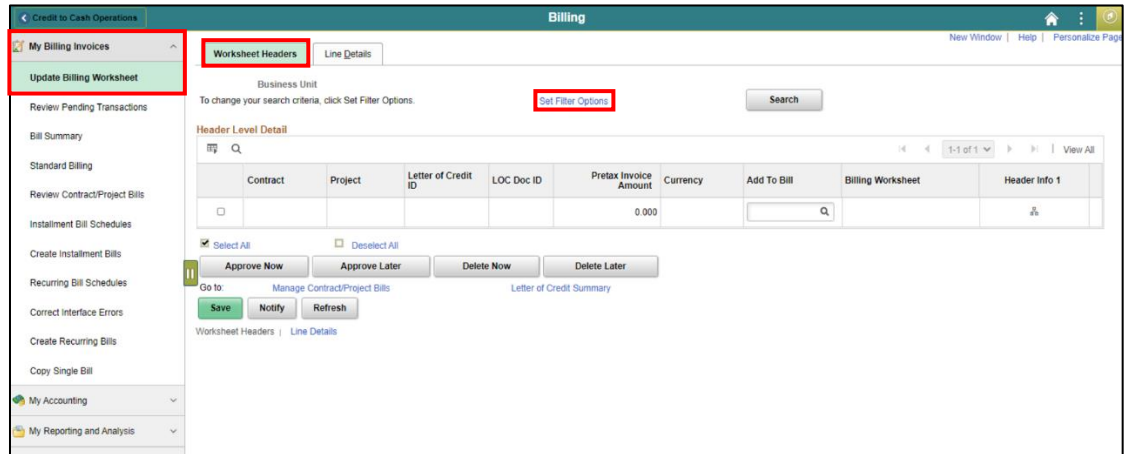
- Validates the data

    o If an error does exist, the users must search for the source of the error and correct it within INFORMS

- Converts the information into a bill structure

- Establishes whether the bill lines brought in by the billing interface should be added to an existing bill or added to a new bill

Lesson 1: Generate and Finalize Bills
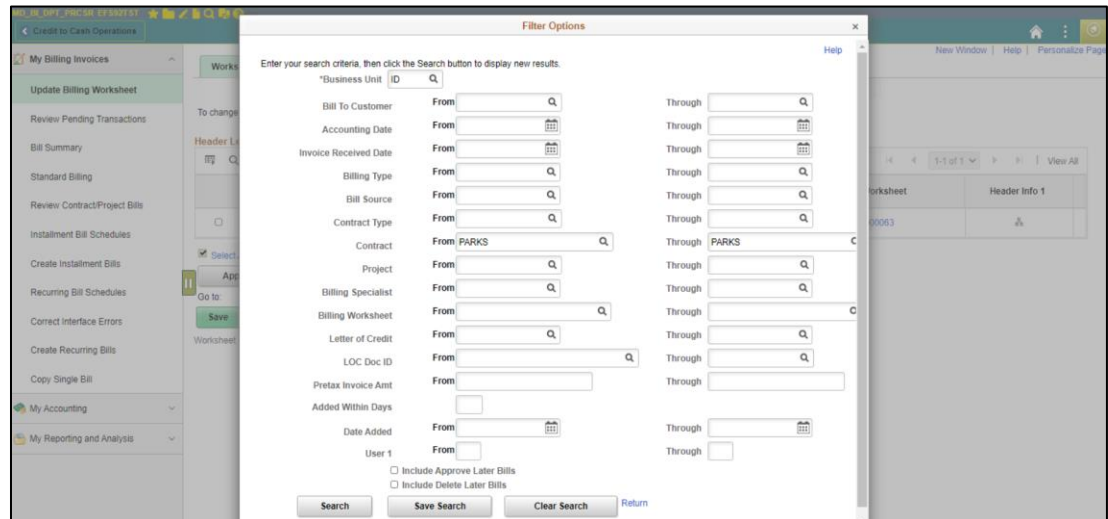
Lecture 1: How to Create Interface Bills

The **Process Billing Interface** program will run via batch scheduler and will bring data external to the billing module and will create a worksheet. This worksheet will be accepted by a department user and populate data within a new bill.

1. Navigate to the **Update Billing Worksheet** page: **Finance / Supply Chain (FSCM) > Credit to Cash Operations Tile > Billing Tile > My Billing Invoices > Update Billing Worksheet**.

2. Select the **Set Filter Options** link.
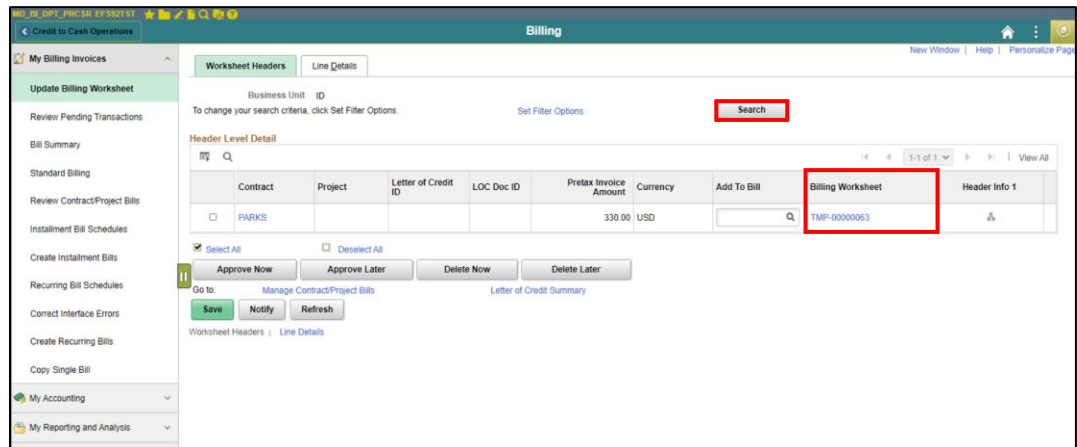
3. Enter the **Business Unit**. This will be the department responsible for creating the bill.

4. Enter the **Contract ID**.

Lesson 1: Generate and Finalize Bills

Lecture 1: How to Create Interface Bills

5. Select **Search**. All billing worksheets meeting the criteria will be displayed.

6. To review the details associated with the temporary bill, Select on the link in the **Billing Worksheet** column. This will display the temporary bill header and the department can verify the details. The temporary bill is a template that is used to create a bill.

7. Once the details have been verified, select the billing worksheet to approve by selecting the checkbox.

8. Select the **Approve Now** button. A new bill will be created using the details on the temporary bill.

9. Select the icon in the **Header Info 1** column to review the newly created bill. This bill will be created in an *RDY* status, meaning that the bill can be processed via batch scheduler to finalize the bill and post accounting entries to the general ledger.

If an error exists within the Interface, it will mark the LoadStatus as *ERR* and offer a specific code, which identifies the error's reason.
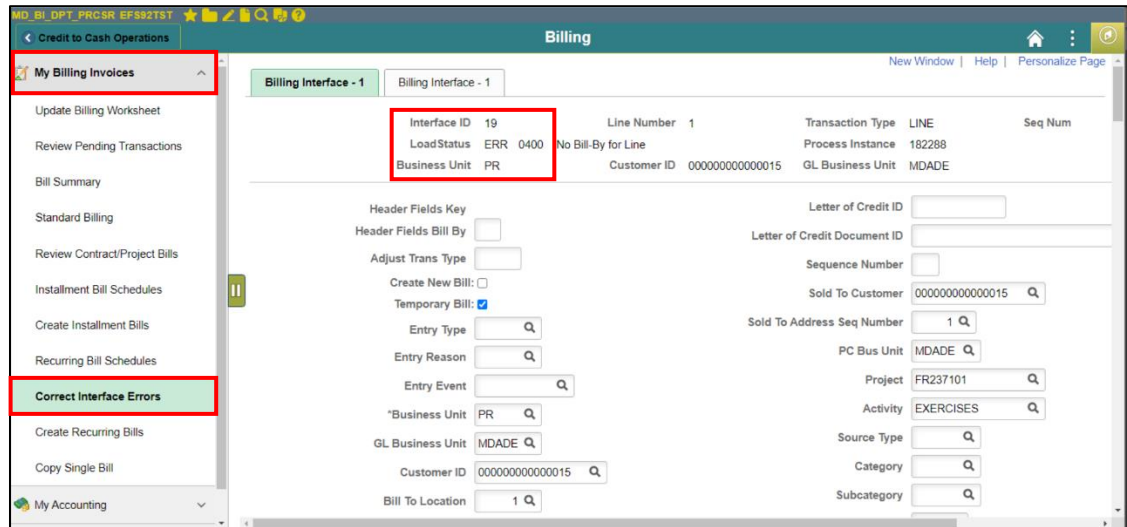
To correct an error, the users can identify either the Interface ID or Business Unit which contains the error and change the appropriate fields by using the **Correct Interface Errors** page.

On this page, the users can adjust any of the fields that have been generated by the Interface with an appropriate value; however, the users should use the LoadStatus code to identify the inaccurate field.

Lesson 1: Generate and Finalize Bills

Lecture 1: How to Create Interface Bills

1. Navigate to the **Correct Interface Errors** page: **Finance / Supply Chain (FSCM) > Credit to Cash Operations Tile > Billing Tile** > **My Billing Invoices** > **Correct Interface Errors**

2. Enter the **Interface ID**, if known.

3. **Business Unit** will default based on the users.

4. Identify the error that has occurred by looking at the LoadStatus ERR code (called out above).

5. Make an appropriate change within the field that is causing the error.

6. Select **Save**.

Once corrected, the Process Billing Interface program will run in batch and create the billing worksheet.

Lesson 1: Generate and Finalize Bills
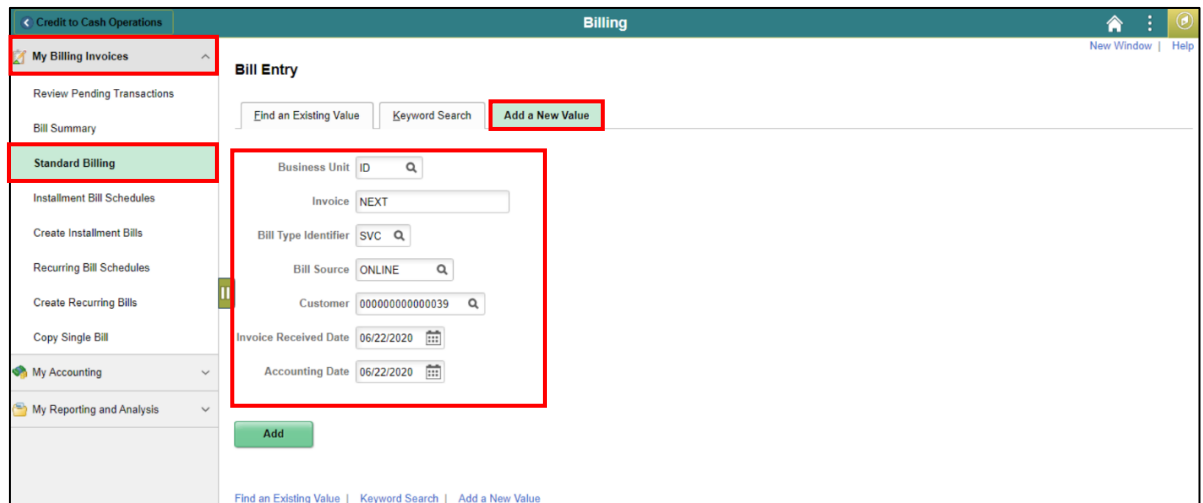
Lecture 2: How to Create Online Bills

To begin an online bill entry, the users must create a bill header. A bill header provides information about an entire invoice and includes:

- Where the bill came from (**Bill Type** and **Bill Source**)

- Where the bill is going (**Customer**)

- When the bill is sent to the customer (**Cycle ID**)

- How the bill should be formatted (**Invoice Form**)

The **Bill Entry** page offers the users the ability to input general information about the bill, such as Business Unit, Invoice ID, Bill Type Identifier, Bill Source, Customer, Invoice and Accounting Dates.

1. Navigate to the **Bill Entry** page**: Main Menu > Finance / Supply Chain (FSCM) > Credit to Cash Operations > Billing** > **My Billing Invoices** > **Standard Billing**

2. Use the **Add a New Value** tab of the **Bill Entry** search page to add a new bill.

3. The **Business Unit** automatically populates with the default business unit

4. The **Invoice ID** is NEXT and upon saving will update to the next available number

5. Enter the **Bill Type Identifier**. This is the type of bill that is being created.

6. Enter the **Bill Source**. This is the source in which the bill is created.

Lesson 1: Generate and Finalize Bills

Lecture 2: How to Create Online Bills

7. Enter the **Customer**. This is the ID of the person, company, government, municipality, or department that is being billed.

8. Enter the **Invoice Received Date**. This is the date in which the invoice is entered.

9. Enter the **Accounting Date**. This is the posting date for accounting entries to post to the General Ledger. The Accounting Period must be open to use the date.

10. Select **Add**.

11. The **Header – Info 1** page is displayed. The values entered on the add page are populated in the corresponding fields. The **Invoice ID** is NEXT until the bill is saved.
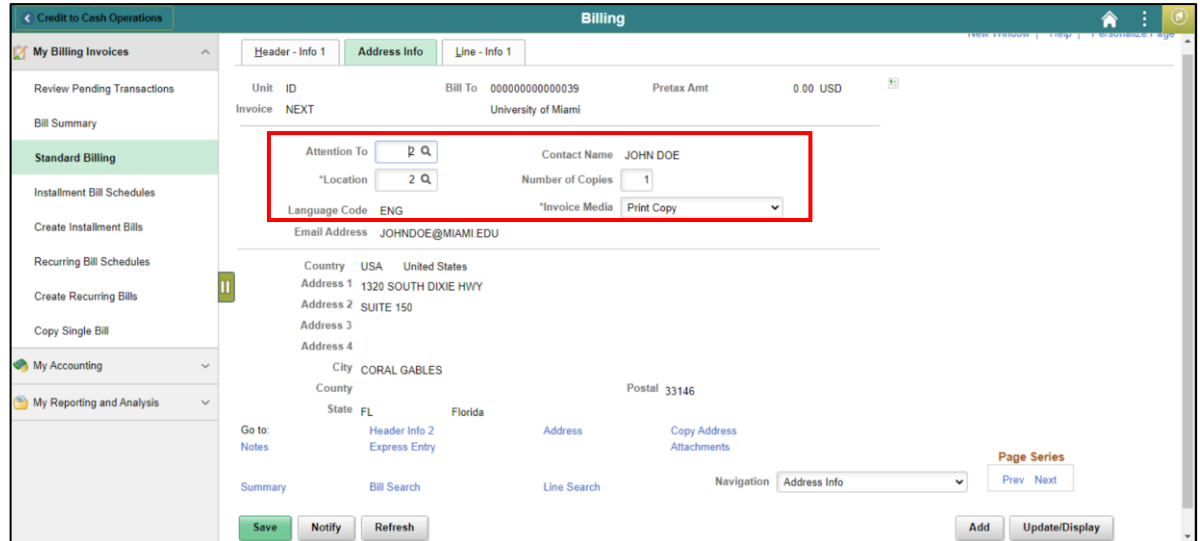
12. The **Cycle ID** is to determine when to generate the bill to send to the customer.

13. The **Invoice Form** will default based on the customer that is being billed.

14. The **Pay Terms** will default based on the customer that is being billed.

15. The **Bill Inquiry Phone** will default based on the business unit. This phone number will be printed on the bill that is sent to the customer.

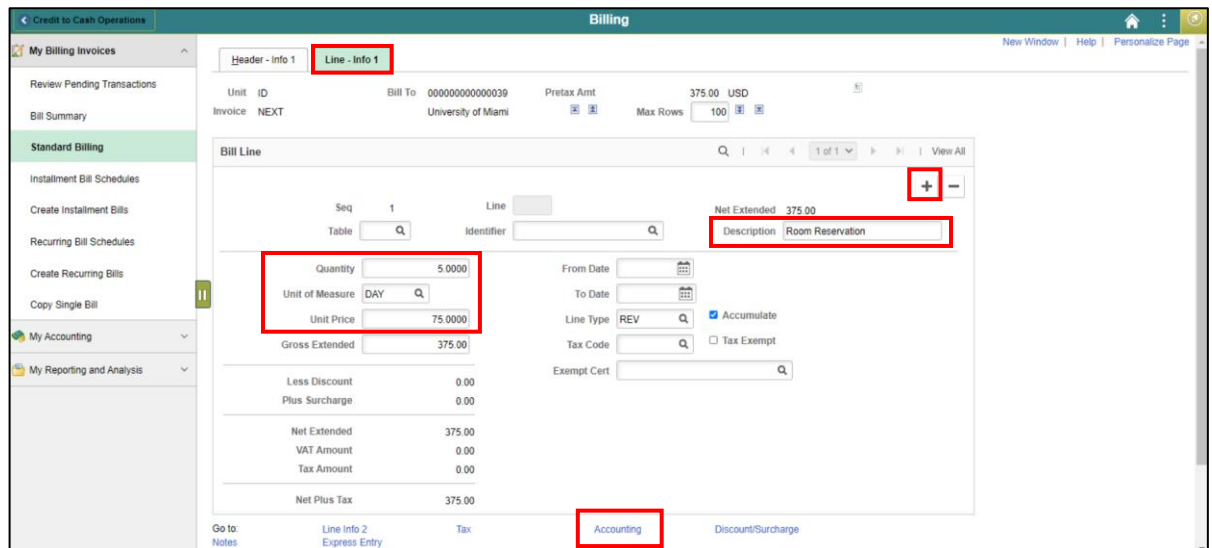16. Select the **Address** link.

Lesson 1: Generate and Finalize Bills

Lecture 2: How to Create Online Bills

17. The **Attention To, Location and Invoice Media** will default based on the customer that is being billed.

18. Select the **Line – Info 1** tab.

19. Enter the desired information in the **Description** field. This field is 30 characters in length and will be printed on the bill.
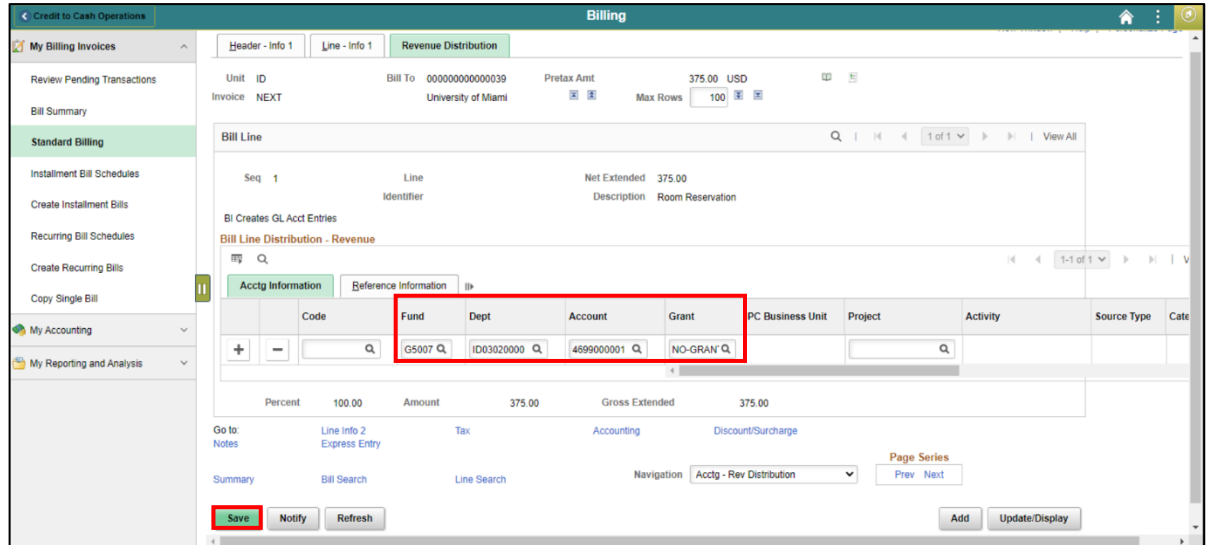
20. Enter the **Quantity, Unit of Measure and Unit Price** for the bill line. This information will be used to systematically calculate **Gross Extended Amount**.

21. To add another line, press the (**+**) button.

22. Select the **Accounting** link.

Lesson 1: Generate and Finalize Bills

23. In the **Bill Line Distribution – Revenue** grid, enter the corresponding **Fund, Department, Account and Grant** in which the bill line should be accounted for in the General Ledger.

24. To add another line, press the **(+)** button.

25. Select the **Header – Info 1** tab.

26. Once all details are entered on the bill, change the **Status** to *RDY*.

27. Select **Save**. The **Invoice ID** is now generated within the business unit.

28. Select the **Approvals** link.

Lesson 1: Generate and Finalize Bills

Lecture 2:
How to
Create
Online Bills

28. Select **Submit for Approval**. The bill will be systematically approved as only bills that are related to installment plans go through approval. Select **OK**.

29. Once the invoice is saved in an *RDY* status, a batch process will run to finalize the invoice, generate the PDF to be printed or emailed to the customer, create an open item in Accounts Receivable and post the accounting entries to the General Ledger.

INVOICE

MIAMI-DADE COUNTY

Please Remit To:	Invoice Number	IT00003080
Miami-Dade Information Technol	Invoice Date	November 17, 2021
5680 SW 87th Ave	Customer Number	WS
Miami, Florida, 33173	Payment Terms	Net 30
305/596-8200	Due Date	December 17, 2021

Bill To:
MIAMI-DADE WATER & SEWER
JEMIMA JEAN-CHARLES
3071 SW 38TH AVE
MIAMI FL 33146
United States

TOTAL AMOUNT DUE: 302.95 USD

AMOUNT REMITTED _____

Comments:

Sample

Line	Identifier	Description	Qty	UOM	Unit Amount	Net Amount
1		TAS000000176719	1.00	EA	292.00	$292.00
2		TAS000000176719	1.00	EA	10.95	$10.95
					Total	$302.95

Lecture 2: Training Activity 1

Demonstration   The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions   Please refer to Activity 1 on the FIN 203 Training Activity and Data Sheet.

This activity will be performed individually; users must complete it on their workstation using the INFORMS training environment. The instructors will explain how to log into INFORMS.

The Users will perform the activity by following the FIN 203 Training Activity and Data Sheet and by using the training materials as reference tools.

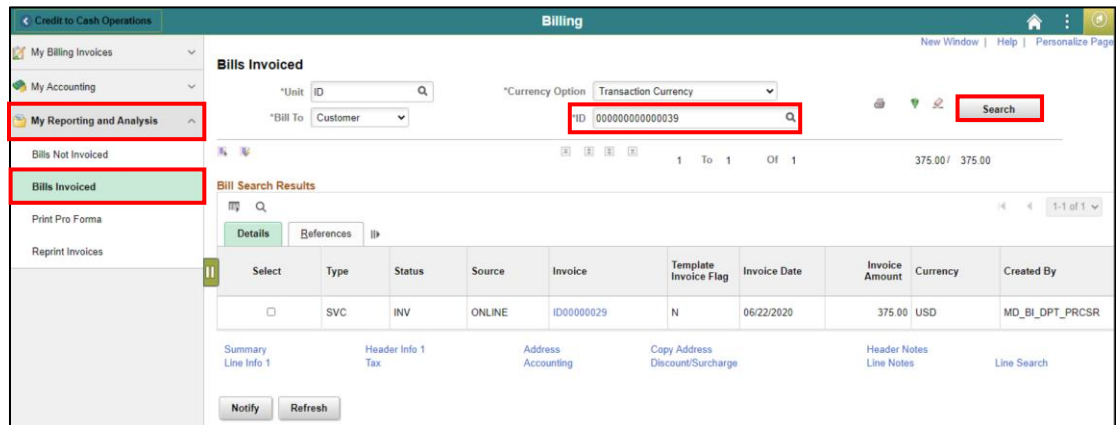Instructor(s) are available if the users have questions.

Lesson 1: Generate and Finalize Bills

Lecture 3: How to Adjust Invoices

Once a bill has been finalized, the details can be reviewed. There are two pages used to review the billing details:

The **Bills Invoiced** page is used to review all bills invoiced by customers.

1. Navigate to the **Bills Invoiced** page: **Finance / Supply Chain Tile > Credit to Cash Operations Tile > Billing Tile > My Reporting and Analysis > Bills Invoiced**
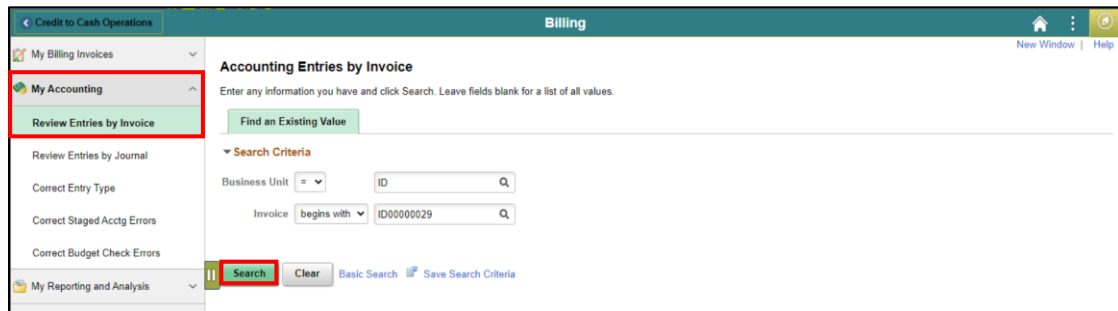

2. The **Business Unit** will default based on the users.

3. Enter the **Customer ID** in which the billing inquiry is desired.

4. Select **Search**. All billed invoices for the specified customer will be displayed.

Lesson 1: Generate and Finalize Bills

Lecture 3:
How to
Adjust
Invoices

The **Review Entries by Invoice** page is used to review accounting entries by invoice.

1. Navigate to the **Review Entries by Invoice** page: **Main Menu > Finance / Supply Chain (FSCM) > Credit to Cash Operations > Billing > My Accounting > Review Entries by Invoice**
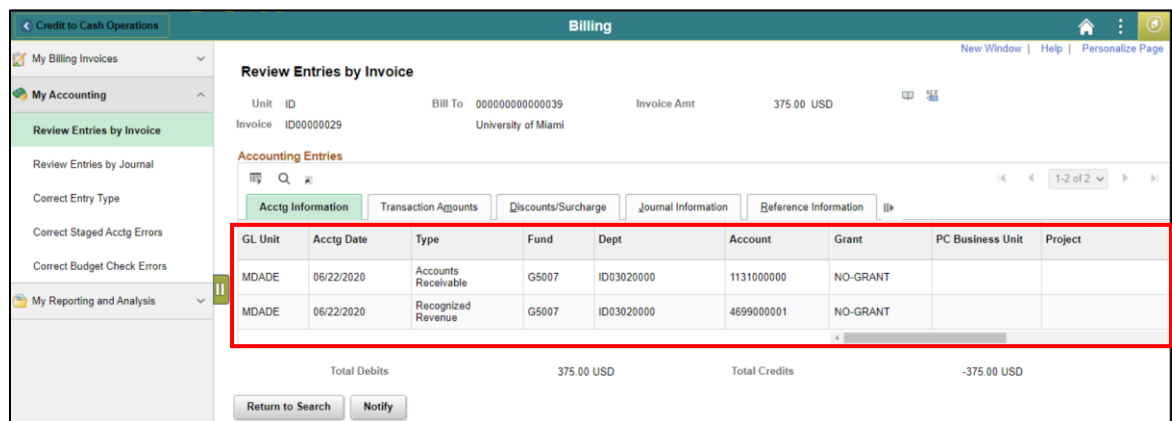
2. Select **Search**. Accounting details related to the invoice will be displayed.

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Lesson 1: Generate and Finalize Bills

Lecture 3: How to Adjust Invoices

Bills will sometimes require adjustments. However, when an invoice requires adjusting, the users can make these changes directly through INFORMS Billing. In Billing, any entry in INFORMS, even those that have already been partially or fully paid, has the capability of being adjusted. This gives the users a wide range of options in creating adjustments, including:

- Crediting the entire bill and rebilling in a single action
- Selecting only specific lines to credit and rebill
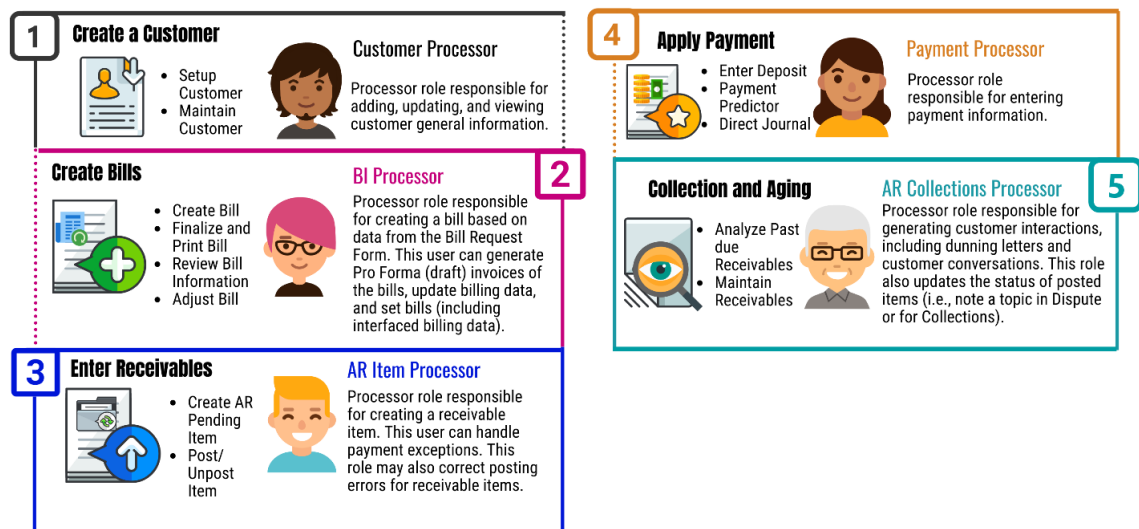- Adding lines of activity and rebilling
- Creating new entry types and reasons with the bill
- Calculating new totals

Adjustments can be made to a bill at any time; however, any adjustment will delete the current bill and create a new one to take its place.

INVOICE TO CASH
Business Process

1 **Create a Customer**
- Setup Customer
- Maintain Customer

Customer Processor
Processor role responsible for adding, updating, and viewing customer general information.

Create Bills
- Create Bill
- Finalize and Print Bill
- Review Bill Information
- Adjust Bill

BI Processor **2**
Processor role responsible for creating a bill based on data from the Bill Request Form. This user can generate Pro Forma (draft) invoices of the bills, update billing data, and set bills (including interfaced billing data).

3 **Enter Receivables**
- Create AR Pending Item
- Post/ Unpost Item

AR Item Processor
Processor role responsible for creating a receivable item. This user can handle payment exceptions. This role may also correct posting errors for receivable items.

4 **Apply Payment**
- Enter Deposit
- Payment Predictor
- Direct Journal

Payment Processor
Processor role responsible for entering payment information.

Collection and Aging
- Analyze Past due Receivables
- Maintain Receivables

AR Collections Processor **5**
Processor role responsible for generating customer interactions, including dunning letters and customer conversations. This role also updates the status of posted items (i.e., note a topic in Dispute or for Collections).
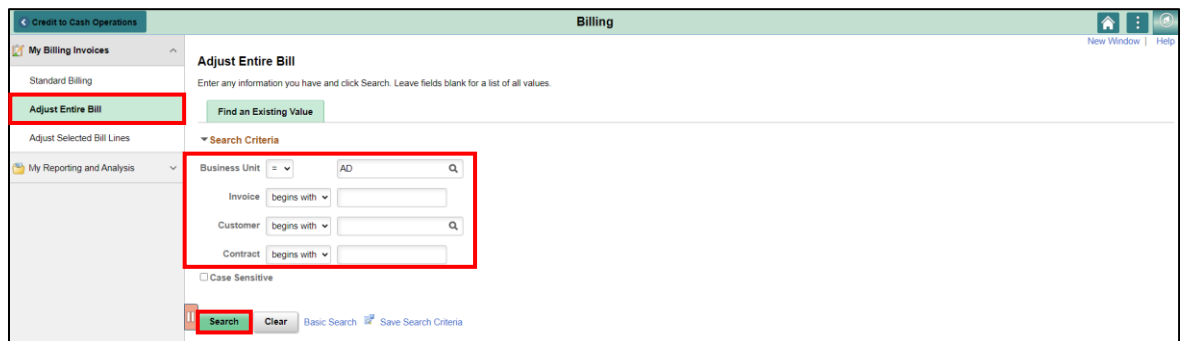
Lesson 1: Generate and Finalize Bills

Lecture 3:
How to
Adjust
Invoices

When crediting an entire bill, it reverses the original invoice and adjusts the General Ledger accounting entries accordingly. There are two options available for crediting an entire bill:

- Creating a credit that only reverses the original invoice
- Creating a credit for the original invoice and creating a copy of the original invoice to modify to reflect the correct billing information

The **Adjust Entire Bill** page allows the users to select the necessary adjustment action for a particular bill. An adjustment reason is also necessary for any changes that are made to a bill.
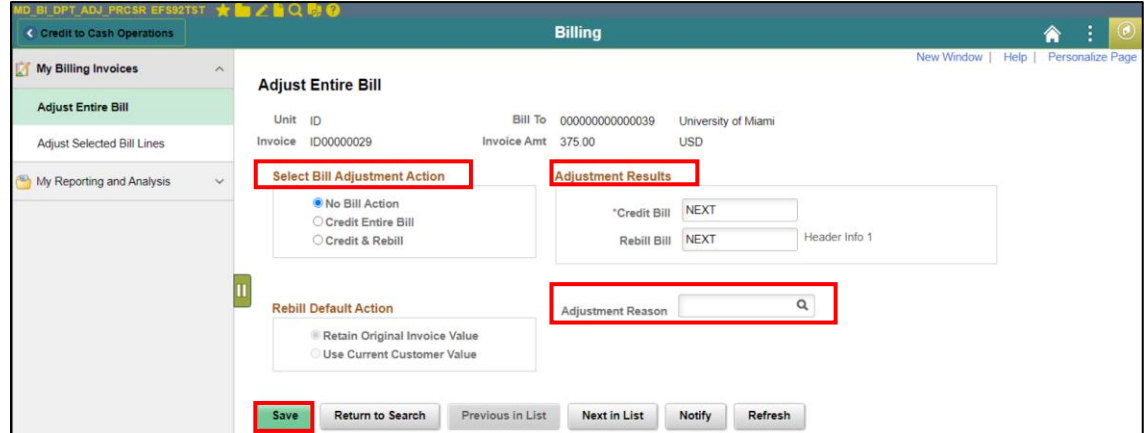
1. Navigate to the **Adjust Entire Bill** page**: Main Menu > Finance / Supply Chain (FSCM) > Credit to Cash Operations > My Billing Invoices > Adjust Entire Bill**

2. The **Business Unit** will default based on the users

3. Enter the **Invoice ID**, if known

4. Enter the **Customer ID**, if known

5. Enter the **Contract ID**, if applicable

6. Select **Search.** The results of the search will display below. If none of the parameters are known, all invoices within the business unit that can be adjusted will be displayed.

7. The **Adjust Entire Bill** page is displayed.
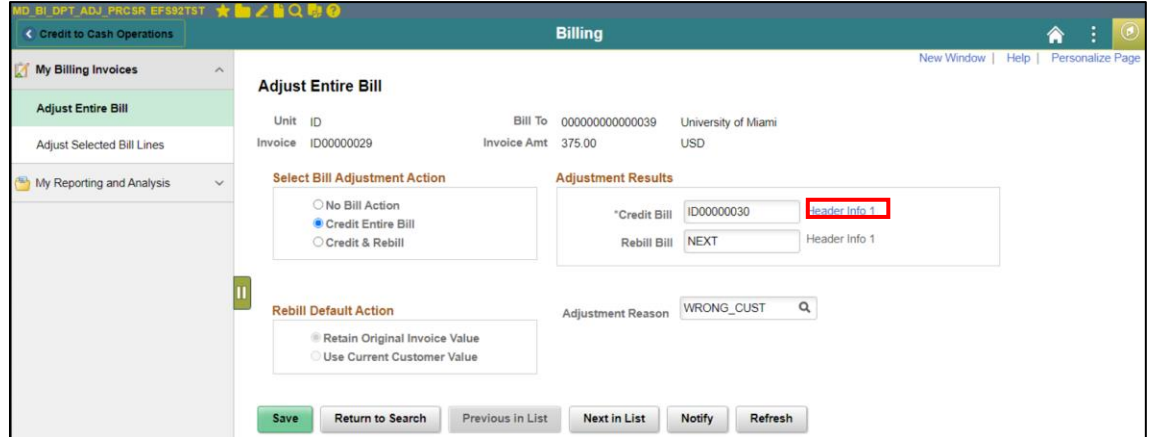
Lesson 1: Generate and Finalize Bills

Lecture 3:
How to
Adjust
Invoices

8. In the **Select Bill Adjustment Action** section, select the appropriate action for the adjustment.

   - If the entire bill is to be credited and no new bill generated, select **Credit Entire Bill**. This will offset the existing bill and close out the open receivable.

   - If the bill should be credited and a new bill generated, select **Credit & Rebill**. This will offset the existing bill, close out the open receivable and create a new bill.

9. In the **Adjustment Result** section, populate the fields with the appropriate invoice numbering logic.

   - For the **Credit Bill** field, the value should be **NEXT**. This will create a credit bill utilizing the next Invoice ID within the automatic numbering.

   - For the **Rebill Bill** field, the value should be **NEXT** or a free-form value utilizing the original invoice ID (i.e. ID00000029-A). This will create a new bill utilizing the next Invoice ID within the automatic numbering (if NEXT is used) or a new bill with the specified ID.

10. In the **Adjustment Reason** field, select the appropriate reason for the adjustment.

11. Once the fields are populated, the users must Select **Save.** This will complete the action selected.

Lesson 1: Generate and Finalize Bills

Lecture 3: How to Adjust Invoices

12. After Selecting save, the users can review the newly created bill by Selecting the **Header Info 1** link.

13. The **Credit** bill will be created in the status of *RDY*. Select **Approvals** and submit it for approval.   When the batch process runs to finalize bills, the credit bill will be finalized, the corresponding open receivable will be closed and the reversal accounting entries will be posted to the general ledger.

   a. Select **Submit for Approval**. The bill will be systematically approved as only bills that are related to installment plans go through approval. Select **OK**.

14. The **Rebill** bill will be created in the status of *NEW*. The users must review the details of the bill, make any necessary updates, change the status to *RDY,* Submit for Approvals and save the bill. When the batch process runs to finalize bills, the rebill will be finalized, the corresponding open receivable will be open and the accounting entries will be posted to the general ledger.

When processing a refund, create a credit memo to credit out the original invoice and then contact the AP Team to create a voucher to pay the refund.
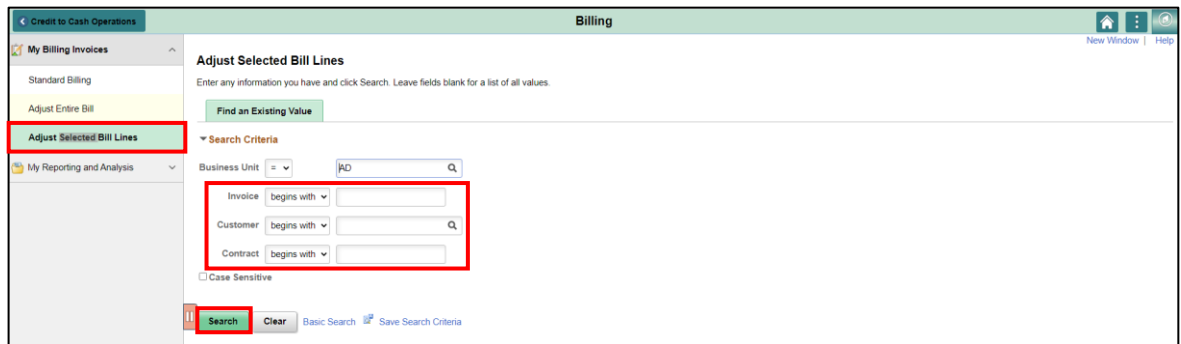
Lesson 1: Generate and Finalize Bills

Lecture 3:
How to
Adjust
Invoices

While adjusting an entire bill can be useful, sometimes a bill only needs adjustments within the bill lines. In this case, using the process detailed above may be too time consuming. Using the lines adjustment action allows the users to search and adjust specific lines, without needing to adjust any other information.

The **Adjust Selected Bill Lines** page allows the users to make adjustments to and add additional lines. The tabs organize the line information so the users can easily view and adjust any areas needing attention.

1. Navigate to **Adjust Selected Bill Lines: Finance / Supply Chain (FSCM) > Credit to Cash Operations Tile > Billing Tile > My Billing Invoices > Adjust Selected Bill Lines**
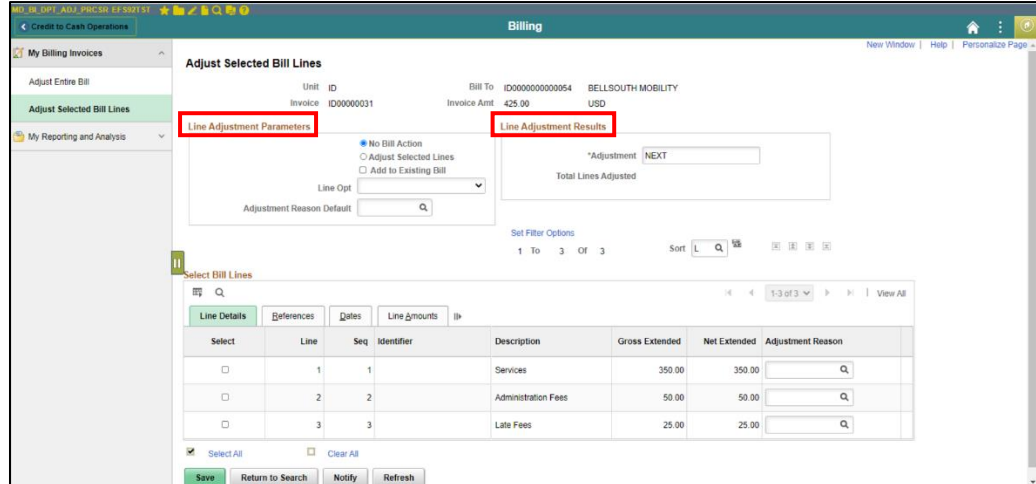

2. The **Business Unit** will default based on the users.

3. Enter the **Invoice ID**, if known.

4. Enter the **Customer ID**, if known.

5. Enter the **Contract ID**, if applicable.

6. Select **Search.** The results of the search will display below. If none of the parameters are known, all invoices within the business unit that can be adjusted will be displayed.

7. The **Adjust Selected Bill Lines** page is displayed.

Lesson 1: Generate and Finalize Bills

Lecture 3:
How to
Adjust
Invoices

8. In the **Line Adjustment Parameters** section, select the appropriate action for adjustment.

- Users must select the **Adjust Selected Lines** option to adjust the bill

- Check the **Add to Existing Bill** option if the billing line should be added to an existing bill that has not yet been finalized and sent to the corresponding customer

- In the **Line Option** field, select the appropriate option

  o **Create Net Adjustment Only:** Creates one adjustment line

  o **Create Reversal and Rebill:** Creates two lines, one that credits the original line chosen and one that reflects the adjustment (most common option as it provides detail to the customer of the reversed line and the rebilled line)

  o **Credit Line:** Creates one line with a reversal of the amounts from the original line chosen

    ▪ In the **Adjustment Reason Default** field, select the appropriate reason

9. In the **Line Adjustment Results** section, populate the field with the appropriate invoice numbering logic.

- For the **Adjustment** field, the value should be **NEXT** or a free-form value utilizing the original invoice ID (i.e. ID00000029-A). This will create a new bill utilizing the next Invoice ID within the automatic numbering (if NEXT is used) or a new bill with the specified ID.

Lesson 1: Generate and Finalize Bills

Lecture 3: How to Adjust Invoices

10. In the **Select Bill Lines** section, select the appropriate lines for adjustment by Selecting the checkbox next to the line. Upon selecting the line, the **Adjustment Reason** will default to the line.

11. Once the fields are populated, the users must select **Save**. This will complete the action selected.

12. After Selecting save, the users can review the newly created bill by Selecting the **Header Info 1** link.

Lesson 1: Generate and Finalize Bills

Lecture 3: How to Adjust Invoices

13. The adjusted bill will be created in a status of **NEW**. The users must review the details of the bill, make any necessary updates and change the status to **RDY** .

14. **Save** the bill.

15. When the batch process runs to finalize bills, the credit bill will be finalized, the corresponding open receivable will be closed and the reversal accounting entries will be posted to the general ledger.

Lecture 3: Training Activity 2

Demonstration   The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions   Please refer to Activity 2 on the FIN 203 Training Activity and Data Sheet.

This activity will be performed individually; users must complete it on their workstation using the INFORMS training environment. Instructors will explain how to log into INFORMS.

The Users will perform the activity by following the FIN 203 Training Activity and Data Sheet and by using the training materials as reference tools.

Instructor(s) are available if the users have questions.

Lesson 1: Training Exercise

Debrief

1. True or false? A Proforma is used to review a bill before sending it to a customer.

Lesson 1: Lesson Summary

Lesson Summary

Having completed the Generate and Finalize Bills lesson, users should be able to:

- Create Interface Bills
- Create Online Bills
- Adjust Invoices

Module 3: Interdepartmental Billing

Lessons

This module includes the following lessons:

- Interdepartmental Billing Process
- Creating a Manual Interdepartmental Bill
- Creating a Contract Related Interdepartmental Bill

Lesson 1: Interdepartmental Billing Process

Lesson 1:
Overview

At the conclusion of this lesson, users will be able to:

- Recognize the Interdepartmental Billing Process
- List the other submodules which integrated with Interdepartmental Billing

Lesson 1: Interdepartmental Billing Process

Key Terms   The following key terms are used in this Lesson:

Term	Definition
Adjust Bill and Rebill	The Adjust Bill process enables them to adjust bills by crediting and optionally rebilling an invoice. Rebilling allows them to review, update and finalize bills using the same process flow as new bills.
Bill Header	Bill Header contains information that applies to the whole invoice and includes information such as Bill Type, Customer, Source and Payment Terms.
Bill Lines	The Bill Line contains information that applies only to specific items that are being billed such as Description, Quantity and Price.
Billing Interface	The billing interface enables automatic creation of a bill using data from other INFORMS modules, such as INFORMS Project Costing, or an external system, such as ISD M5.
Bill	Bill issued by Miami Dade County after having provided goods or services to the customer. Previously known as Invoice.
Online Bill Entry	Online bill entry is the manual method of entering bill header and line information into INFORMS. Bill headers contain the information that applies to the whole invoice and bill line information applies to the specific items that are being billed.

Lesson 1: Interdepartmental Billing Process

Lesson 1: Interdepart-mental Billing Process

Interdepartmental Bills are created from one department to another.

Within INFORMS, each department is created as a customer. The department being billed is a customer. The department doing the billing is the billing business unit. An invoice is created using the Billing module. When creating the invoice, by selecting another department as the customer, the transaction is flagged as Interdepartmental. An Interdepartmental transaction allows payment processes to be completed automatically with batch jobs. The clearing process is performed automatically, with the corresponding funds moved in the general ledger.

There are three ways to create an interdepartmental bill:

1. Online, manual creation (detailed in lesson 2).

2. Project costing related IBs and will come through a customer contracts integration (detailed in lesson 3).

3. Interface file for an interdepartmental bill (system to system integration).
   - This process follows the same steps as a regularly interfaced bill, explained in module 2.

There are two types of interdepartmental bills:

- Manual interdepartmental bills
  - These types of charges typically do not have cost rates/personnel rates associated with the bill
  - Examples of these charges include telephone services paid by ITD and charged back to the individual departments
- Contract Related interdepartmental bills
  - These types are charges are usually associated to a cost rate/personnel rate and may include mark-ups and originate from the INFORMS Project Costing module
  - Examples of these charges include services provided by ITD personnel for the installation of technology within another department

Lesson 1: Interdepartmental Billing Process

Lesson 1: Interdepart-mental Billing Process

Bills can be located using the Bill Entry page. Search criteria, such as Status, Customer, Contract and Invoice, are used to perform the search.

<u>Integration with other Modules</u>

Billing is integrated with other modules in the INFORMS system. Billing transaction details are sent to General Ledger and other sub-modules (e.g. Projects and Customer Contracts).

<u>Process Overview</u>

Interdepartmental bills are created with a gross amount equal to zero. There will be lines in the bill for the charges to the billed departments and offsetting lines for the billing department. The following lessons will go into detail on the creation of interdepartmental bills.

Once the interdepartmental bill is created and finalized, the information will be sent via the batch process to the general ledger. The departments will be able to see journals created that will show a debit to the billed department's expense accounting structure and a credit to the billing department's revenue accounting structure.

Lesson 1: Training Exercise

Debrief

1. For an Interdepartmental Billing transaction, who is the business unit?

_____

_____

_____

_____

2. For an Interdepartmental Billing transaction, who is the customer?

_____

_____

_____

_____

Lesson 1: Lesson Summary

Lesson Summary

Having completed the Interdepartmental Billing Process lesson, users should be able to:

- Recognize the Interdepartmental Billing Process
- List the other submodules which integrated with Interdepartmental Billing

Lesson 2: Creating a Manual Interdepartmental Bill

Lesson 2:
Overview

At the conclusion of this lesson, users will be able to:

- Understand the purpose of creating an Interdepartmental Bill
- Create a manual Interdepartmental Bill

Lesson 2: Creating a Manual Interdepartmental Bill

Key Terms   The following key terms are used in this Lesson:

Term	Definition
Interdepartmental Bill	A bill that is created to charge another department for goods or services rendered.
Internal Customer	A customer who is considered within the County (i.e. all departments excluded Water and Sewer, Aviation, Public Housing).

Lesson 2: Creating a Manual Interdepartmental Bill

Lesson 2: Creating a Manual Interdepart-mental Bill
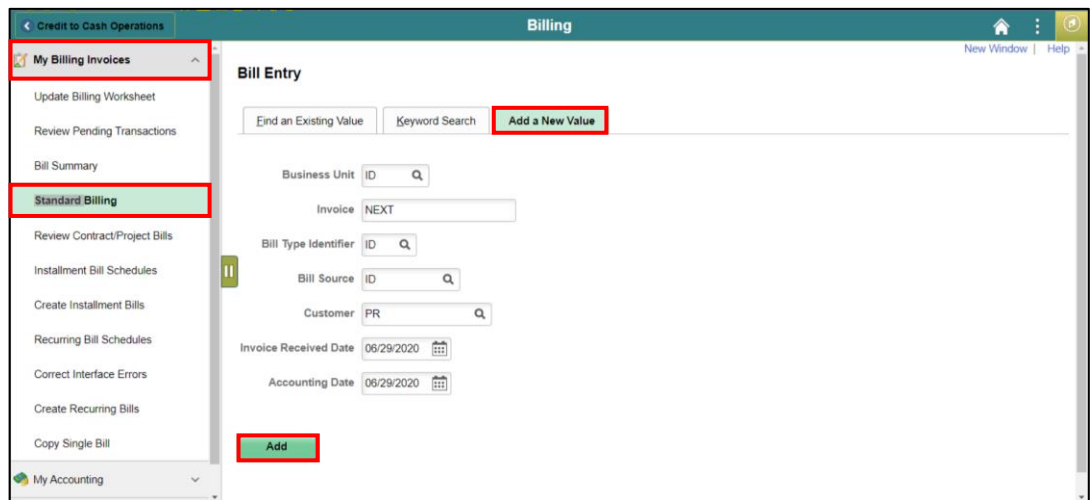
Creating Interdepartmental Billing transactions is the process of a business unit (department) billing another general ledger business unit (department) for products or services provided. When this activity occurs, accounting entries must be made that reflect activity for the departments involved, but do not affect the County as a whole.

When Interdepartmental billing occurs, accounting entries must be made to reflect balanced activity for the departments involved.

When creating an Interdepartmental Bill, the end-users must select an Interdepartmental customer that represents the Bill To general ledger business unit. The Interdepartmental customers have already been preconfigured into INFORMS.

Outlined below is the process required to enter a manual Interdepartmental Bill:

1. Navigate to the **Standard Billing** page: **Finance / Supply Chain (FSCM) > Credit to Cash Operations Tile > Billing Tile > My Billing Invoices > Standard Billing**
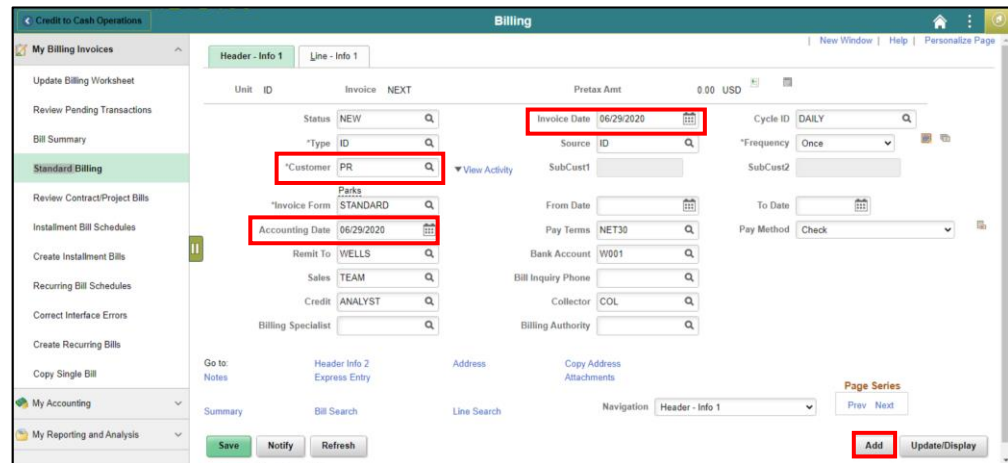

- Use the **Add a New Value** tab to create a new interdepartmental bill

2. The **Business Unit** will default based on the users

3. **Invoice ID** will be '**NEXT**'. INFORMS utilizes autonumbering for invoices.

4. Enter the **Bill Type Identifier**. For interdepartmental bills, this value should *always* be '**ID**'.

5. Enter the **Bill Source.** For interdepartmental bills, this value should *always* be '**ID**'.
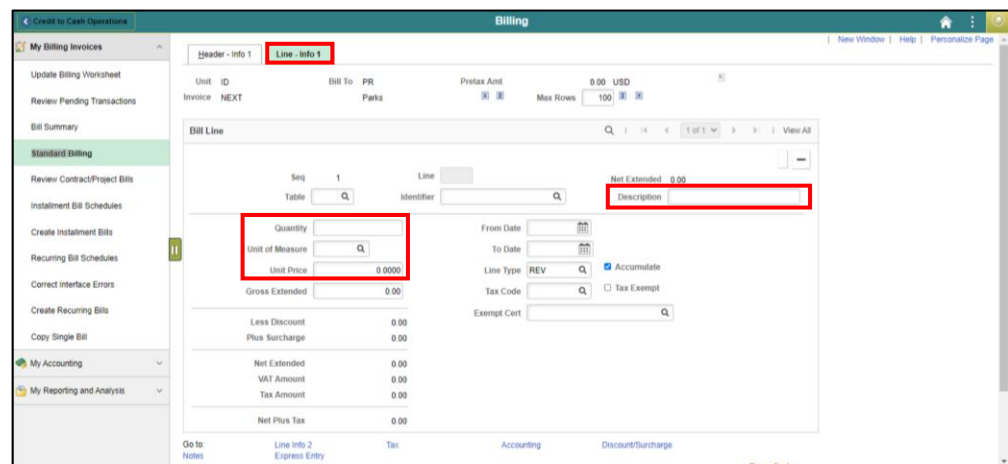
Lesson 2: Creating a Manual Interdepartmental Bill

Lesson 2:
Creating a
Manual
Interdepart-
mental Bill

6. Enter the **Customer**. This value should correspond to the department that is being billed. Reminder: *Only customers identified in the master customer record as internal customers are valid to use on interdepartmental bills*.

7. Enter the **Invoiced Received Date**.

8. Enter the **Accounting Date**.

9. Select **Add**. The **Header – Info 1** page is displayed.

10. Select the **Line – Info 1** tab. The line details page will be displayed.
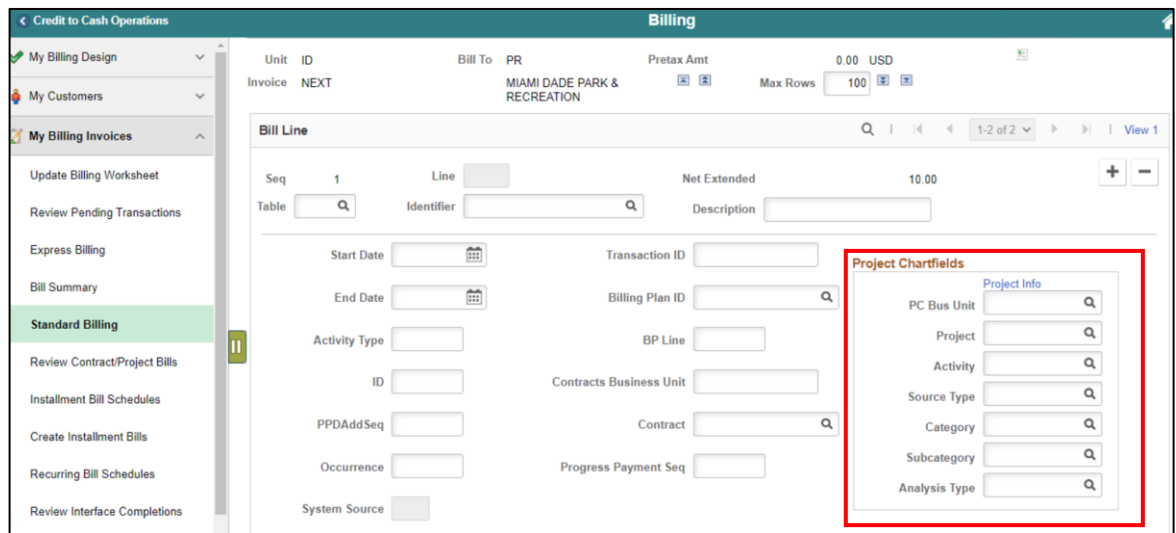
11. Enter the **Bill Line** details for line 1. This information should correspond to the revenue information of the billing department.

- Enter the **Description.** This information should correspond to what is being charged.
- Enter the **Quantity**.

Lesson 2: Creating a Manual Interdepartmental Bill

Lesson 2: Creating a Manual Interdepart-mental Bill

- Enter the **Unit of Measure**.
- Enter the **Unit Price**.
- Hit the **Enter** key on the keyboard. The **Gross Extended Amount** will be calculated.

12. Select the '**+**' icon to add the details corresponding to the department that is being billed.
- Enter the **Description.** This information should correspond to what is being charged.
- Enter the **Quantity**.
- Enter the **Unit of Measure**.
- Enter the **Unit Price**. This field should be a *negative* amount equal to the amount entered in bill line 1.
- Hit the **Enter** key on the keyboard. The **Gross Extended Amount** will be calculated.

13. Repeat step 12 for any additional line that should be billed to a department. All revenue lines must equal the total of all expense lines, resulting in a zero-dollar bill.

14. Go to the **Navigation** drop down menu and select **Line – Project Info.**

15. Under the **Project ChartFields** section enter the project values corresponding to the department(s) affiliated with Project Costing.

NOTE: If your department is **not using Project Costing, but is billing a department associated with Project Costing** make sure the **Project Charfields** section is completed for the billing department on the expense side.
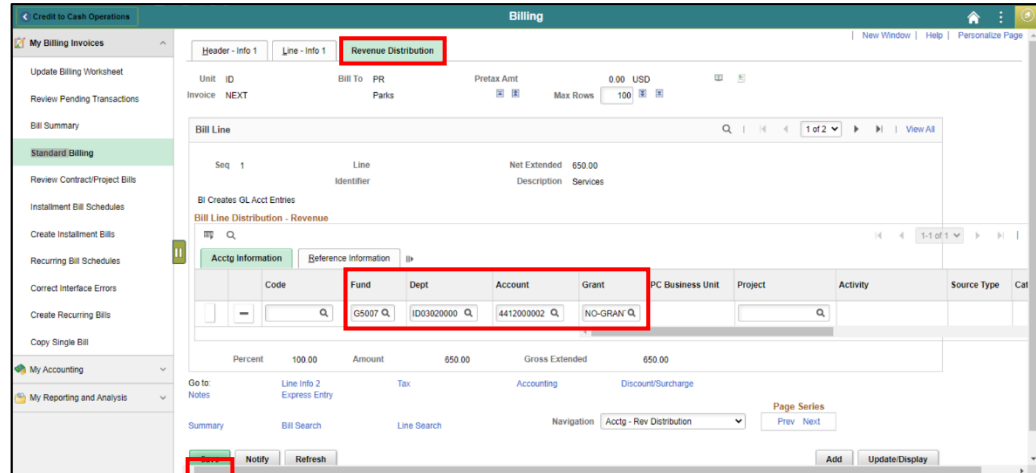

16. Select on the **Accounting** link. The accounting distribution page will be displayed.

Lesson 2: Creating a Manual Interdepartmental Bill

Lesson 2:
Creating a
Manual
Interdepart-
mental Bill

17. In the **Accounting Information** tab, enter the accounting distribution details in the corresponding fields. Sequence 1 should be the *revenue* details of the billing department.
- Enter the **Fund**.
- Enter the **Department**
- Enter the **Account**
- Enter the **Grant**

18. Select the arrow in the **Bill Line** grid to update the accounting details for Sequence 2. These fields should correspond to the *expense* details of the department being billed.
- Enter the **Fund**.
- Enter the **Department**
- Enter the **Account**
- Enter the **Grant**

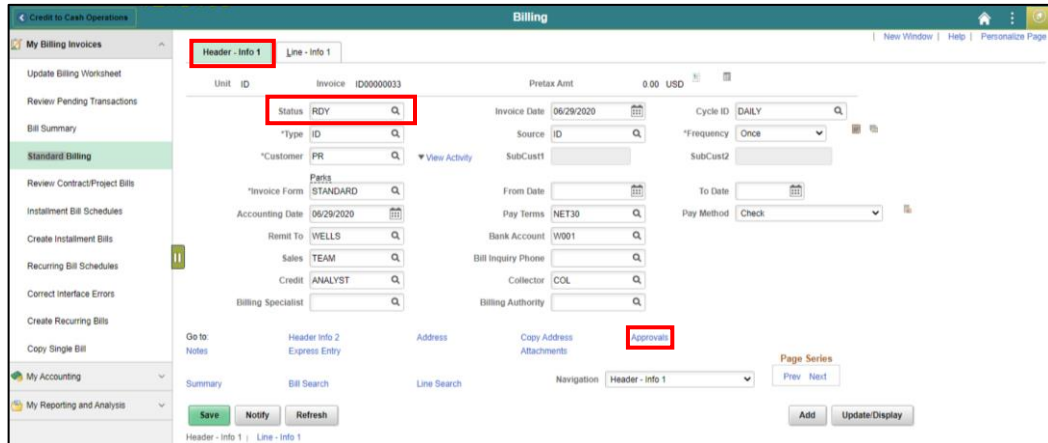19. Repeat steps 15-16 for any additional line that was added.

Lesson 2: Creating a Manual Interdepartmental Bill

20. Select the **Header – Info 1** tab to finalize the bill.

21. Update the status to *RDY*. Validations will be performed to ensure the following:
    - The **Customer** on the bill must be an internal customer. If no, an error message will be displayed and the bill cannot be saved in an *RDY* status.
    - The bill total must be equal to zero. If not, an error message will be displayed and the bill cannot be saved in an *RDY* status.

22. Select the **Approvals** link.

23. Select **Submit for Approval**. The bill will be auto-approved as it does not meet the criteria for an approval workflow.

24. Once the bill is successfully saved in an *RDY* status, a batch process will run to finalize the bill. The accounting entries are posted to the general ledger. However, no open receivable is generated as the expense and revenue accounting details will offset upon posting to the general ledger.

Lesson 2: Training Activity 3

Demonstration   The Instructor will now demonstrate how to execute the business process through the INFORMS training environment.

Instructions   Please refer to Activity 3 on the FIN 203 Training Activity and Data Sheet.

This activity will be performed individually; users must complete it on their workstation using the INFORMS training environment. Instructors will explain how to log into INFORMS.

Users will perform the activity by following the FIN 203 Training Activity and Data Sheet and by using the training materials as reference tools.

Instructor(s) are available if the users have questions.

Lesson 2: Training Exercise

Debrief

1. In this scenario, who is the business unit?

_____

_____

_____

_____

2. In this scenario, who is the customer?

_____

_____

_____

_____

3. What should the bill total amount be for an interdepartmental bill created manually by an end user?

_____

_____

_____

_____

Lesson 2: Lesson Summary

Lesson
Summary

Having completed the Creating a Manual Interdepartmental Bill lesson, users should be able to

- Understand the purpose of creating an Interdepartmental Bill
- Create an Interdepartmental Bill
- Recognize the customer roles in any given Interdepartmental Billing transaction

Lesson 3: Creating a Contract Related Interdepartmental Bill

Lesson 3:
Overview

At the conclusion of this lesson, users will be able to:

- Create a contract related interdepartmental bill

Lesson 3: Creating a Contract Related Interdepartmental Bill

Key Terms   The following key terms are used in this Lesson:

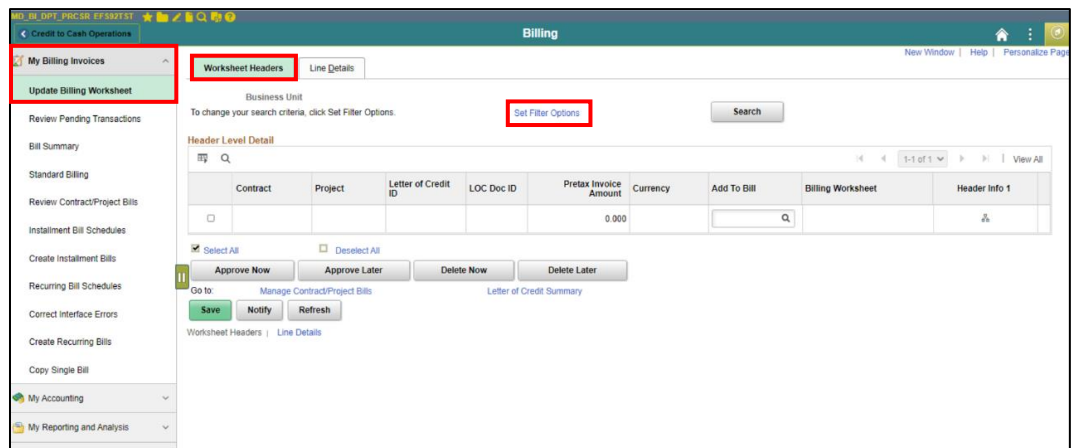| Term	Definition
Contract Related Interdepartmental Bill	A bill that is created to charge another department for goods or services rendered, which is originated from the INFORMS Customer Contracts module.

Lesson 3: Creating a Contract Related Interdepartmental Bill

Lesson 3: Creating a Contract Related Interdepartmental Bill

Another source for interdepartmental bills will originate from the INFORMS Customer Contracts module. When a department needs to bill for personnel charges based on pre-set rates, the department will set up the information on a contract. A project and activity will be associated to the contract. Based on data entered in INFORMS against the specified project and activity (i.e. Purchase Orders, Vouchers), the data is collected in Project Costing. This will be performed via batch processing.

When ready, the project's information is populated within the contract module to collect the costs of the bill. After the data is cost collected, a batch process will transfer the information from contracts and populate the interface tables within INFORMS billing. Similar processing will follow based on the interface bill lesson in module 2.

1. Navigate to the **Update Billing Worksheet** page: **Finance / Supply Chain (FSCM) > Credit to Cash Operations Tile > Billing Tile > My Billing Invoices > Update Billing Worksheet**

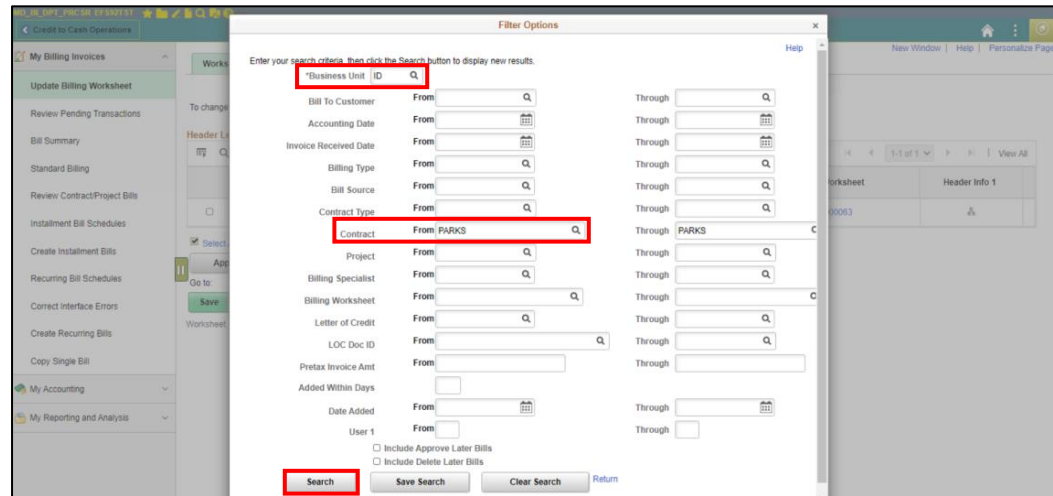2. Select the **Set Filter Options** link.

Lesson 3: Creating a Contract Related Interdepartmental Bill

3. Enter the **Business Unit**. This will be the department responsible for creating the bill.

4. Enter the **Contract ID**.

5. Select **Search**. All billing worksheets meeting the criteria will be displayed.
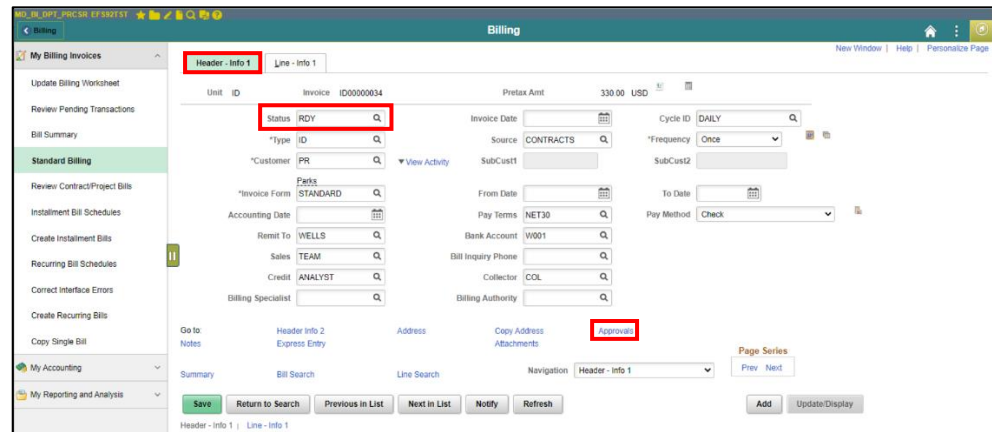

6. To review the details associated with the temporary bill, Select on the link in the **Billing Worksheet** column. This will display the temporary bill header and the department can verify the details. The temporary bill is a template that is used to create a bill.

7. Once the details have been verified, select the billing worksheet to approve by selecting the checkbox.

Lesson 3: Creating a Contract Related Interdepartmental Bill

8. Select the **Approve Now** button. A new bill will be created using the details on the temporary bill.

9. Select the icon in the **Header Info 1** column to review the newly created bill. This bill will be created in an *RDY* status.

10. Select the **Approvals** link.

11. Select **Submit for Approval**. The bill will be auto-approved as it does not meet the criteria for an approval workflow.

12. As this is a contract related interdepartmental bill, the following logic will be used when batch processing is executed:

- Verify the bill is interdepartmental with a **Bill Type** of '**ID**'.

- Verify the bill is contract related with a **Bill Source** of '**Contracts**'.

- Verify the customer is internal.

- Upon batch processing, an offsetting bill line will be inserted to create a zero-dollar bill.

- Based on the details configured on the project activity, the accounting details for the newly created line will be populated.

- After the offsetting line(s) are inserted, the bill will be finalized and the accounting entries will post to the general ledger. As this is an interdepartmental bill, no open item is created in accounts receivable.

Lesson 3: Training Exercise

Debrief

1. Can an interdepartmental bill be created for the external departments (Water and Sewer, Aviation, Public Housing)?

_____

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_____

_____

2. What is the dollar amount total of a manual, non-contract interdepartmental bill?

_____
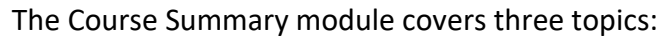
_____

_____

_____

Lesson 3: Lesson Summary

Lesson
Summary

Having completed the Creating a Contract Related Interdepartmental Bill lesson, users should be able to

- Create a contract related interdepartmental bill

Module 4: Course Summary

Course
Summary

The Course Summary module covers three topics:

- Course Content Summary
- Additional Training and Job Aids
- Course Evaluation

Module 4: Course Summary

Objectives
Achieved

Congratulations! You have completed the Create and Finalize Bills course. You now should be able to:

- Identify the End-to-End Process to Create and Finalize Bills
- Understand the process for creating recurring and installment bills
- Understand the process for creating an interdepartmental bill

Module 4: Course Summary

Additional Training and Job Aids

Users may be eligible to take the following training courses based on their INFORMS roles:

- FIN 204 – Receivables Processing

Users also have the following resources available:

User Productivity Kits

- Create Online Bills
- Adjusting Invoices
- Creating Manual Interdepartmental Bills
- Create Contract Interdepartmental Bill

Job Aids

- N/A

For additional information, be sure to visit:

- Miamidade.gov/informs

Module 4: Course Summary

Key Terms

The following key terms are used in this course:

Term	Definition
Adjust Bill and Rebill	The Adjust Bill process enables them to adjust bills by crediting and optionally rebilling an invoice. Rebilling allows them to review, update and finalize bills using the same process flow as new bills.
Bill Header	Bill Header contains information that applies to the whole invoice and includes information such as Bill Type, Customer, Source and Payment Terms.
Bill Lines	The Bill Line contains information that applies only to specific items that are being billed such as Description, Quantity and Price.
Bill	Bill issued by Miami Dade County after having provided goods or services to the customer. Previously known as Invoice.
Billing Interface	The billing interface enables automatic creation of a bill using data from other INFORMS modules, such as INFORMS Project Costing, or an external system, such as ISD M5.
Contract Related Interdepartmental Bill	A bill that is created to charge another department for goods or services rendered, which is originated from the INFORMS Customer Contracts module.
Interdepartmental Bill	A bill that is created to charge another department for goods or services rendered.
Internal Customer	A customer who is considered within the County (i.e. all departments excluded WASD, AV, PH).
Online Bill Entry	Online bill entry is the manual method of entering bill header and line information into INFORMS. Bill headers contain the information that applies to the whole invoice and bill line information applies to the specific items that are being billed.