Customer Billing Management (CBM) and Bill Presentation

ConnectCarolina User Group

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ConnectCarolina
InfoPorte

Anita Collins

ConnectCarolina

Change Management Lead

Deep dive topic for today:

Customer Billing Management (CBM) and Bill Presentation

Plus:

Chartfield Checker

Agenda

Topic	Presenter
About CBM and Bill Presentation: • Background • How the process works • Coming enhancements • Resources	Carly Perin
Demo of CBM and Bill Presentation (and Tips & Tricks)	Troy Howell, Tommy Gunter
New: Chartfield Checker	Mechelle Clayton

About CBM and Bill Presentation

Carly Perin

Executive Director for Finance and Financial Shared Services

Finance and Administration

A little background …

First, some definitions…

Customer Billing Management (CBM)

- A tool for reviewing charges from various billing agencies such as Carolina Inn, Student Stores, Rizzo
- Lets departments review charges and update which account the charge goes to before billed
- Those who do reconciliation have access to this tool

Bill Presentation (BP)

- Lets departments review charges after they are billed
- Provides the invoice in PDF format
- Larger group of people have access to this tool
- You can download the information to Excel.

Why were these tools developed?

- Some billing areas had systems that couldn’t handle the longer chartfield strings—CBM allows you to assign the longer chartfield strings.
- Gives you a chance to change the chartfield strings before the transactions post.
- Gives you a way to see bills online, collected in one place.

Who sends charges to CBM?

These billing areas send charges to CBM so you can change charges before they post to Bill Presentation:

- **BKP Iron Mountain Annual Renewal**
- **INN Carolina Inn**
- **CRC Computer Repair Service**
- **DIS Dispatch Services**
- **ECD Ecommerce (FedEx, AirGas Dry Ice, Fisher, Dental/Mini Storeroom)**
- **EHS Environment, Health & Safety**
- **FB2 UNCFP Graduate Medical Health Plan**
- **FRI Friday Center Conference Center**
- **CEU Friday Center CEU**
- **PRK Public Safety (Parking)**
- **PRT Printing**
- **DPS Public Safety (DPS)**
- **RFS Remedy Maintenance**
- **RIZ Rizzo Center**
- **SSC Student Stores**

Who sends charges straight to Bill Presentation?

These billing areas send charges straight to Bill Presentation:

CCC Carolina Copy

AUX Dining

ECO Ecommerce (AirGas Cylinder Rental, WEX (fuel cards)**)**

UTL Energy Services

FSB Facilities Services (includes Mail)

FBA Faculty Benefits Administration

LSV Laundry

TEL Telecom

How the Process Works & Key Dates

A Look at the Process:
Reconciler's Perspective

16th of the previous through 14th

- Some agencies send transactions all month.
- Transactions must be in CBM by 14th.
- Departments can review them any time.

All month through the 21st

- Campus departments review and update chartfield strings on transactions.
- CBM validates the chartfield string, but does not budget check.

22nd of the month

- The month's transactions are pulled from CBM into ConnectCarolina and budget checked.
- Accounting Services reviews and posts a few days later.

After posting…

- Transactions are in Bill Presentation, and the next day in InfoPorte.
- To make a change now, you'd need to do a journal entry.

A Look at the Process:
Billing Area's Perspective

On cycle set by billing area

- Prepare file of transactions to load into CBM (extract from departmental systems or key in).
- Upload file into CBM.

That night…

- System processes the transactions in the file (transactions now visible to campus).
- During processing, checks chartfield strings (default strings).

The next day…

- Billing area checks Reconciliation tab in CBM to see transactions that failed chartfield checks.
- Billing area works with department to resolve, and assigns the correct chartfield string in CBM.

Later…

- Billing area creates a journal entry to recognize the revenue.

Changing Default Chartfield Strings

- **Billing areas that send straight to Bill Presentation:**
  contact the billing area directly to change the default chartfield string.

- **Billing areas that send to CBM:**
  a few people in your school or division who use CBM have access to change the default chartfield string. Contact your MOU Lead to find out who that is.

Getting Access

How do I get access?

CBM

Home » Finance » General Information

FINANCE

Chartfield Checker

General Information

2015 Fiscal Year-End

General Information

Click here for information on legacy Finance systems. Click here for the Financ

INFORMATION ABOUT THE CHANGES BEING MADE TO FINANCE SYSTEMS

ConnectCarolina Account Number List (link to Finance Division website)

View the Chartfields 101 document

View the PeopleSoft 101 for Finance webinar

WHO IS WORKING ON THE PROJECT

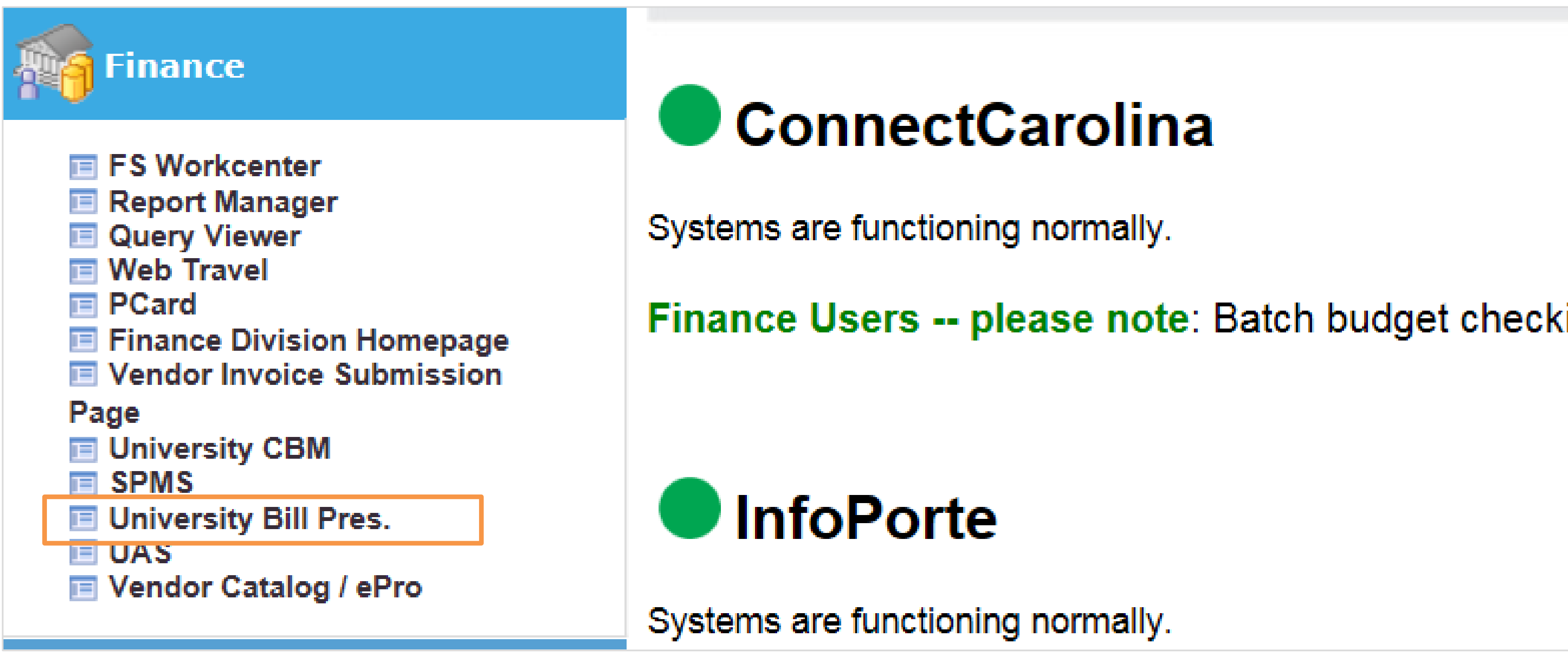
Finance Business Analysts and Roles September 2014

MOU Financial Leads and Finance Liaisons June 2015

Finance Stakeholders December 2013

Bill Presentation

If you have any kind of Finance access (besides buying from the Software Acquisition catalog), you have access automatically. You won't see the link if you don't have access.



Improving CBM & Bill Presentation

Improving the Process

1. Hold focus groups to collect feedback
   - Those who use CBM & Bill Presentation
   - Those who book the Inn
2. Analyze the business process
3. Organize results into:
   - Communication and training needs
   - Business process improvements
   - System changes
4. Prioritize (for example, year end work is urgent now)
5. Make changes, communicate, train

Recent Enhancements

- Add a chartfield string to multiple transactions
- Better filtering, including being able to show only transactions you haven't changed and the list stays filtered when you save
- The problem where tabbing out of the Account field changed the value in the field is fixed.

Enhancements: Coming Soon

Targeted for July 1

- When you are modifying charges, allow you to choose from favorite chartfield strings
- Provide a way for you to see transactions we couldn’t send to ConnectCarolina because they failed chartfield or budget checking and the default account failed checking as well.

Targeted for July 22

- Use your default chartfield string if you change the chartfield string for a transaction, but the modified transaction fails the chartfield and budget checking.

Enhancements: Coming Soon

Targeted for August 10

- Allow you to split charges by dollar amount in addition to splitting by percent.

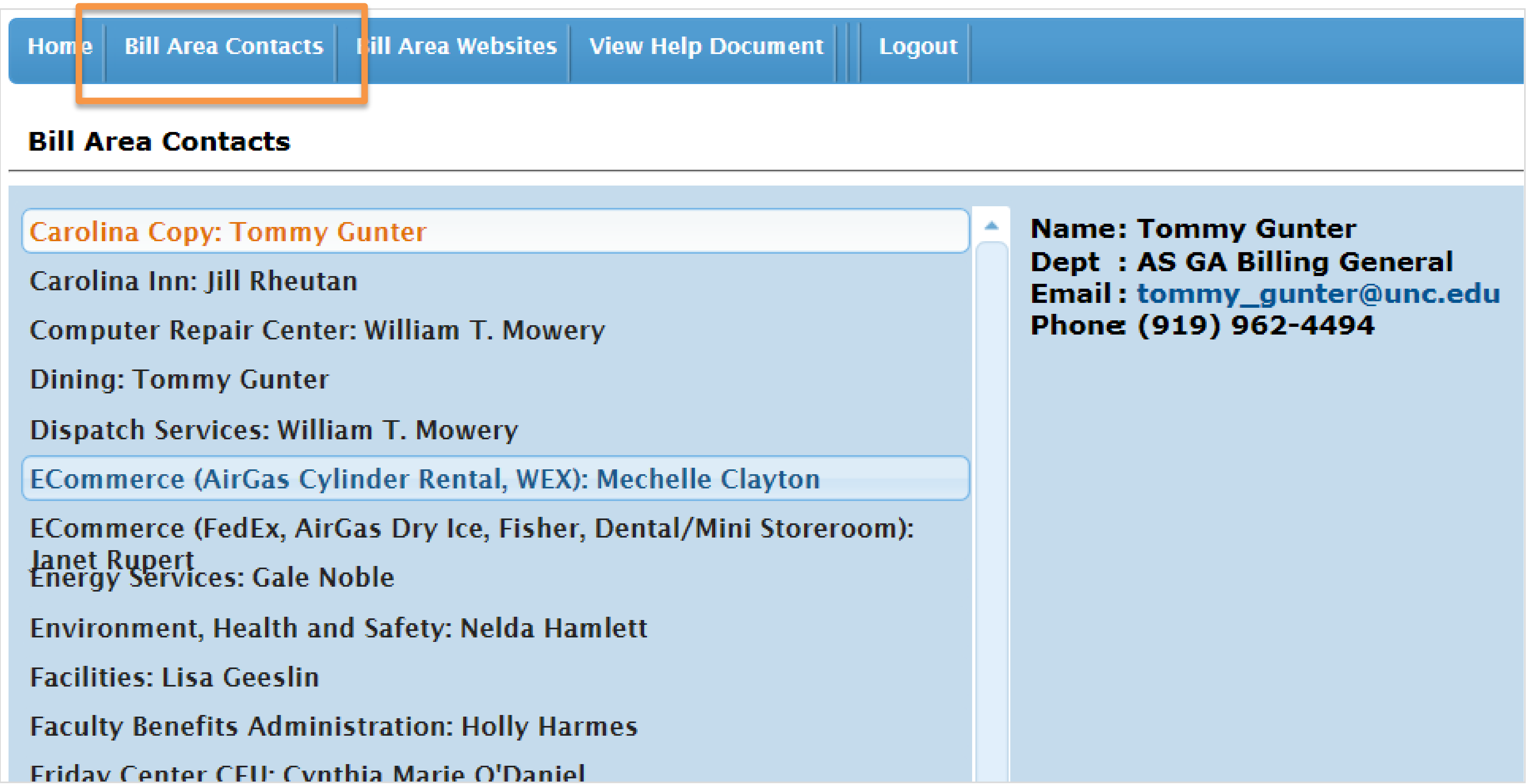
Targeted for early October

- Provide a source document in CBM and Bill Presentation when the billing area is able to provide it (for example, the Carolina Inn invoice).

Information Available on CBM & Bill Presentation

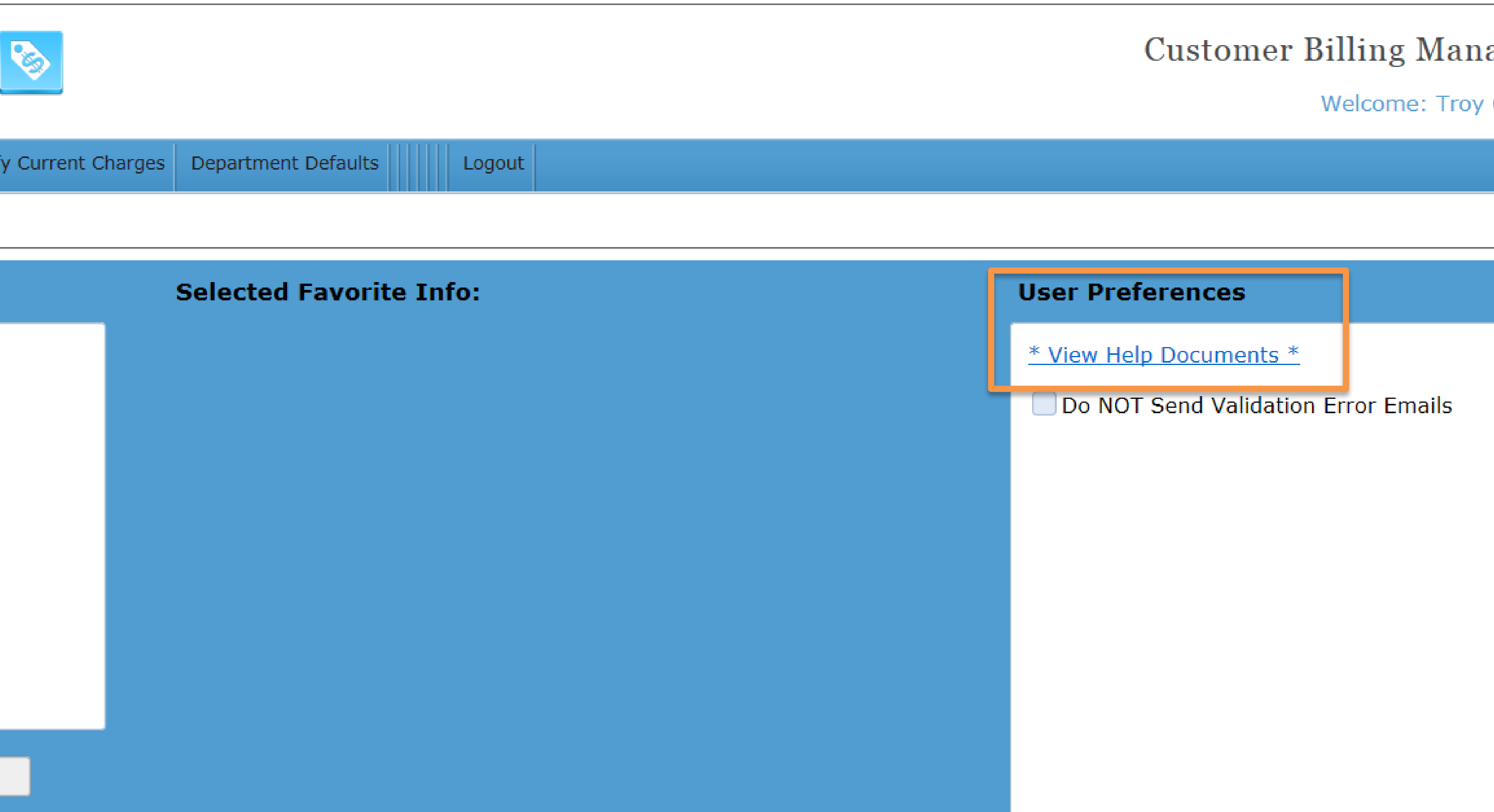
Finding Billing Agency Contacts

You can find contacts for each billing agency in **Bill Presentation** on the Bill Area Contacts tab.



Info About CBM and Bill Presentation

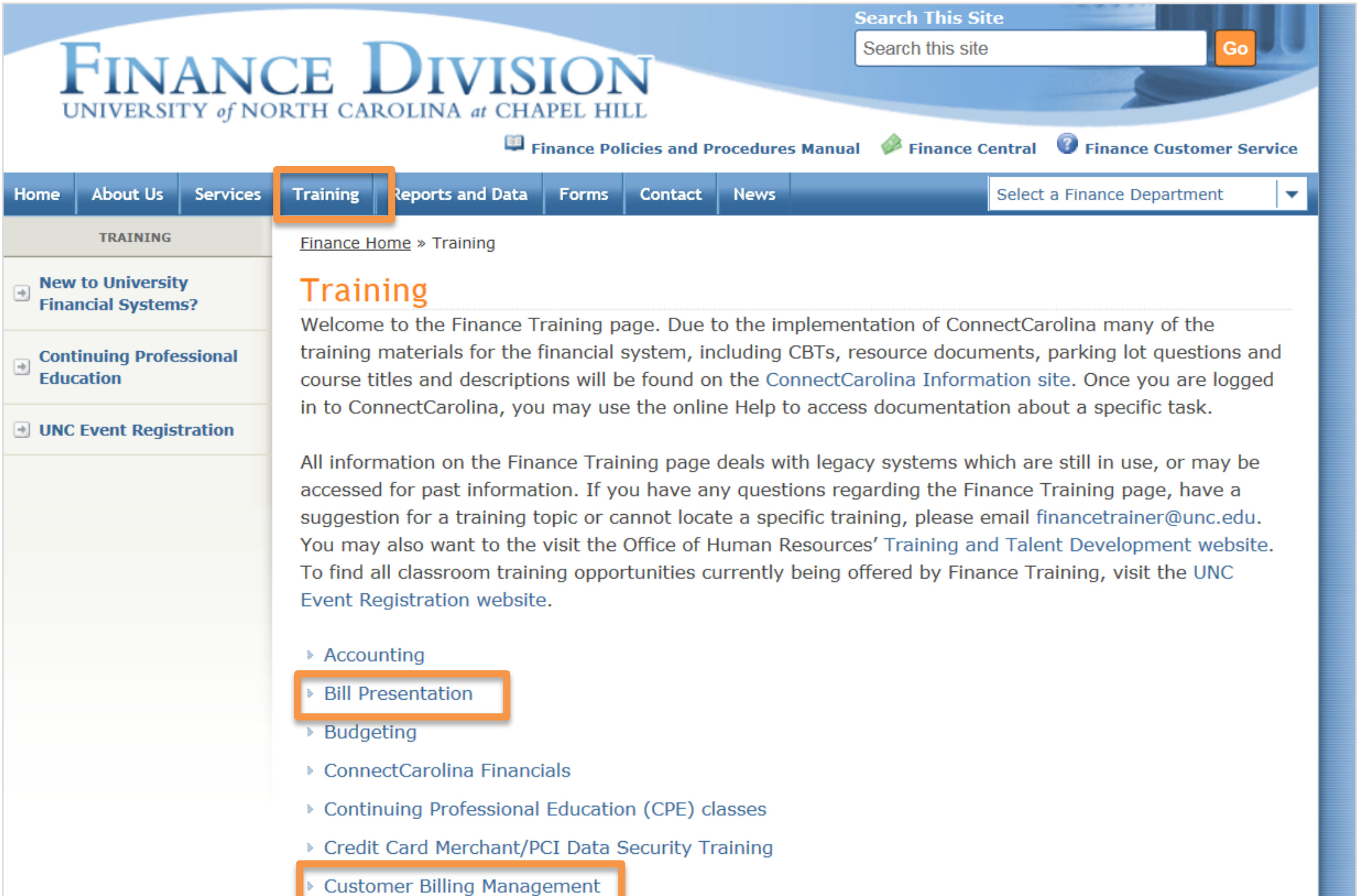
Help is built in to CBM and Bill Presentation



Training Guides

finance.unc.edu > Training > Bill Presentation

finance.unc.edu > Training > Customer Billing Management

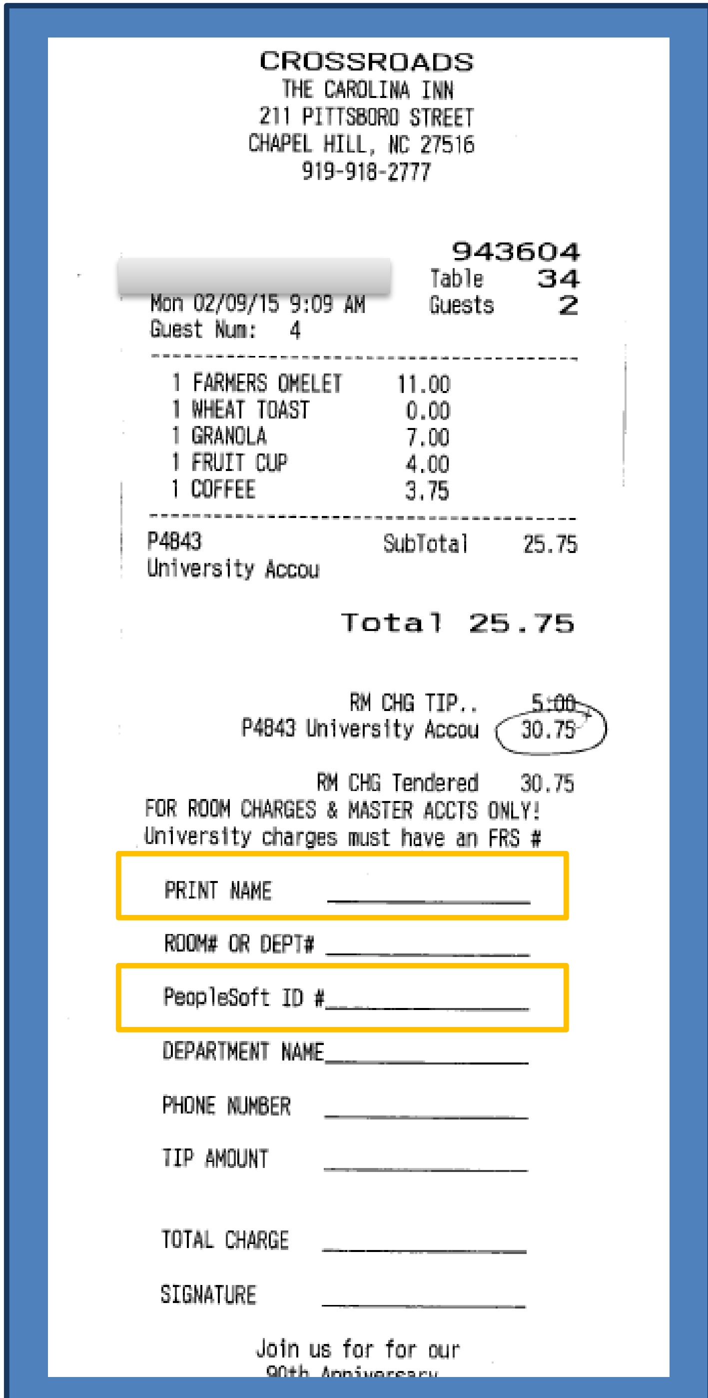


Are you interested in training?

- Would you like classroom training on CBM and Bill Presentation?
  - If yes, please sign up on the sheet at the back of the room.
- Computer-based training is on the way—targeted for August.

A special note: improving the process of working with Carolina Inn

A Note About Working with Carolina Inn


CROSSROADS
THE CAROLINA INN
211 PITTSBORO STREET
CHAPEL HILL, NC 27516
919-918-2777

943604
Table 34
Guests 2
Mon 02/09/15 9:09 AM
Guest Num: 4

1	FARMERS OMELET	11.00
1	WHEAT TOAST	0.00
1	GRANOLA	7.00
1	FRUIT CUP	4.00
1	COFFEE	3.75

P4843 SubTotal 25.75
University Accou

Total 25.75

RM CHG TIP.. 5.00
P4843 University Accou 30.75

RM CHG Tendered 30.75
FOR ROOM CHARGES & MASTER ACCTS ONLY!
University charges must have an FRS #

PRINT NAME ____________

ROOM# OR DEPT# ____________

PeopleSoft ID #____________

DEPARTMENT NAME____________

PHONE NUMBER ____________

TIP AMOUNT ____________

TOTAL CHARGE ____________

SIGNATURE ____________

Join us for for our
90th Anniversary

- Encourage your staff to provide the department number you want to charge
- Communicate with those who use the Inn:
  - Please print your name in the space that says “Print Name” (many signatures are hard to read)
  - Keep the receipt and give it to your reconciler
  - Provide your department number on the receipt

Won’t catch 100%, but will make life easier for reconcilers

Demo of CBM and Bill Presentation

Troy Howell

Finance Training Coordinator

Tommy Gunter

Auxiliary Accounting Manager

Demo

http://itsappsspt.unc.edu/cbm

Chartfield Checker

Mechelle Clayton

IT Manager, Enterprise Applications

Chartfield Checker

- Budget checks a chartfield string & amount.
- Makes sure it's a valid combination of chartfield values.
- Can specify a date to check budget on that day (based on the transactions currently in the system).
- **Important**: Chartfield Checker does not encumber (that is, put a hold on) funds when checking the budget.

Chartfield Checker

- Who has access?

  Everyone!

- How do I get there?

  ccinfo.unc.edu/chartfield-checker

Chartfield Checker

Demo

https://ccinfo.unc.edu/chartfield-checker

Questions?