PantherSoft Financials
Smart Internal Billing

FIU | FLORIDA INTERNATIONAL UNIVERSITY
Office of the Controller

Agenda

- Benefits
- Security and User Roles
- Definitions
- Workflow
- Defining/Modifying Items
- Creating an Invoice
- Using the Smart Gadgets
- Approving/Denying an Invoice
- Queries

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Benefits

Smart Internal Billing is an electronic invoicing tool that facilitates revenue collection from internal customers.

Benefits of the tool include:

- Improved revenue collection
- Reduction of data-entry errors
- Automated workflow process
- System generated journal after approval process has been completed

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Security and User Roles

Are you a Customer or Seller?

As a Customer, you will contact the appropriate department to purchase a good or service for your area.

The Customer's (**Receiving**) Department PI, Manager, Director etc., will have the authority to approve the purchase of the good or service.

The Selling (**Billing**) Department will provide the service or good and initiate the billing process. This department will have to define the items in the system prior to creating an invoice.

Security and User Roles

Expense Managers, whether their department is the Seller or the Customer, will have access to approve ***automatically***. Others users can obtain access via the *Access Request Form (ARF)*, and authorized by organizational department approvers. Access is granted to the range of departments you input on the ARF form.

User roles are the following:

- **Smart Billing - Bill Creator** – User is allowed to create/modify invoice. *(ARF # 017)*
- **Smart Billing - Item Creator** – User is allowed to create new items & update existing items. *(ARF # 018)*

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Definitions

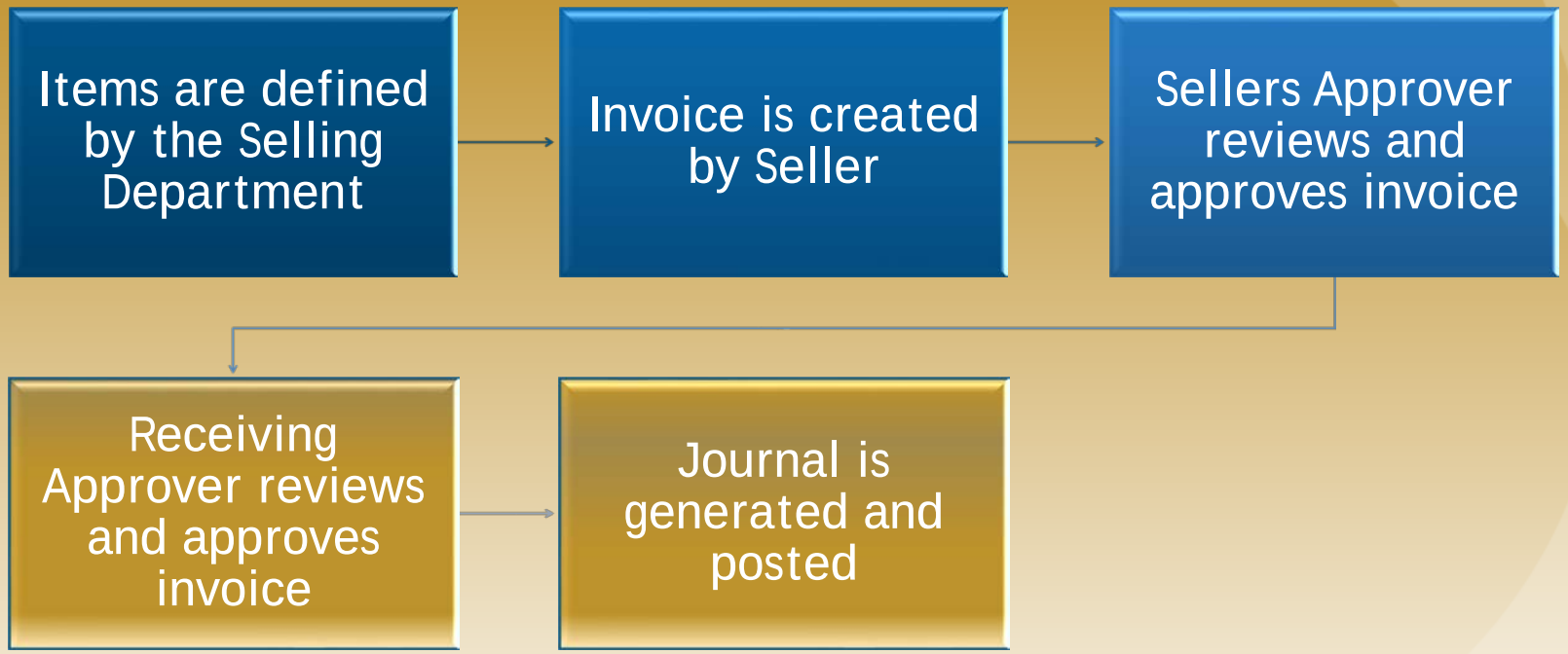
Billing (Seller) Activity: Activity Nbr that provided the service/good; benefitting department.

- ***Note: Invoices are always initiated by Billing Department.***
- **Bill Creator:** User from Billing Department who creates the invoice; may also be an approver.
- **Bill Approver:** User in Billing Department responsible for approving outgoing invoices.

Receiving (Customer) Activity: Activity Nbr that received the service/goods and needs to pay billing department.

- ***Note: Billing Department needs the Receiving Activity Nbr prior to creating an invoice.***
- **Receiving Approver:** User in Receiving Department responsible for approving incoming invoices.

Workflow Process



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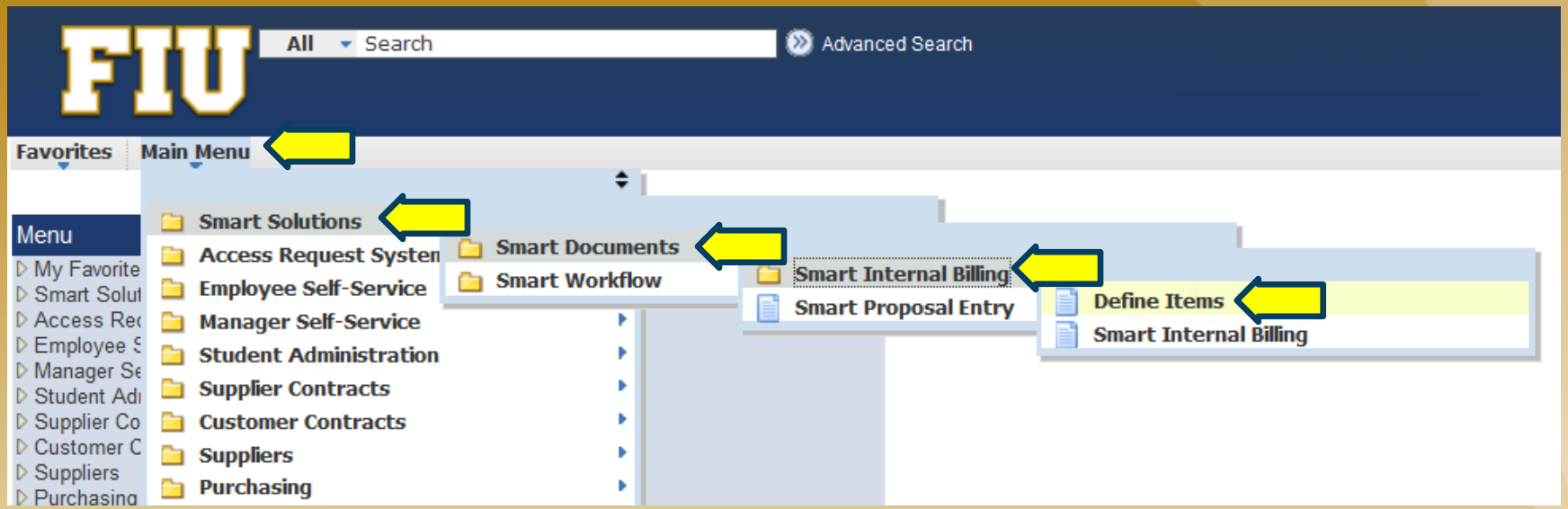
Defining Items

Items represent the product or service offered by a selling department for a fee. Items must be defined prior to creating a bill. Some of the attributes that need to be defined for each item offered include the description, the accounting information (accounts for revenue and expenses), unit of measure and, most importantly, price. Benefits of defining items prior to billing include:

- Consistent pricing for all services
- Reduced labor costs by eliminating double entry
- Unique item list for every department

Defining Items



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Defining Items

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items

Define Items

Find an Existing Value | Add a New Value

Activity Nbr: 1104120002

Item ID: NEXT

Add

Find an Existing Value | Add a New Value

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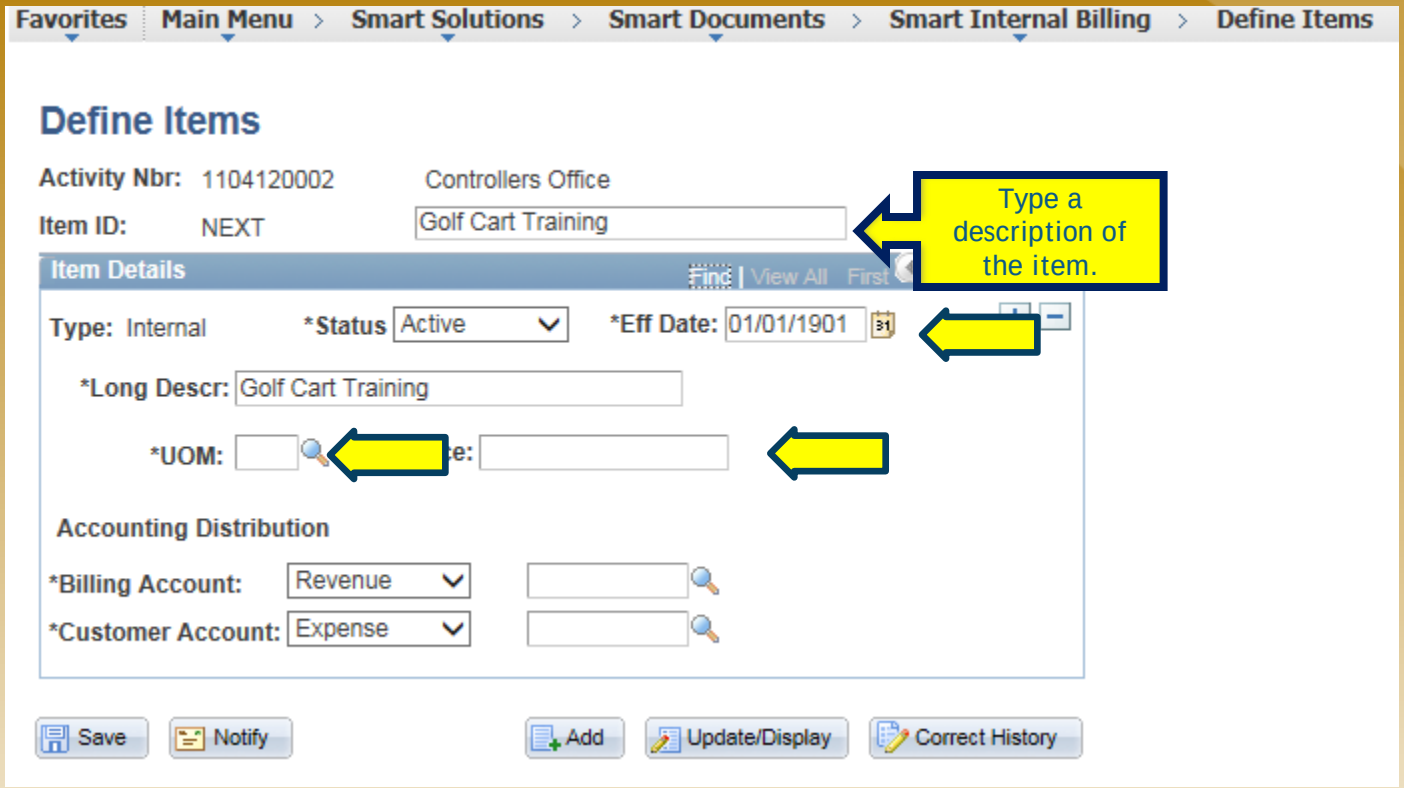
Defining Items



Note: Make sure the status is set on active and the Eff Date is set to 01/01/1901.

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Defining Items

Define Items

Activity Nbr: 1003330001 EH&S AUX FUND

Item ID: NEXT Golf Cart Safety Training

Item Details Find | View All First 1 of 1 Last

Type: Internal *Status Active *Eff Date: 01/01/1901

*Long Descr: Golf Cart Safety Training

*UOM: EA *Price: 10.00

Accounting Distribution

*Billing Account: Revenue

*Customer Account: Expense

Save Notify Add Update/Display Correct History

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Defining Items

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items

Define Items

Activity Nbr: 1104120002 Controllers Office

Item ID: NEXT Golf Cart Training

Item Details Find | View All First 1 of 1 Last

Type: Internal *Status Active *Eff Date: 01/01/1901

*Long Descr: Golf Cart Training

*UOM: *Price:

Accounting Distribution

*Billing Account: Revenue

*Customer Account: Expense

Save | Notify | Add | Update/Display | Correct History

Look Up Help

SetID: FIU01

Account: begins with

Look Up | Clear | Cancel | Basic Lookup

Search Results

View 100 First 1-50 of 50 Last

Account	Description
613531	Student Activity Fee
613543	Athletic Fee - Women Title IX
613702	Application Fee
614203	State Scholarships
619001	Private Revenue
619003	Athletic - Recreation Sports R
619012	Wire Tranfer Revenue
619015	Recreation Membership Revenue
671201	SUNCOM Revenue
671204	Equipment Revenue
672101	Sale of Educational Services
672102	Intensive English Revenue
672109	Special Programs/Other
672202	Ticket Sales
672203	Season Tickets
672204	Sale of Services
672205	Sale of Goods
672206	Parking Meters Revenue
672207	Parking Permits
672208	Employee Parking Fee

Note: If the Billing Account is set to Revenue, then only revenue accounts will be displayed and vice versa. The Billing Account is the "crediting" account for the seller.

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Defining Items

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items

Define Items

Activity Nbr: 1104120002 Controllers Office

Item ID: NEXT Golf Cart Training

Item Details

Type: Internal *Status Active *Eff Date: 01/

*Long Descr: Golf Cart Training

*UOM: *Price:

Accounting Distribution

*Billing Account: Revenue 672101

*Customer Account: Expense

Save Notify Add Update/

Look Up

Help

SetID: FIU01

Account: begins with

Look Up Clear Cancel Basic Lookup

Search Results

View 100 First 1-1 of 133 Last

Account	Description
711011	Postage
711021	Freight
711031	Courier Services
711076	Wire Transfer Fee
711111	Utilities - Electricity
711112	Utilities- Natural Gas
711113	Utilities - Water & Sewer
711185	Communication Charges Other
711192	Long Distance
711211	Per Diem - In State

Note: The Customer Account is the "debiting" account.
If using Educational & General (E&G) it is Expense to Expense.

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Defining Items

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items

Define Items

Activity Nbr: 1104 002 Controllers Office

Item ID: 0000007271 Golf Cart Training

Item Details Find | View All First 1 of 1 Last

Type: Internal *Status Active *Eff Date: 01/01/1901

*Long Descr: Golf Cart Training

*UOM: EA *Price: 10.00

Accounting Distribution

*Billing Account: Expense 773601 Educational Supplies

*Customer Account: Expense 773601 Educational Supplies

Save | Notify | Add | Update/Display | Correct History

Note: Once the Item is saved, a sequential number will be assigned automatically and the item definition is completed.

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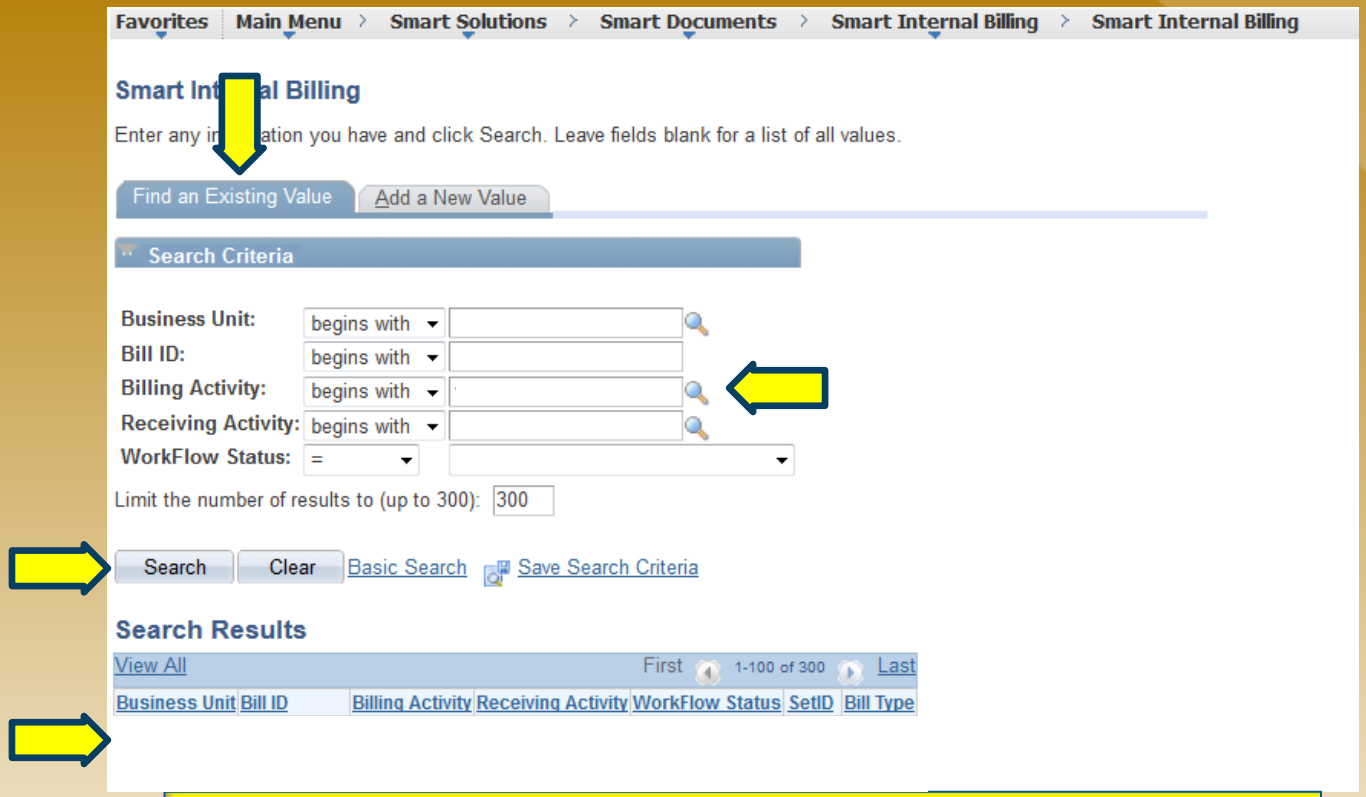
Modifying an Existing Item



Note: Sometimes modifying an existing item is necessary. For example, a price change or a change in accounting information.

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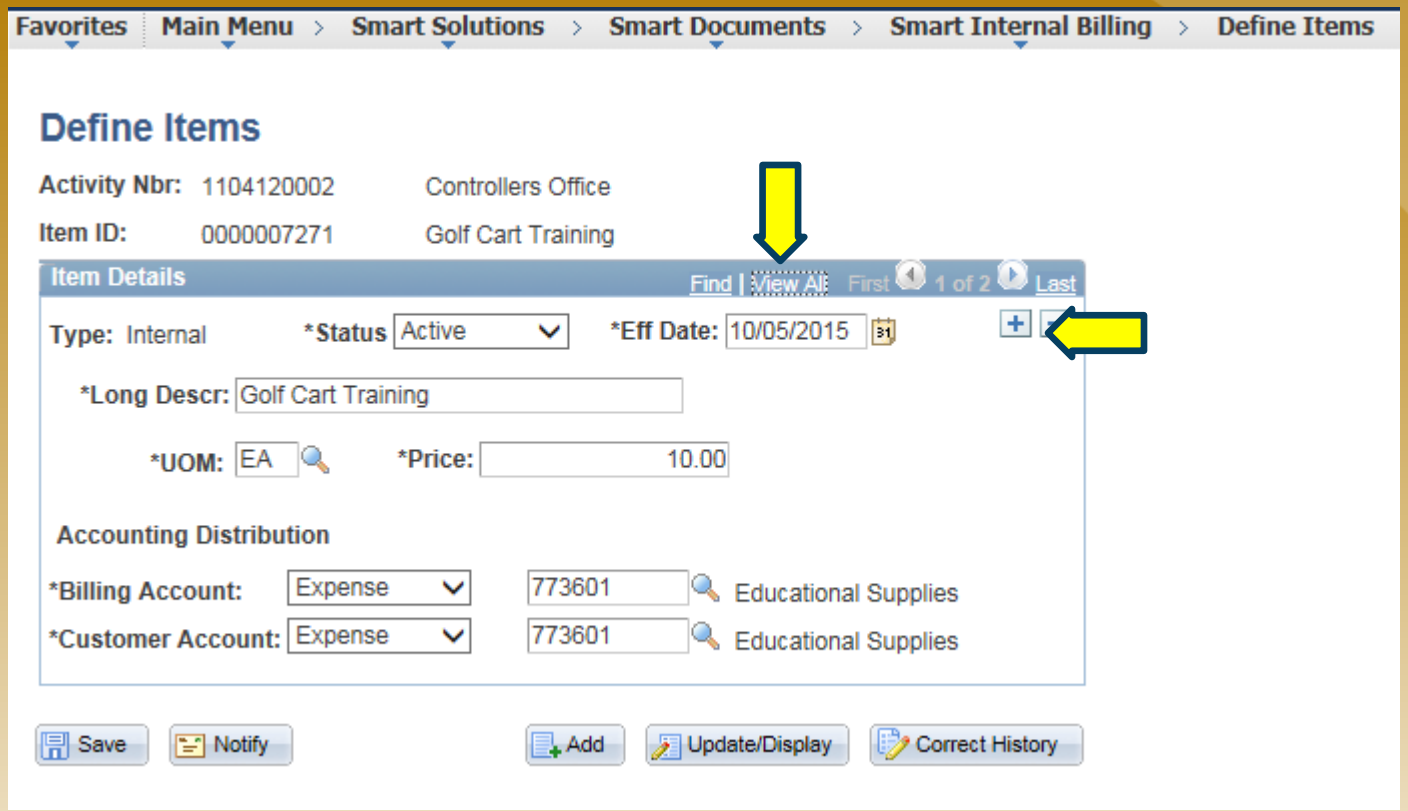
Modifying an Existing Item



Note: Once you add a new record for the same item, the Eff Date field will populate the current date. The tool will use the new changes for invoices created after the new date.

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Modifying an Existing Item

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items

Define Items

Activity Nbr: 1104120002 Controllers Office

Item ID: 0000007271 Golf Cart Training

Item Details Find | View 1 First 1-2 of 2 Last

Type: Internal ***Status** Active ***Eff Date:** 10/05/2015

***Long Descr:** Golf Cart Training

***UOM:** EA ***Price:** 10.00

Accounting Distribution

***Billing Account:** Expense 773601 Educational Supplies

***Customer Account:** Expense 773601 Educational Supplies

Type: Internal ***Status** Active ***Eff Date:** 01/01/1901

***Long Descr:** Golf Cart Training

***UOM:** EA ***Price:** 10.00

Accounting Distribution

***Billing Account:** Expense 773601 Educational Supplies

***Customer Account:** Expense 773601 Educational Supplies

Save | Notify | Add | Update/Display | Correct History

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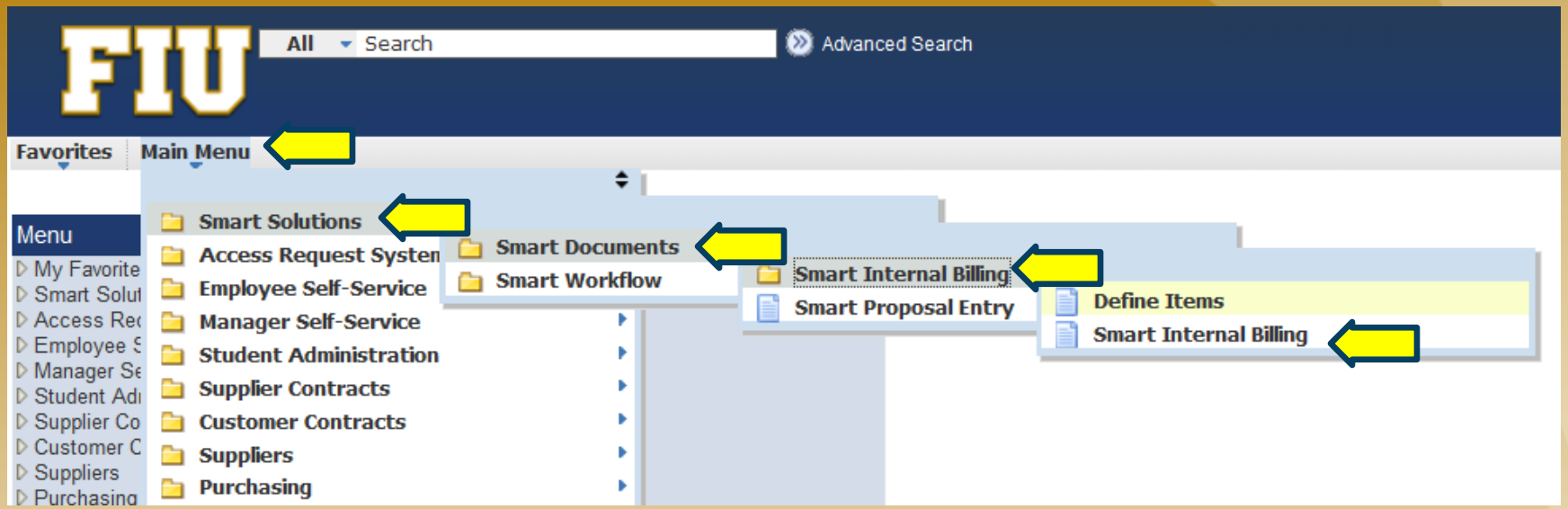
Creating an Invoice



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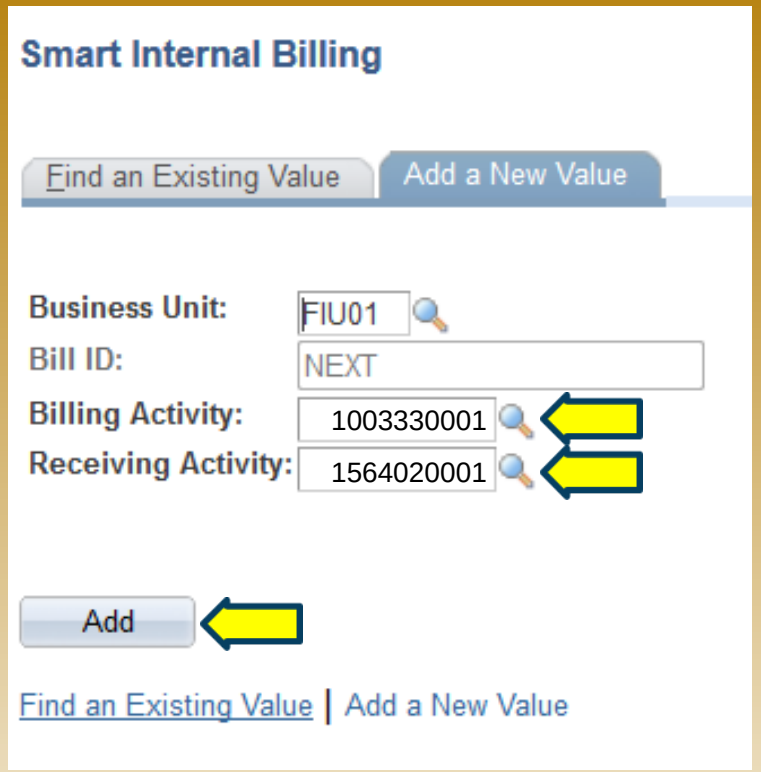
Creating an Invoice



Note: Only those Activity Numbers in which you have been granted Billing access will be displayed.

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Creating an Invoice

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Smart Internal Billing

Save | Save Template | Load Template | Collaborate | Attach

Smart Internal Billing

Business Unit	FIU01	Bill ID:	NEXT	Entered by:	Panther, Roary
Bill Status:	Open	WorkFlow Status:	None	Entered On:	12/19/14 1:08PM
*Date From:		Date To:		Billing:	1003330001 EH&S AUX FUND
Last Updated By:		Last Updated On:		Receiving:	1564020001 DHR Operations

*Descr:

Billing Dept Use Only

Internal Ref:

Item Details — Personalize | Find | First 1 of 1 Last

Items | Other Chartfields | Account Distribution | Item Details

*Item ID	Description	*Quantity	UOM	Price	Extended Amount

Total Extended Amount:

Notify | Refresh

Note: All fields with an asterisk* must be filled. Repeated items cannot be on the same invoice.

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Creating an Invoice

Header Information:

- Business Unit: Currently, the tool has been configured for FIU01 only
- Bill ID: Sequential & unique number assigned after an invoice has been saved
- Entered by: The user who originally created the invoice
- Entered on: The date the invoice was created
- Date From: A required date field used to track the date that the service was performed or will be performed
- Billing Activity: The department that is invoicing or billing for services performed

Creating an Invoice

Header Information Continued:

- Last updated by: Last person who updated the invoice
- Last updated on: The date & time that the invoice was updated
- Receiving Activity: The department invoiced for the service
- Descr: A comment box used to write the description of invoice for record keeping
- Internal Ref: Another text field to be used by the Billing Department only, used as an internal record-keeping mechanism
- Show Offset Lines: This button allows the user to view the offsetting lines; only visible after invoice has been saved

Creating an Invoice

The Bill Status and the Workflow Status are both interrelated i.e. the Bill Status dictates the workflow status. The relationships below exist between both statuses:

Bill Status	Workflow Status
Open	None
Invoiced	Pending/Denied
Completed	Approved
Cancelled	None

Creating an Invoice

Bill Status: The current status of an invoice. The statuses are listed below:

- **Open:** The default status of an invoice after it has been created
- **Invoiced:** The tool changes the status to "invoiced" once the invoice has been submitted to workflow
- **Completed:** Indicates that the invoice has been fully approved by both the receiving and billing approvers and it is ready for journal generation
- **Cancelled:** Indicates that the invoice has been cancelled by either the person who initially entered the invoice or by a billing approver. An invoice could never be deleted, just "cancelled"

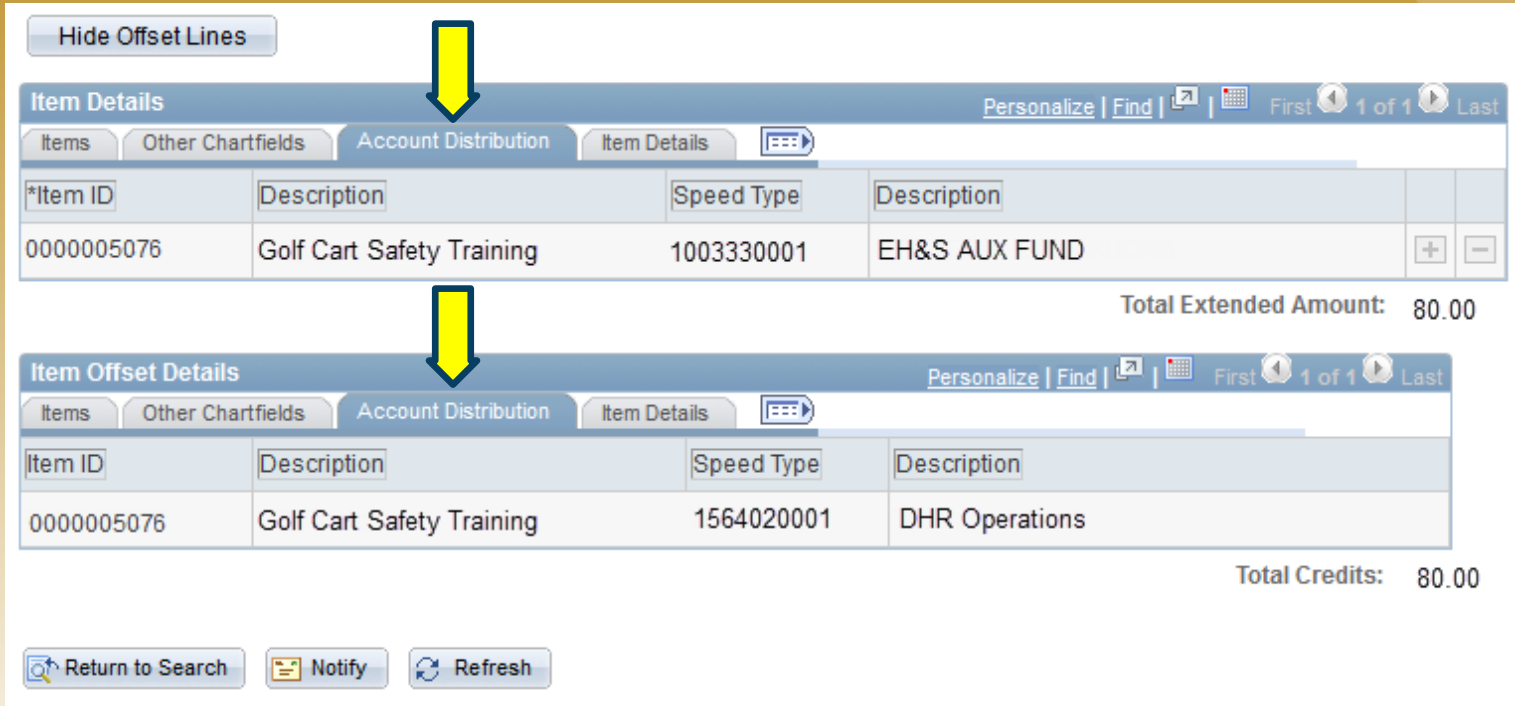
Creating an Invoice

Workflow Status: The current workflow status of an invoice. The statuses are listed below:

- **None**: The default workflow status of the invoice
- **Pending**: Workflow status after the invoice has been submitted and is waiting for approval
- **Approved**: Workflow status after the invoice has been fully approved by both parties
- **Denied**: This workflow indicates that the invoice has been denied through the workflow process by either party

Creating an Invoice

Account Distribution: The user will be able to see the speedtype and the corresponding departmental information such as the fund, pcs fund, etc. for the Billing Activity.



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Creating an Invoice

Hide Offset Lines

Item Details

Personalize | Find | First 1 of 1 Last

Items | Other Chartfields | Account Distribution | Item Details

*Item ID	Description	Description	Amount	Currency
0000005076	Golf Cart Safety Training	EH&S AUX FUND	-80.00	USD

Total Extended Amount: 80.00

Item Offset Details

Personalize | Find | First 1 of 1 Last

Items | Other Chartfields | Account Distribution | Item Details

Item ID	Description	Description	Amount	Currency
0000005076	Golf Cart Safety Training	DHR Operations	80.00	USD

Total Credits: 80.00

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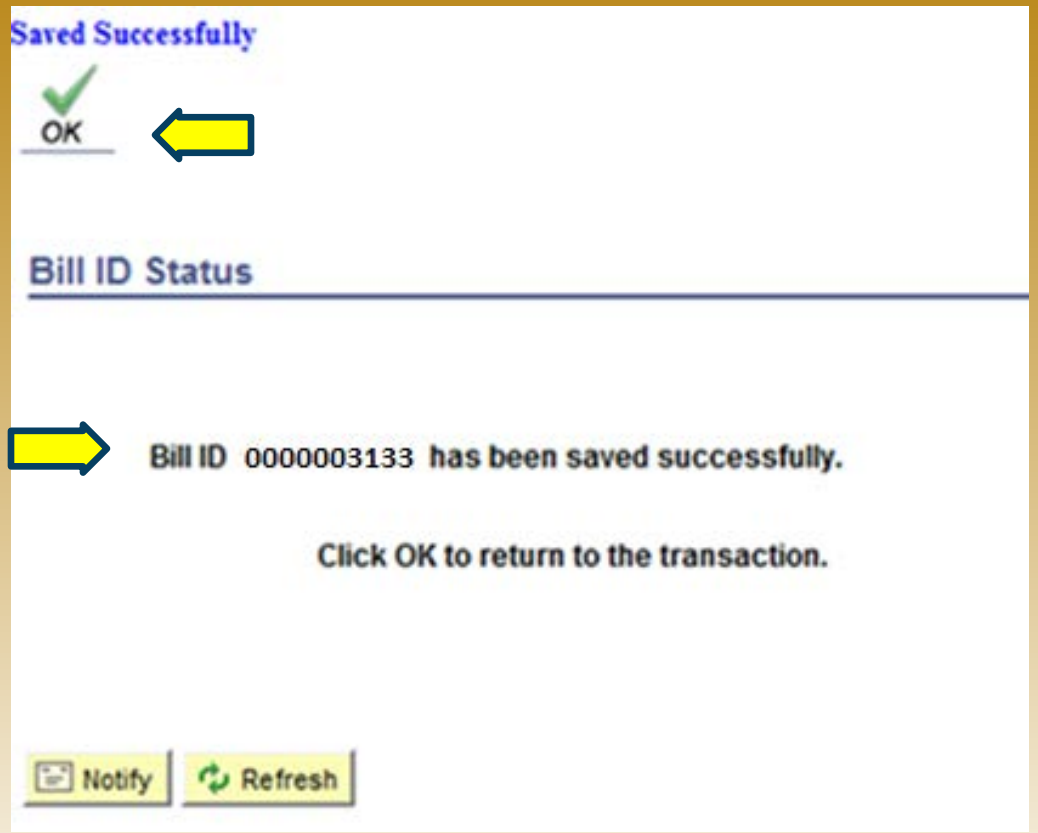
Creating an Invoice



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Creating an Invoice

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Smart Internal Billing

Save | Save Template | Load Template | Collaborate | Attach | Preview | Submit

Smart Internal Billing

Business Unit	FIU01	**Bill ID:**	0000029464	**Entered by:**	Guzman,Gloria Alejandra
Bill Status:	Open	**WorkFlow Status:**	None	**Entered On:**	10/05/15 4:10PM
***Date From:**	10/01/2015	**Date To:**	10/01/2015	**Billing:**	1003330001 EH&S AUX FUND
Last Updated By:	Guzman,Gloria Alejandra	**Last Updated On:**	10/05/15 4:11:11PM	**Receiving:**	1564020001 DHR Operations

***Descr:** golf cart training

Billing Dept Use Only

Internal Ref:

Show Offset Lines

Item Details Personalize | Find | First 1 of 1 Last

Items | Other Chartfields | Account Distribution | Item Details

*Item ID	Description	*Quantity	UOM	Price	Extended Amount
0000005076	Golf Cart Safety Training	8.00	EA	10.00	80.00

Total Extended Amount: 80.00

Return to Search | Notify | Refresh

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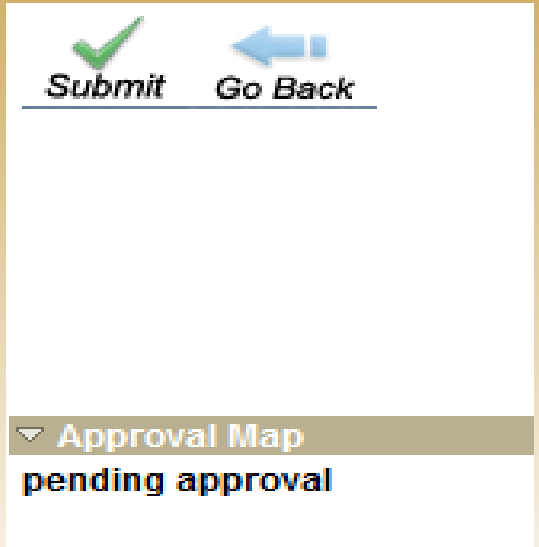
Creating an Invoice

Once the invoice is ready to be submitted for approval, the workflow process is initiated by clicking on the 

button on the main invoice page. Then click on the submit button. The approvers will then receive an email message.



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Creating an Invoice

Favorites | Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Smart Internal Billing

Save | Collaborate | Attach | Workflow

Smart Internal Billing

Business Unit	FIU01	Bill ID:	000002946	Entered by:	Guzman,Gloria Alejandra
Bill Status:	Invoiced	WorkFlow Status:	Pending	Entered On:	10/05/15 4:10PM
*Date From:	10/01/2015	Date To:	10/01/2015	Billing:	1003330001 EH&S AUX FUND
Last Updated By:	Guzman,Gloria Alejandra	Last Updated On:	10/05/15 4:11:11PM	Receiving:	1564020001 DHR Operations

*Descr: golf cart training

Billing Dept Use Only

Internal Ref:

Show Offset Lines

Item Details — Personalize | Find | First 1 of 1 Last

Items | Other Chartfields | Account Distribution | Item Details

*Item ID	Description	*Quantity	UOM	Price	Extended Amount
0000005076	Golf Cart Safety Training	8.00	EA	10.00	80.00

Total Extended Amount: 80.00

Return to Search | Notify | Refresh

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Using the Smart Gadgets

Save: To save any changes on the invoice

Copy: To retrieve a previously saved invoice

Collaborate: To comment on the invoice

Attach: To attach files to the invoice

Workflow: To submit an invoice for workflow and start the approval process. You can also view approver's names.

Cancel: Allows the user that created the invoice or an approver for the billing activity to cancel or void an invoice

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Approving/Denying an Invoice

Benefits of the Workflow Process:

- Reduces the time it takes to approve the invoice
- Reduces unnecessary paper work
- Approvers will be receiving email notifications informing them to approve invoices

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Approving an Invoice

A user must first retrieve the invoice in order to approve it. There are a couple of ways in which the invoice can be retrieved.

Navigate to Approval Inbox: **Smart Solutions > Smart Workflow > Transaction Approval > Approval Inbox**

Approving an Invoice

Approval Inbox

TransactionType:	BillingApproval	
Use Saved Search:		
Bill ID	equal to	
Billing Activity	equal to	
Receiving Activity	equal to	
Business Unit	equal to	
Bill Status	equal to	
WorkFlow Status	equal to	
User ID	equal to	

Search | Clear | Advanced Search | Save Search Criteria | Delete Saved Search | Personalize Search

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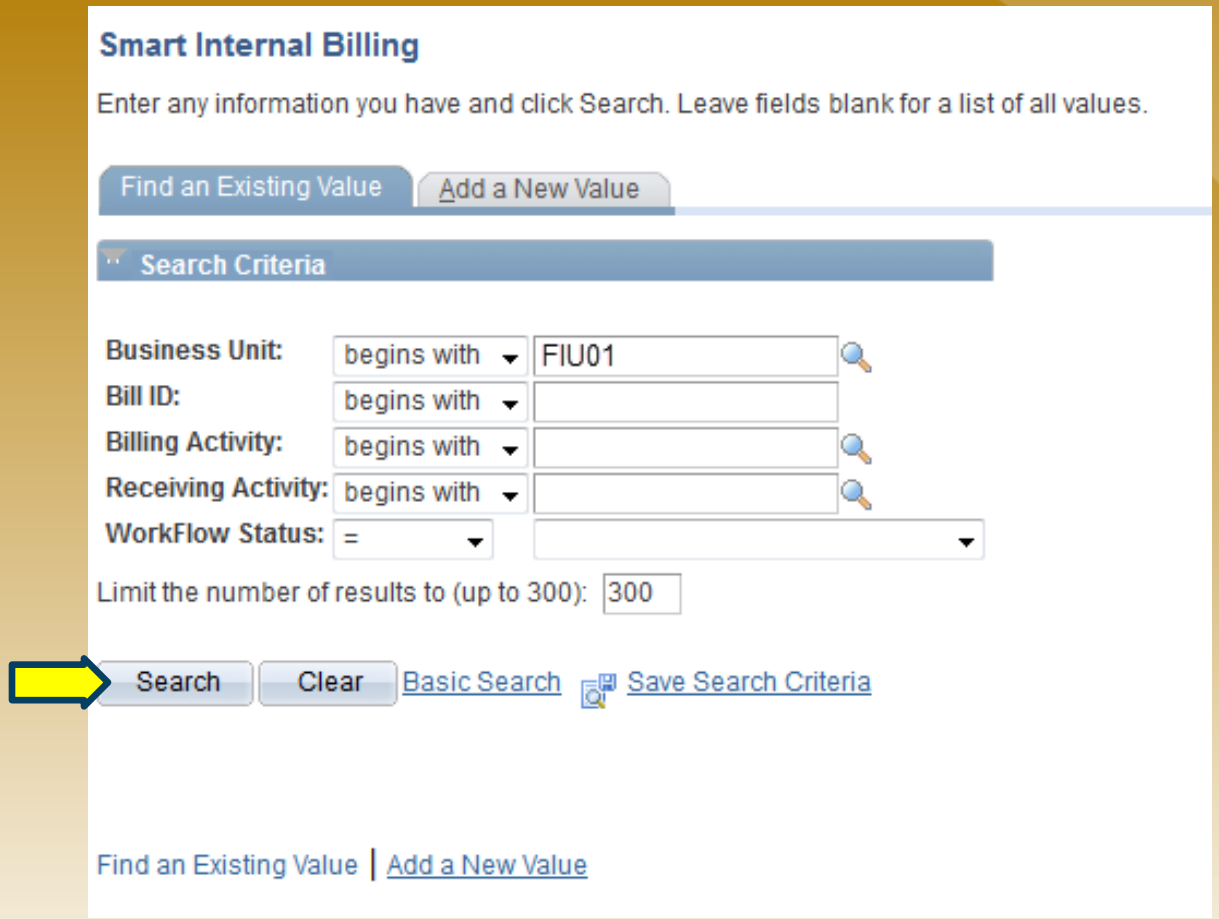
Approving an Invoice

Another way to locate an invoice is to search for the invoice directly:

Smart Solutions > Smart Documents >
Smart Internal Billing > Smart Internal Billing

Click on the “Find and Existing Value” tab and search for the invoice.

Approving an Invoice



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Approving an Invoice

All invoices must be approved by the billing activity approver first and then by the receiving activity approver. To approve an invoice:

- Retrieve the invoice and review the details
- Click on “Workflow” 

- Click the “Approve” 

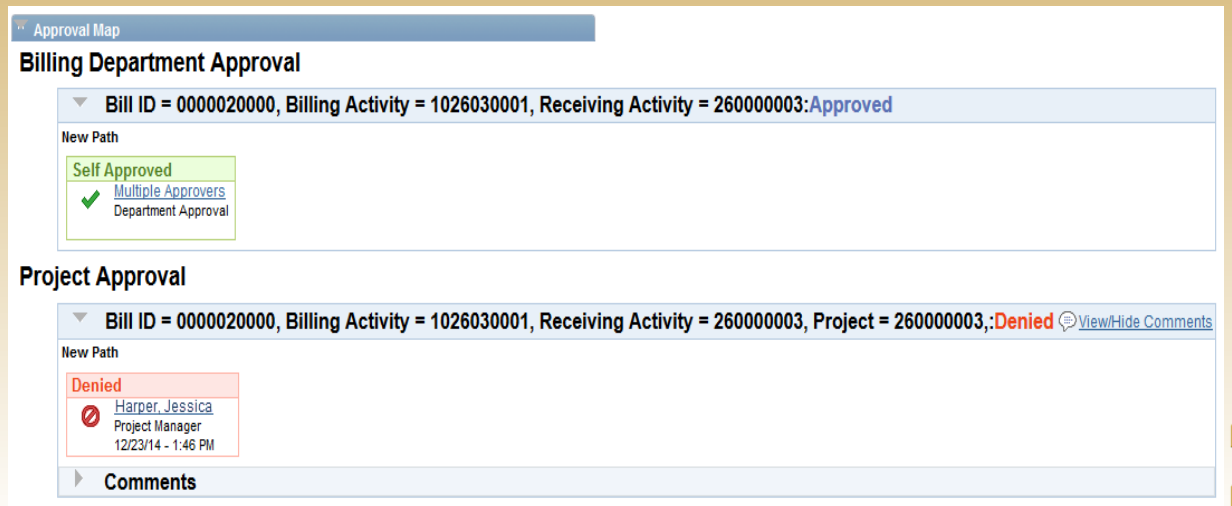
button to approve the invoice

An email notification is sent to the user who created the invoice.

Denying an Invoice

Denying an invoice should only be done when any one of the approvers does not agree with the contents of the invoice. To deny an invoice:

- Search for the invoice through any of the ways explained in the Approving an invoice section.
- Click on the Workflow button and approvers must then comment on why the invoice is being denied on the comment box. Then click on Deny.



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Queries

1. Internal_Billing_Item_Details : This query allows the user to view the latest item information per activity number

2. Smart_Internal_Bill: This query can be used to track information on entered invoices

Website & Links

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Office of Finance & Administration

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Questions?

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