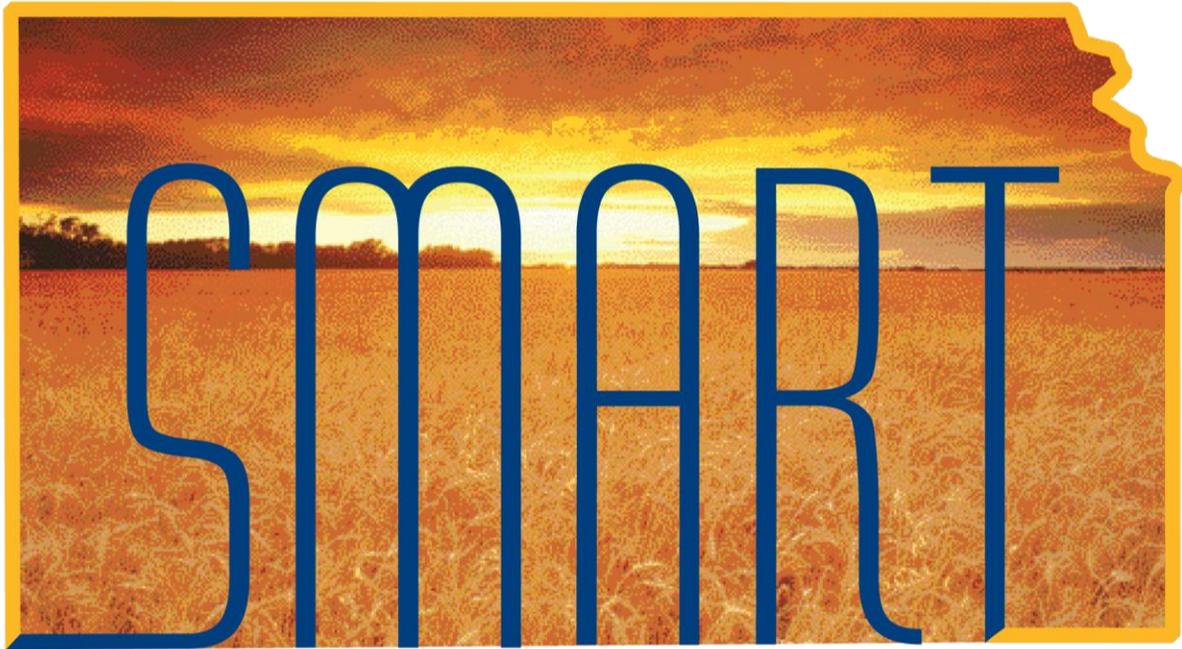


**Advanced Billing Process
Training Guide**
Statewide Management, Accounting and Reporting Tool



STATEWIDE MANAGEMENT, ACCOUNTING AND REPORTING TOOL

Training Guide – Accounts Receivable

Advanced Billing Process

State of Kansas

Applicable Role(s): Billing Administrator, Billing Processor and Central BI Configurator

Advanced Billing Process Training Guide

Statewide Management, Accounting and Reporting Tool

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Advanced Billing Overview

- **Consolidated** – You may have customers who want to receive multiple invoices grouped together, or consolidated, for ease in processing. With SMART Billing, you can consolidate billing by customers. To consolidate bills, you:
 - Create a consolidated bill header
 - Attach individual bills to the consolidated bill header
- **Non-Consolidated** – Individual bills or invoices to customers

Note: Bills are NOT invoices. Bills do not have the status of INV. Invoices are bills that have been processed and finalized. Invoices cannot be copied or updated

End-to-End Billing Process

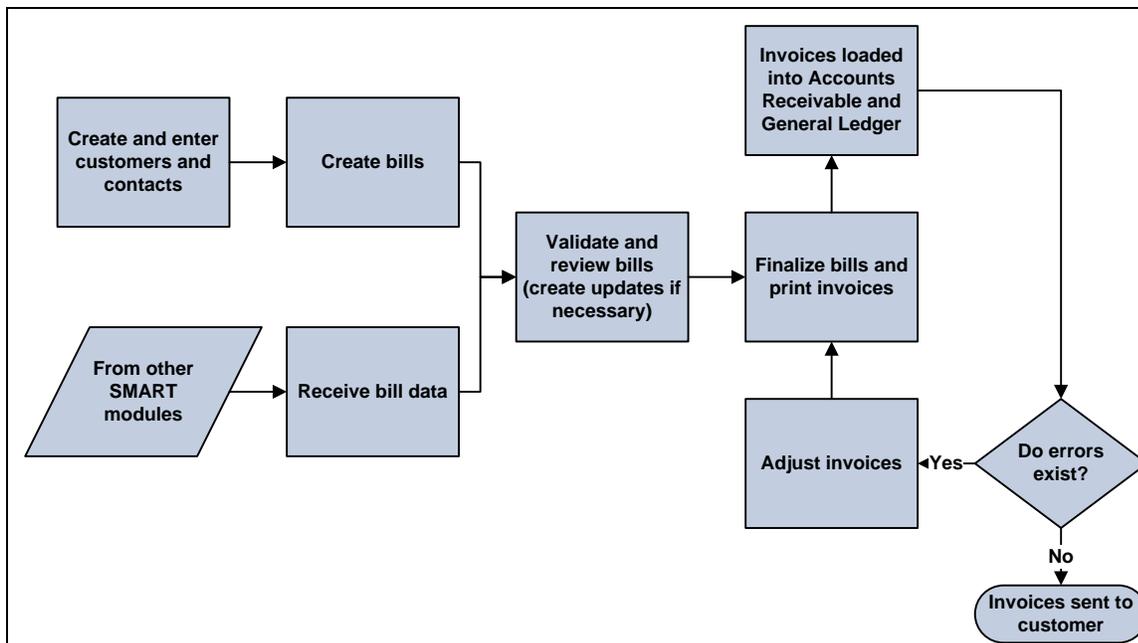


Figure 1. Billing Lifecycle Process

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Billing Roles

The following roles are involved in the Advance Billing Process:

Role	Description
Billing Administrator (BI)	This role is responsible for setting bills to "ready" status and running the finalize and print process to finalize invoices, as needed. This role also maintains agency-configured values in the Billing module.
Billing Processor	This role is responsible for creating new standard invoices and Pro Forms, copy single or groups of bills, reprint and review invoices, setting up and modifying installment schedules, creating new consolidated invoices, and printing invoices.
Central BI Configurator	This role is responsible for maintaining centrally controlled BI configuration values such as Remit To Addresses and Billing Sources.

Table 1. Advanced Billing Roles

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Finalize and Print Bills

Process Invoices

- You create invoices from the bills in the billing system, with the exception of template bills, which are used to create consolidated bills. There are a number of actions, both optional and required, that you perform to generate invoices. For example, you must enter all necessary header and line information and change the status of the bill to *RDY* (Ready).
- Once you complete these steps, you finalize the bill, print one or more copies or create an invoice, and send it to the customer. You control when to finalize the bill, when to print the invoice, and when to send it to the customer.
- The Finalize and Print multi-process job runs the following process:
 - **Preprocess and Finalization:** Runs the actual bill finalization process, which produces an invoice
- Finalization changes the bill status from *RDY* to *INV* (Invoiced). Once the invoice status is *INV*, the invoice information can be loaded into tables for subsequent processing by receivables or general ledger.

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Finalize and Print Invoices Page:

Use this page to select the parameters for printing invoices.

Page Name	Navigation
Finalize and Print	Billing > Generate Invoices > Non-Consolidated > Finalize and Print Invoices

The screenshot shows the 'Finalize and Print' page with the following elements:

- Run Control ID:** daily1
- Language:** English (dropdown menu)
- Options:** Specified (selected), Recipient's
- Buttons:** Report Manager, Process Monitor, Run
- Selection Parameters:**
 - Seq Nbr: 1
 - *EDI Invoice Options: EDI Only (dropdown)
 - Invoice Date Option: Processing Date (selected), User Defined
- Range Selection:**
 - All (selected), Invoice ID, Bill Cycle, Cust ID, Date Bill Added, Bill Type, Range ID, Bill Source
 - From Business Unit: [text box]
 - To Business Unit: [text box]
 - From Invoice: [text box]
 - To Invoice: [text box]
- Navigation:** Return to Non-Consolidated, Save, Return to Search, Previous in List, Next in List, Notify, Add, Update/Display

Figure 2. Finalize and Print Page

Field	Description
To and From Business Unit	Use these fields to enter the same agency specific business unit. DO NOT leave these fields blank.
Range Selection	Use this section to select the range type of bills you wish to finalize and print. It is best practice to use Invoice ID so one division of an agency does not accidentally create invoices for another division of that agency who might not be ready to create their own bills.
From Invoice	Use this field to enter the invoice number you wish to process. The To and From fields change depending on which Range Selection option chosen.
To Invoice	This field is the same as the From Invoice. The To and From fields change depending on which Range Selection option chosen.

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Table 2. Finalize and Print Page Elements

Researching Invoiced Bill Lines

- Using the **Bill Line Search** page in the **Locate Bills** menu, you can search for any bill line, regardless of the status. When you choose a retrieved bill line, you can drill down to the **Header – Info 1** and **Line – Info 1** pages in view only mode.

Researching Invoiced Bills

- In SMART Billing, you can search for bills by specifying a search criterion. This enables you to review only those bills that meet your requirements.
- You can drill back into the bill being researched from this page

Bill Search Page:

Use this page to search for invoiced bills.

Page Name	Navigation
Bill Search	Billing > Locate Bills > Bills Invoiced

Figure 3. Bill Search Page

Field	Description
Unit	Use this field to enter the Agency specific business unit
Bill To	Use this field to select between <i>Customer</i> and <i>Contract</i>

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Field	Description
ID	Use this field to enter the Customer ID or the contract number
Sort	Use this field to sort the order of the searched bill lines. Bills can be sorted based on Invoice Amount, Invoice Status, Invoice Number by either ascending or descending
Bill Search Reset 	Use this icon to reset search parameters
Header Selection Criteria 	Use this icon to refine bill search criteria on the Bill Search Criteria page

Table 3. Bill Search Page Elements

Bill Search Criteria Page:

Use this page to refine bill search criteria.

Page Name	Navigation
Bill Search Criteria	Billing > Locate Bills > Bills Invoiced > Header Selection Criteria Icon

Bill Search Criteria

*Currency Option:  Currency Value:  

Ref:  Apply to:  Value: 

Bill Type:  Status:  Source: 

Date Operand:  Date: Amount Operand:  Amount: Currency: 

Figure 4. Bill Search Criteria Page

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Header 2 Info Page:

Use this page to view additional general bill information at the header level.

Page Name	Navigation
Header 2 Info	Billing > Locate Bills > Bills Invoiced >Header-Info 1 link > Header-Info 2 link

Header - Info 1
Header - Info 2
Line - Info 1

Unit:	33300	Invoice:	0000678550	Invoice Amt:	760.00 USD
Paid Reference:			Entry Type:		
Paid Amount: 0.00			Entry Event:		
Fwd Balance: 0.00			Entry Reason:		
			<input checked="" type="checkbox"/> Accrue Unbilled		
Letter of Credit ID:					
Letter of Credit					
Document ID:					

Exchange Rate					
Rate Type:		OFFIC			
Base Currency:	USD	Rate:	1.00000000	Source:	Tables

Go to: [Header Info 2](#) [Address](#) [Copy Address](#) [Notes](#)

[Summary](#) [Bill Search](#) [Line Search](#) [Commit Cntrl](#)

Header - Info 2

[Header - Info 1](#) | [Header - Info 2](#) | [Line - Info 1](#)

Figure 5. Header - Info 2 Page

Processing and Printing Consolidated Bills

- A consolidated bill groups individual bills for **ONE** customer into a single bill. This bill can be sent to different locations, if required. A consolidated bill consists of the consolidated bill header and attached bills.
- The consolidated bill header acts as the “glue” for the attached bills.
- You can pre-process, finalize, and print consolidated invoices. Consolidated bills can be finalized and invoices printed after the individual bills, and bill header status is changed to RDY. The Consolidated Finalize and Print process performs the following actions:
 - Pre-processes and finalizes the specified consolidated bills
 - Prints portrait formatted invoices
 - Prepares invoice information to move to Accounts Receivable
- It is best practice to return to the Address page to verify the address information is correct.

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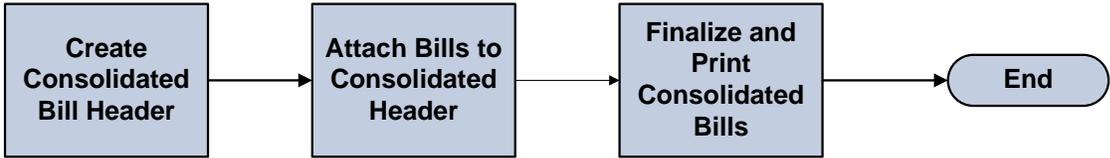


Figure 6. Processing and Printing Consolidated Bills Process

Header Page

Use this page to create a consolidated bill header. A consolidated bill header has its own payment term, invoice date, and due date.

Page Name	Navigation
Header	Billing > Maintain Bills > Create Consolidated Header

Header
Address

Unit: 17300 Invoice: NEXT Pretax Amt: 0.00 USD

Billing Control

Status: Bill Source: Invoice Type: REG

*Type: Cycle ID: Date Bill Added:

Bill To

*Customer: 🔍 🗨️ 📧

Robinson Calendars

From Date: 📅

To Date: 📅

Invoice Dt: 📅

Contacts

Sales: Credit:

Collect: Biller:

Bill Inquiry Phone:

Pay Terms:

Remit To: Bank Account:

*Currency:

*Inv Form:

[Header](#) | [Address](#)

Figure 7. Header Page

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Field	Description
Type	This field is also known as Bill Type, which represents a category of activity that should be grouped together on a particular bill. A different Bill Type can be established for each type of service. Bills can be searched for and reported on based on bill type. Some Bill Type examples might be <i>Professional Services, Real Estate and Leasing, Printing, or Assets</i> . Bill Types are not printed on the invoice.
Bill Source	SOK is only using Online or Contracts for Bill Source
Status	Use this field to enter the status of the consolidated bills: <i>NEW</i> when creating the header, <i>RDY</i> after the bills have been attached
Contacts Section	This section information defaults based on the customer ID

Table 4. Header Page Elements

Page Name	Navigation
Address Page	Billing > Maintain Bills > Create Consolidated Header > Address

Header
Address

Unit: 17300 Bill To: 000000000000278 Pretax Amt: 0.00 USD
 Invoice: NEXT Robinson Calendars

Bill To

Attention to: Name: Language Code: ENG

*Location: Number of Copies: *Media: Profile ID:

Country: USA United States

Address 1: 377 N. Kansas Avenue

Address 2:

Address 3:

City: Topeka

County: Postal: 66612

State: KS Kansas

[Header](#) | [Address](#)

Figure 8. Address Page

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Field	Description
Attention to	SMART populates this field with contact information for one contact within the customer, if one exists. This field is optional.
Name	Use this field to enter the name of the contact person
Location	Use this field to specify the location the consolidated bill is to be sent to if the customer has more than one address. <i>Location 1</i> defaults.

Table 5. Address Page Field Data

Attach and Detach Bills Page:

Use this page to locate and select the bills you want to attach to the consolidated bill header.

Page Name	Navigation
Attach and Detach Bills	Billing > Maintain Bills > Attach and Detach Bills

Attach and Detach Bills

Unit: 33300 Bill To: 0000050044 Consol Inv: 0000678523
 Status: NEW Media: Printer Currency: USD

Search Parameters
 *Key Sel: Bill To ID: Ref: Value:
 Unit: Type: Status: Source:

1 To 3 Of 3 Currency Option: Transaction Currency *Sort: ID

Invoices to Attach or Detach							Find View All
Select	Bill To	Cons Inv	Unit	Invoice	Inv Date	Invoice Amount	Currency
<input type="checkbox"/>	0000050044		33300	0000678522	07/20/2009	0.00	USD Bill Detail
<input type="checkbox"/>	0000050044	33300	0000678523	0000678521	07/20/2009	4,466.78	USD Bill Detail
<input type="checkbox"/>	0000050044		33300	0000678520	07/20/2009	0.00	USD Bill Detail

Figure 9. Attach and Detach Bills Page

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Field	Description
Key Sel	The selection in this field determines the values that are available in the other search fields and the invoices that are returned. The SOK values are <i>Customer</i> , <i>Contract</i> , or <i>Consolidation Key</i> .
Bill To ID	This field is directly related to the selection in the Key Sel field. For example, if Key Sel is <i>Customer</i> , then the Bill To ID would be <i>Customer</i> .
Ref	Use this field to reference what you want to search by. For example, C (Contract Number), I (Invoice), or J (Project ID).
Value	Use this field in association with Ref to narrow down your search. For example, if you selected <i>N</i> in the Ref field (<i>Consolidated Invoice</i>) then the look up for Value would only show the consolidated invoices.
Unit	Use this field to enter the Agency specific Business Unit
Type	Use this field search by bill type, if necessary
Status	Use this field to enter the Bill Status. Bills in any status other than <i>INV</i> can be attached to a consolidated header, but the consolidated header cannot be processed until all attached bills are in the status of <i>RDY</i> .
Source	Use this field to enter the bill source. SOK Bill Sources are <i>Contracts</i> and <i>Online</i> .
Sort	Use this field to view the bills in a specific sorted format by Invoice Amount, Bill To Customer, Invoice Number, or Invoice Status. All sorted information can be in ascending or descending order.

Table 6. Attach and Detach Bills Page Elements

Consolidated Final and Print Page:

Use this page to enter the process request parameters.

Page Name	Navigation
Consolidated Final and Print	Billing>Generate Invoice > Consolidated > Finalize and Print Invoices

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Figure 10. Consolidated Final and Print Page

Field	Description
Range Selection	Use this section to select the range type of bills you wish to finalize and print. It is best practice to use Invoice ID so one division of an agency does not accidentally create a consolidated bill for another division of that agency who might not be ready to create their own bills.
Bills To Be Processed 	Use this icon to open the Bills To Be Processed Page. It is best practice to use this page to review bills before finalizing and printing.

Table 7. Consolidated Final and Print Page Elements

Bills To Be Processed Page:

Use this page to view all the bills in the range selection. The bills reflect the options that you define on the main page. Depending on how you access the page, some fields may not appear. Each line item, or invoice number, is a consolidated invoice that could have several bills attached. Only bills in a RDY status display on this page.

Page Name	Navigation
Bills To Be Processed Page	Billing > Generate Invoice > Consolidated > Finalize and Print Invoices > Bills To Be Processed Icon

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Bills To Be Processed

Bills To Be Processed						
BI Unit	Invoice	Status	Customer	Inv Layout	Layout Type	Bill To Media
33300	0000678600	RDY	0000050054	PORTRAIT	P	P

Figure 11. Bills to Be Processed Page

Review Accounts Receivable

- An automatic (batch) process loads invoice information into AR pending items after consolidated and non-consolidated invoices have been generated, or after the bills are in **INV** status. There is no user action required. However, verification of a successful load of pending items into AR is necessary.

AR Pending Items Page:

Use this page to search and verify that all bills and bill types (consolidated and non-consolidated) were loaded successfully into Accounts Receivable. The only field that is of value is **Group Unit**. All other fields are unknown to the end user at the time of the search.

Page Name	Navigation
AR Pending Items	Review Billing Information > AR Pending Items

AR Pending Items

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Group Unit: = 17300 🔍

Group ID: begins with 🔍

User ID: begins with 🔍

Assigned Operator ID: begins with 🔍

Case Sensitive

Search
Clear
[Basic Search](#)
[Save Search Criteria](#)

Search Results

[View All](#) First ◀ 1-100 of 173 ▶ Last

Group Unit	Group ID	User ID	Assigned Operator ID	Posting Status	Posting Action	Origin ID	Entered Date
17300	182	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	180	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	188	FMSSBRITCHER	FMSSBRITCHER	Not Posted	Standard	PS_AR	02/22/2010
17300	167	FMSSBRITCHER	FMSSBRITCHER	Complete	No Action	OBILL	02/22/2010

Figure 12. AR Pending Items Page

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Field	Description
Group Unit	Use this field to enter your agency specific business unit

Table 8. AR Pending Items Page Field Description

Maintaining Bills

Key Concepts

- When adjusting bills you can
 - Associate new entry types, reasons, and distribution codes within the bills
 - Calculate new totals
- You can adjust a bill header or line only once.
- **Rebill** – You may need to credit an entire bill and rebill. For example, you discover a shipment was sent to the wrong customer.
- **Bill Line Reversal** – You may need to adjust bill lines after invoices are generated. For example, if a customer returns items shipped on an order or if the original bill line has incorrect information, you can adjust the bill line.
- **Net Bill Line Adjustment** – This is used to create an adjustment for a particular bill line. For example, a customer has been overcharged for an item.
- To adjust bills and bill lines, SMART provides the **Adjust Bills** function. Use the **Adjust Bills** function when you must make invoice changes. You can credit entire bills and rebill with one action, or select only certain lines to rebill. You can also add lines of activity and rebill, associate new entry types and reasons with the bills, associate new distribution codes, and calculate new totals. Once the new bill has been created, you can then make the necessary corrections.
- You can adjust any bill in SMART except consolidated bill headers.
 - However, if the bill originated from an external source, you can initiate the adjustment directly from Billing.

Credit a Bill

- If a customer returns goods shipped or the original invoice has incorrect information, you can adjust the entire bill by using the **Adjust Entire Bill** function.
- For a bill to be adjusted, the bill must have a status of *INV* (Invoiced)

Adjust Entire Bill Page:

Use this page to credit entire bills and reverse original invoices or to credit entire bills and rebill with the correct information.

Page Name	Navigation
Adjust Entire Bill	Billing > Maintain Bills > Adjust Entire Bill > Find an Existing Value

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Adjust Entire Bill

Unit: 33300
Invoice: 0000678531

Bill To: 0000050051
Isaac Carlson

Invoice Amt: 725.78 USD

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill:

Rebill Bill:

Header Info 1

[Return to Maintain Bills](#)

Save
 Return to Search
 Previous in List
 Next in List
 Notify
 Refresh

Figure 13. Adjust Entire Bill Page

Field	Description
Select Bill Adjustment Action	Use this field to select the radio button for Credit Entire Bill
Credit Bill	It is best practice to override the <i>NEXT</i> default value to keep a credit line history of the original bill. By using the original invoice ID with <i>CR</i> that precedes or follows the invoice allows for bill location.
Rebill Bill	It is best practice to override the <i>NEXT</i> default value to keep a credit line history of the original bill. By using the original invoice ID with <i>RB</i> that precedes or follows the invoice allows for bill location.
No Bill Action	No action for the displayed bill occurs at this time. When you first access the page, the system uses this value as the default action. This prevents you from adjusting a bill unintentionally. Whenever you save the process, this default action resets.
Credit Entire Bill	Create a credit bill for the displayed bill. The bill has a status of <i>RDY</i> (ready).
Credit & Rebill	Create a credit bill and create a copy of the displayed bill. The rebill copy has the status of <i>NEW</i> .

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Table 9. Adjust Entire Bill Page Elements

Adjustment History Page:

Use this page to review bill adjustment history.

Page Name	Navigation
Adjustment History	Review Billing Information > Adjustment History > Adjustment History

Adjustment History

Unit: 33300
 Invoice: 0000678644
 Bill To: 0000050051 Isaac Carlson
 Original: 0000678531
 Prior: 0000678531
 Next:
 Latest: 0000678644

Select for Display: Get Adjustment History

All Bills
 Invoiced Bills Only

Invoices Selected				
Invoice	Status	Inv Type	Inv Date	Invoice Amount Currency
0000678531	INV	REG	07/23/2009	725.78 USD
0000678644	RDY	ACR		-725.78 USD

[Customize](#) | [Find](#) | [First](#) | [1-2 of 2](#) | [Last](#)

[Return to Review Billing Information](#)

Return to Search
Notify

Figure 14. Adjustment History Page

Credit an Entire Bill and Rebill

- The **Adjust Entire Bill** function enables you to adjust the bill either by crediting the entire bill or by crediting the original bill and rebilling. The credit and rebill actions are performed in one-step.
- After the new bill is created, you can make any modifications as required. The credit bill is created with a status of *RDY* (Ready) and the rebill is created with a status of *NEW* (New).

Credit a Bill Line and Apply to an Existing Bill

- You may need to adjust bill lines after invoices are generated. For example, if a customer returns items shipped on an order or if the original bill line has incorrect information, you can adjust the bill line.

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- You can choose to adjust specific bill lines and add it to an existing invoice. To do this, there must be an existing bill for the customer, and that bill must have a status of **RDY** (Ready) or **NEW** (New).

Note: You cannot add an adjustment line to an invoiced bill.

Adjust Selected Bill Lines Page:

Use this page to adjust specific bill lines.

Page Name	Navigation
Adjust Selected Bill Lines	Billing > Maintain Bills > Adjust Selected Bill Lines > Find an Existing Value

Figure 15. Adjust Selected Bill Lines Page

Creating a Bill Line Reversal and Rebill

- SMART enables you to adjust specific bill lines for an invoice. When you adjust a bill line by using the Create Reversal and Rebill action, SMART creates two new lines – one that credits the original line and another that reflects the adjustment.

Adjustment Line Summary Page:

Use this page to review the summary details of adjustment lines for a particular bill.

Page Name	Navigation
Adjustment Line Summary	Review Billing Information > Review Line History > Find an Existing Value

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Adjustment Line Summary
Adjustment Line History

Unit: 33300
 Bill To: 0000050068 Marie Garcia
 Invoice: 0000678646 Invoice Amount: 17,500.00 USD

Invoice Lines						
Line	Identifier	Orig	Adj	Currency		
	DT5000	<input type="checkbox"/>	<input checked="" type="checkbox"/>	USD	*Billed later*	*No Adj Exist*

[Return to Review Billing Information](#)
Return to Search
Notify
[Adjustment Line Summary](#) | [Adjustment Line History](#)

Figure 16. Adjustment Line Summary Page

Adjustment Line History Page:

Use this page to review details, including all adjustments, for each bill line.

Page Name	Navigation
Adjustment Line History	Review Billing Information > Review Line History > Find an Existing Value > Adjustment Line History

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[Adjustment Line Summary](#) | [Adjustment Line History](#)

Unit: 33300
Bill To: 0000050068 Marie Garcia
Invoice: 0000678646 Invoice Amount: 17,500.00 USD
Select for Display: All Bills Invoiced Bills Only [Get Adjust Line History](#)

Invoice Lines Find First 1 of 1 Last

Line: Seq: 1 Net Extended Amount: *Billed later*
Identifier: DT5000 After Adjustments: *No Adj Exist*
Desktop Computer

Invoices Selected Customize | Find | View All | First 1-3 of 3 Last

Invoice	Status	Inv Date	Inv Type	Line	Seg	Net Extended Amt	Currency
0000678542	INV	07/23/2009	REG	1	1	17,500.00	USD
0000678645	RDY	10/07/2009	ACR		1	-17,500.00	USD
0000678646	NEW	10/07/2009	ARB		1	17,500.00	USD

[Return to Review Billing Information](#)
[Return to Search](#) [Notify](#)
[Adjustment Line Summary](#) | [Adjustment Line History](#)

Figure 17. Adjustment Line History Page

Creating a Net Bill Line Adjustment

- SMART Billing enables you to create a net adjustment for the bill line. You can choose to apply the adjustment to an existing bill that has not been invoiced for the customer, or create a new bill. Creating a net adjustment for a bill line creates a new bill line for the net change.