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Training Guide – Billing

Advanced Billing Process

State of Kansas

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

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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*

## 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 Formas, 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*

# Finalize and Print Bills

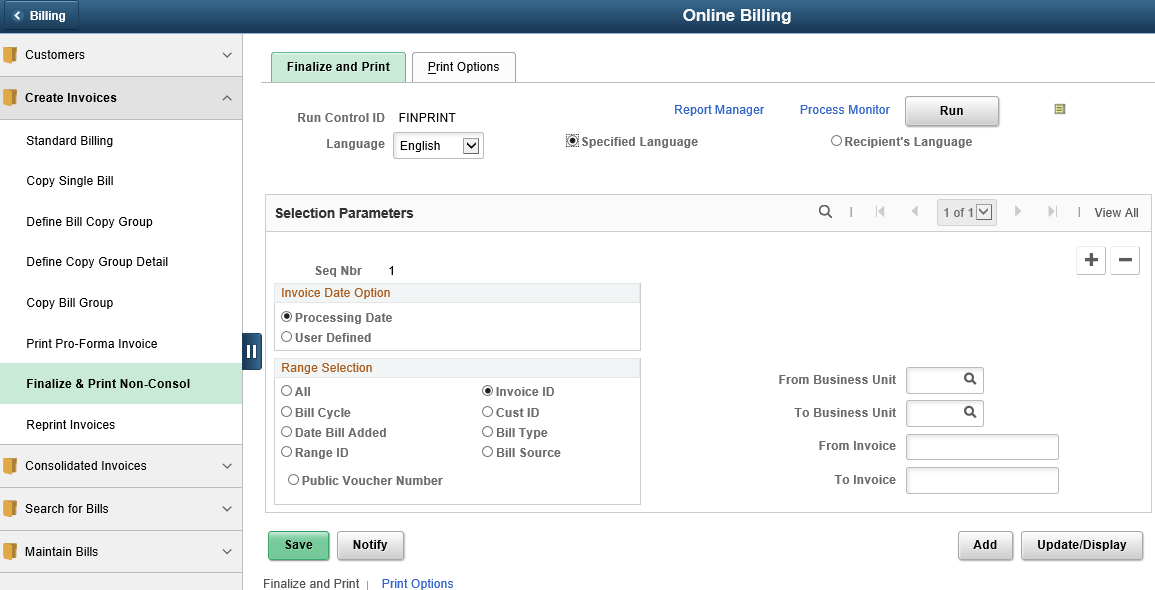
## Process Invoices

* 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.  There is functionality in the system to email the invoice during Finalization.
* 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.

**Finalize and Print Invoices Page:**

Use this page to select the parameters for printing invoices.

|  |  |
| --- | --- |
| **Page Name** | **Navigation** |
| Finalize and Print | Billing Homepage > Online Billing > Create Invoices > Finalize & Print Invoices Non-Consol |
|  | **NavBar** |
| Finalize and Print | Navigator > Billing > Generate Invoices > Non-Consolidated > Finalize and Print Invoices |



*Figure 2. Finalize and Print Page*

| **Field** | **Description** |
| --- | --- |
| To and From Business Unit | Use these files 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. |

*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.

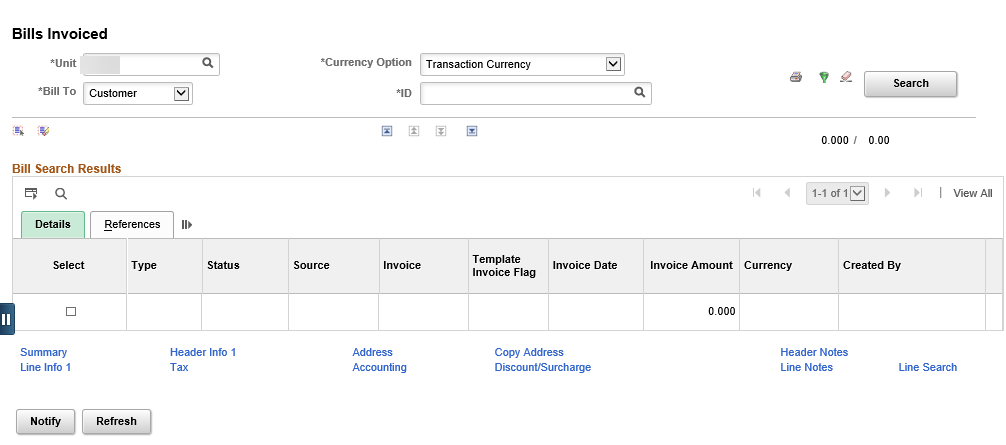
## Researching Invoiced Bills

* 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 Homepage > Online Billing > Search for Bills > Bills Invoiced |
|  | **NavBar** |
| Bill Search | Navigator > Billing > Locate Bills > Bills Invoiced |



*Figure 3. Bill Search Page*

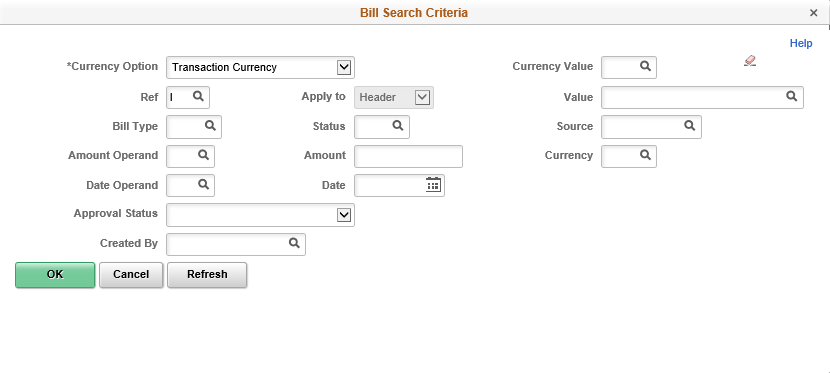
| **Field** | **Description** |
| --- | --- |
| Unit | Use this field to enter the Agency specific business unit |
| Bill To | Use this field to select between *Customer* and *Contract* |
| ID | Use this field to enter the **Customer ID** or the contract number |
| Bill Search Reset | Use this icon to 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 Homepage > Online Billing > Search for Bills > Bills Invoiced > Header Selection Criteria Icon |
|  | **NavBar** |
| Bill Search Criteria | Navigator > Billing > Locate Bills > Bills Invoiced > Header Selection Criteria Icon |

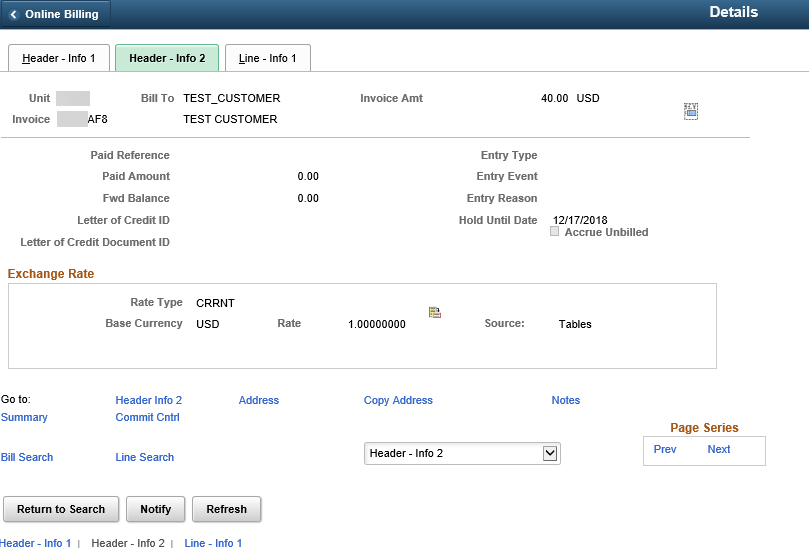


*Figure 4. Bill Search Criteria Page*

**Header 2 Info Page:**

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

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



*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.

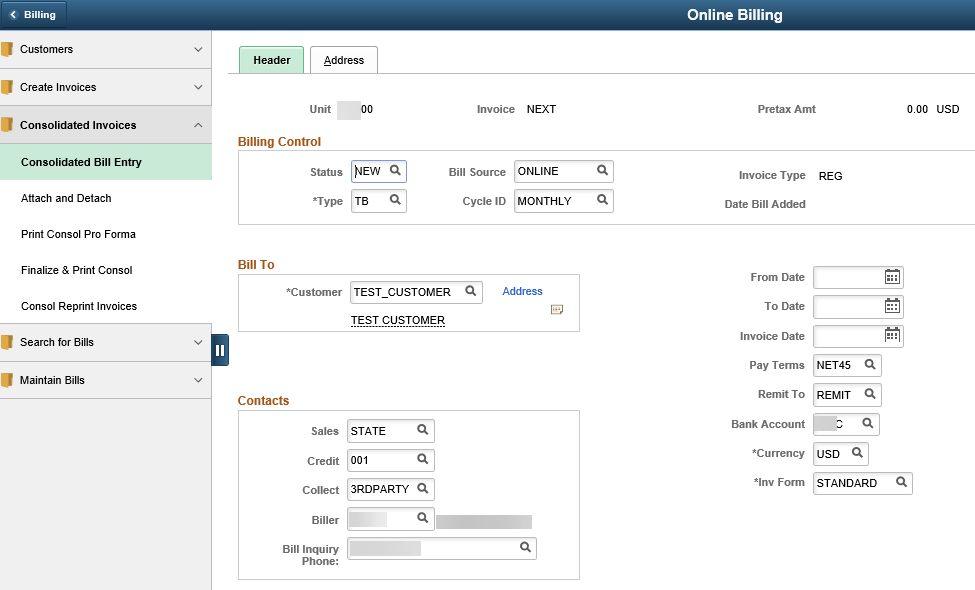


*Figure 6. Processing and Printing Consolidated Bills Process*

**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 Homepage > Online Billing > Consolidated Invoices > Consolidated Bill Entry |
|  | **NavBar** |
| Header | Navigator > Billing > Maintain Bills > Create Consolidated Header |

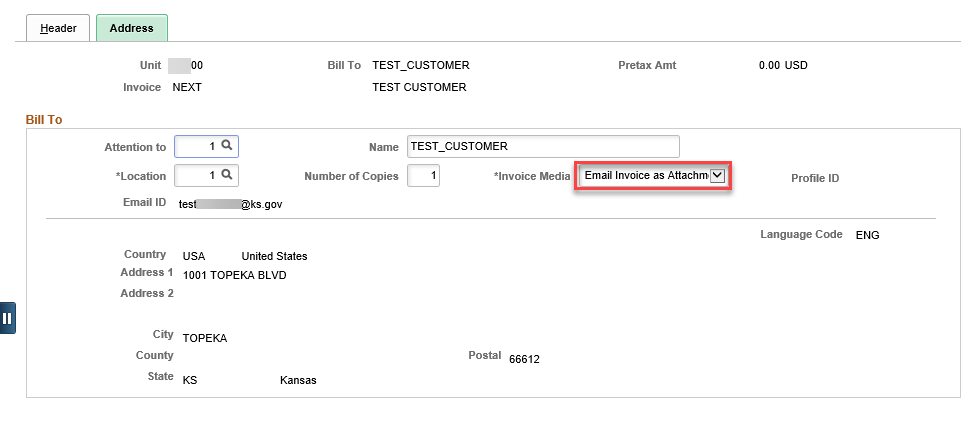


*Figure 7. Header Page*

| **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 *Professional Services*, *Real Estate* *and Leasing*, *Printing,* or *Assets*. 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: *NEW* when creating the header, *RDY* 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 Homepage > Online Billing > Consolidated Invoices > Consolidated Bill Entry > Address tab |
|  | **NavBar** |
| Address Page | Navigator > Billing > Maintain Bills > Create Consolidated Header > Address |



*Figure 8. Address Page*

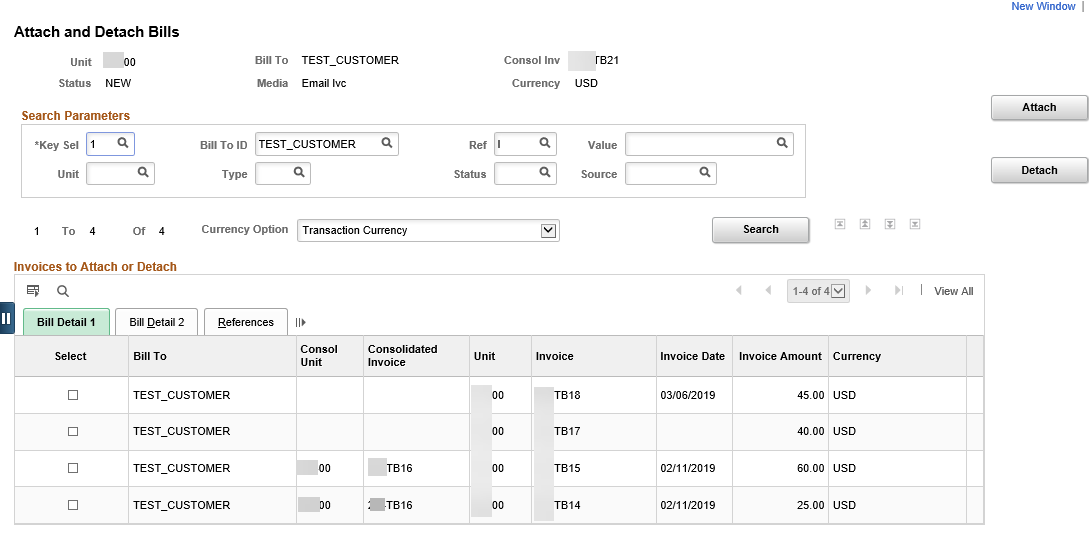
| **Field** | **Description** |
| --- | --- |
| Attention to | SMART populates this field with contact information for one contact within the customer, if one exists. This field is optional. |
| Name | Use this field to enter the name of the contact person |
| Location | Use this field to specify the location the consolidated bill is to be sent to if the customer has more than one address. *Location 1* 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 Homepage > Online Billing > Consolidated Invoices > Attach and Detach |
|  | **NavBar** |
| Attach and Detach Bills | Navigator > Billing > Maintain Bills > Attach and Detach Bills |



*Figure 9. Attach and Detach Bills Page*

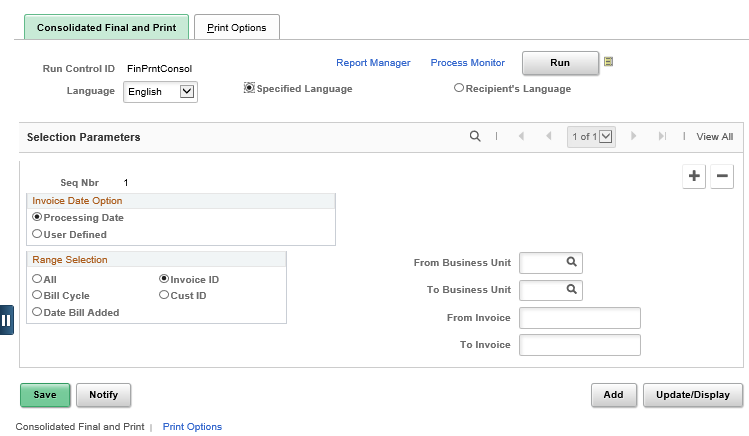
| **Field** | **Description** |
| --- | --- |
| Key Sel | The selection in this field determines the values that are available in the other search fields and the invoices that are returned. The SOK values are *Customer*, *Contract*, or *Consolidation Key*. |
| Bill To ID | This field is directly related to the selection in the **Key Sel** field. For example, if Key Sel is *1 Customer*, then the Bill To ID would be *Customer*. |
| Ref | Use this field to reference what you want to search by. For example, *C* (Contract Number), *I* (Invoice), *J* (Project ID), or *U* (Customer). |
| Value | Use this field in association with **Ref** to narrow down your search. For example, if you selected *N* in the **Ref** field (*Consolidated Invoice)* 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 *INV* can be attached to a consolidated header, but the consolidated header cannot be processed until all attached bills are in the status of *RDY*. |
| Source | Use this field to enter the bill source. SOK Bill Sources are *Contracts* and *Online.* |
| 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 Homepage > Online Billing > Consolidated Invoices > Finalize & Print Consol |
|  | **NavBar** |
| Consolidated Final and Print | Navigator > Billing>Generate Invoice > Consolidated > Finalize and Print Invoices |



*Figure 10. Consolidated Final and Print Page*

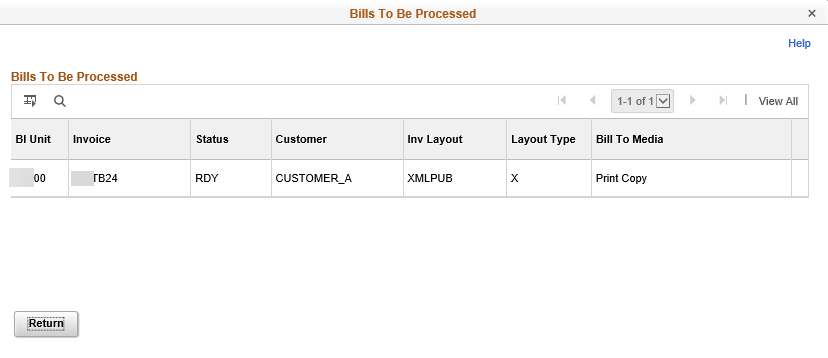
| **Field** | **Description** |
| --- | --- |
| Range Selection | Use this section to select the range type of bills you wish to finalize and print. It is best practice to use Invoice ID so one division of an agency does not accidentally create a consolidated bill for another division of that agency 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 Homepage > Online Billing > Consolidated Invoices > Finalize & Print Consol Bills To Be Processed Icon |
|  | **NavBar** |
| Bills To Be Processed Page | Navigator > Billing > Generate Invoice > Consolidated > Finalize and Print Invoices > Bills To Be Processed Icon |



*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 Pages:**

Use these pages 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 |
| BI\_Pending\_Items | Billing Homepage > Online Billing > Search for Bills > AR Pending Items |
| GROUP\_ENTRY1\_DSP | Billing Homepage > Process Billing Worksheets > Search for Bills > AR Single Item |
| ITEM\_MAINTAIN | Billing Homepage > Process Billing Worksheets > Search for Bills > View Item Details |

| **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.

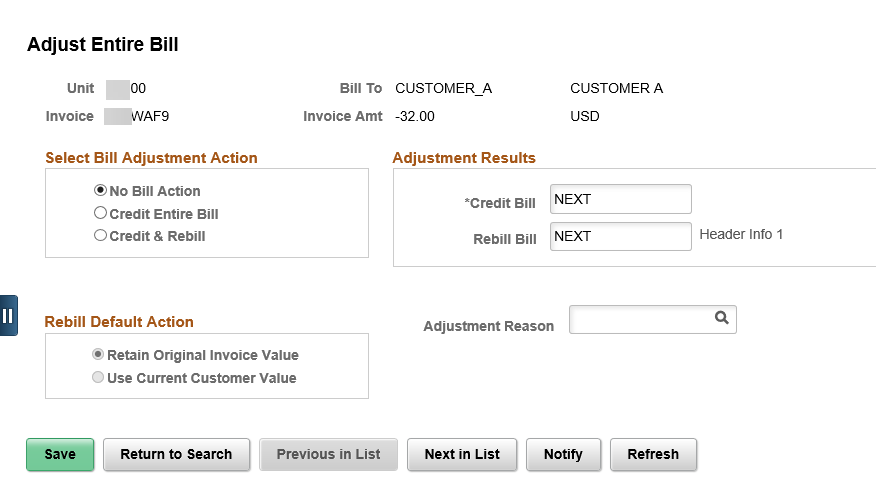
## Credit a Bill

* 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 Homepage > Online Billing > Maintain Bills > Adjust Entire Bill |
|  | **NavBar** |
| Adjust Entire Bill | Navigator > Billing > Maintain Bills > Adjust Entire Bill > Find an Existing Value |



*Figure 13. Adjust Entire Bill Page*

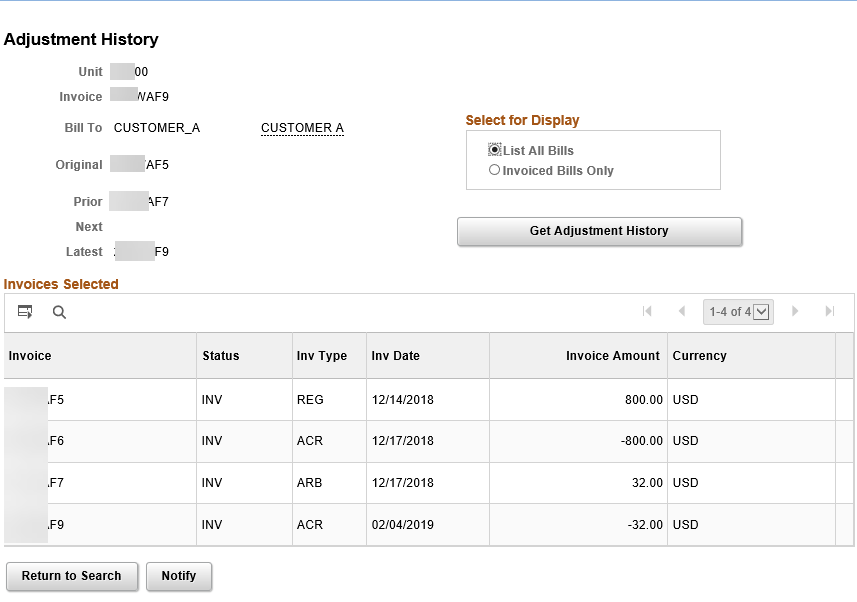
| **Field** | **Description** |
| --- | --- |
| Select Bill Adjustment Action | Use this field to select the radio button for **Credit Entire Bill** |
| Credit Bill | It is best practice to override the *NEXT* default value to keep a credit line history of the original bill. By using the original invoice ***ID*** with *CR* that precedes or follows the invoice allows for bill location. |
| Rebill Bill | It is best practice to override the *NEXT* default value to keep a credit line history of the original bill. By using the original invoice **ID** with *RB* 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 RDY (ready). |
| Credit & Rebill | Create a credit bill and create a copy of the displayed bill. The rebill copy has the status of NEW. |
| Adjustment Reason | Using the lookup, select a value that describes the reason for creating the adjustment bill. |

*Table 9. Adjust Entire Bill Page Elements*

**Adjustment History Page:**

Use this page to review bill adjustment history.

|  |  |
| --- | --- |
| **Page Name** | **Navigation** |
| Adjustment History | Navigator > Billing > Review Billing Information > Adjustment History > Adjustment History |
|  | **NavBar** |
| Adjustment History | Navigator > Review Billing Information > Adjustment History > Adjustment History |



*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

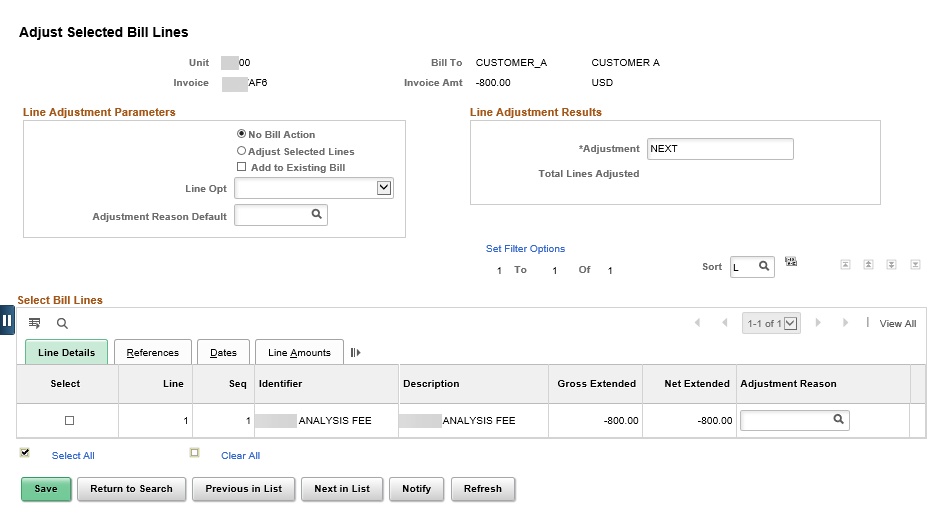
* You may need to adjust bill lines after invoices are generated. For example, if a customer returns items shipped on an order or if the original bill line has incorrect information, you can adjust the bill line.
* You can choose to adjust specific bill lines and add it to an existing invoice. To do 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 Homepage > Online Billing > Maintain Bills > Adjust Selected Bill Lines > Find an Existing Value |
|  | **NavBar** |
| Adjust Selected Bill Lines | Navigator > Billing > Maintain Bills > Adjust Selected Bill Lines > Find an Existing Value |



*Figure 15. Adjust Selected Bill Lines Page*

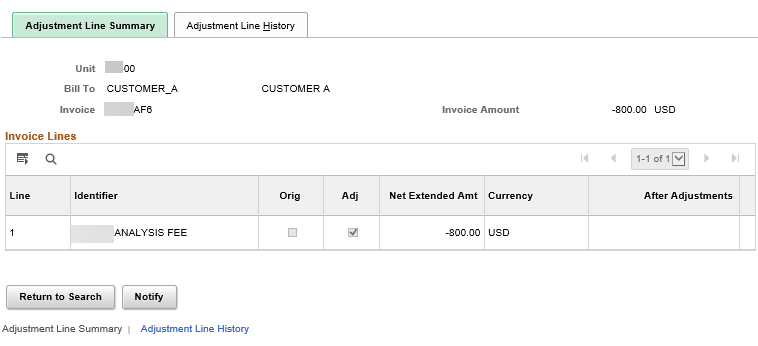
## Creating a Bill Line Reversal and Rebill

* 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 | Navigator > Billing > Review Billing Information > Review Line History > Find an Existing Value |

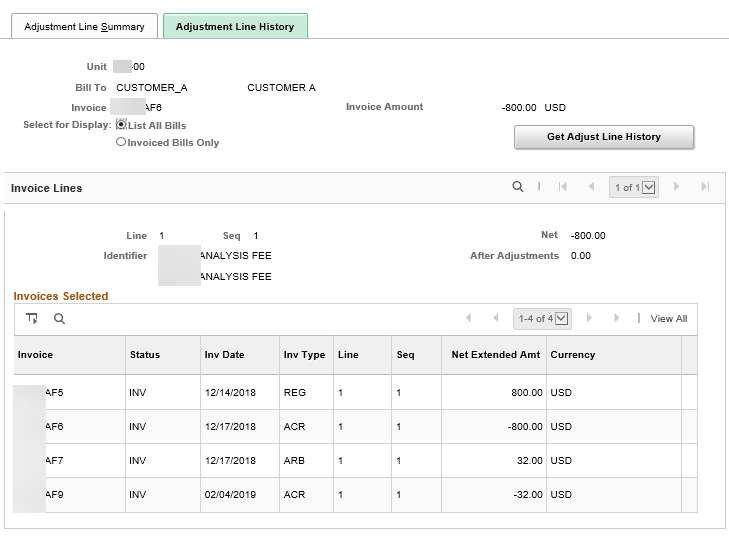


*Figure 16. Adjustment Line Summary Page*

**Adjustment Line History Page:**

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

|  |  |
| --- | --- |
| **Page Name** | **Navigation** |
| Adjustment Line History | Navigator > Review Billing Information > Review Line History > Find an Existing Value >Adjustment Line History |



*Figure 17. Adjustment Line History Page*