

Customer Billing Management (CBM) and Bill Presentation

ConnectCarolina User Group

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Anita Collins

ConnectCarolina
Change Management Lead



Deep dive topic for today:

**Customer Billing
Management (CBM) and
Bill Presentation**

Plus:

Chartfield Checker

Topic	Presenter
About CBM and Bill Presentation: <ul style="list-style-type: none">• 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 ...

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

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

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

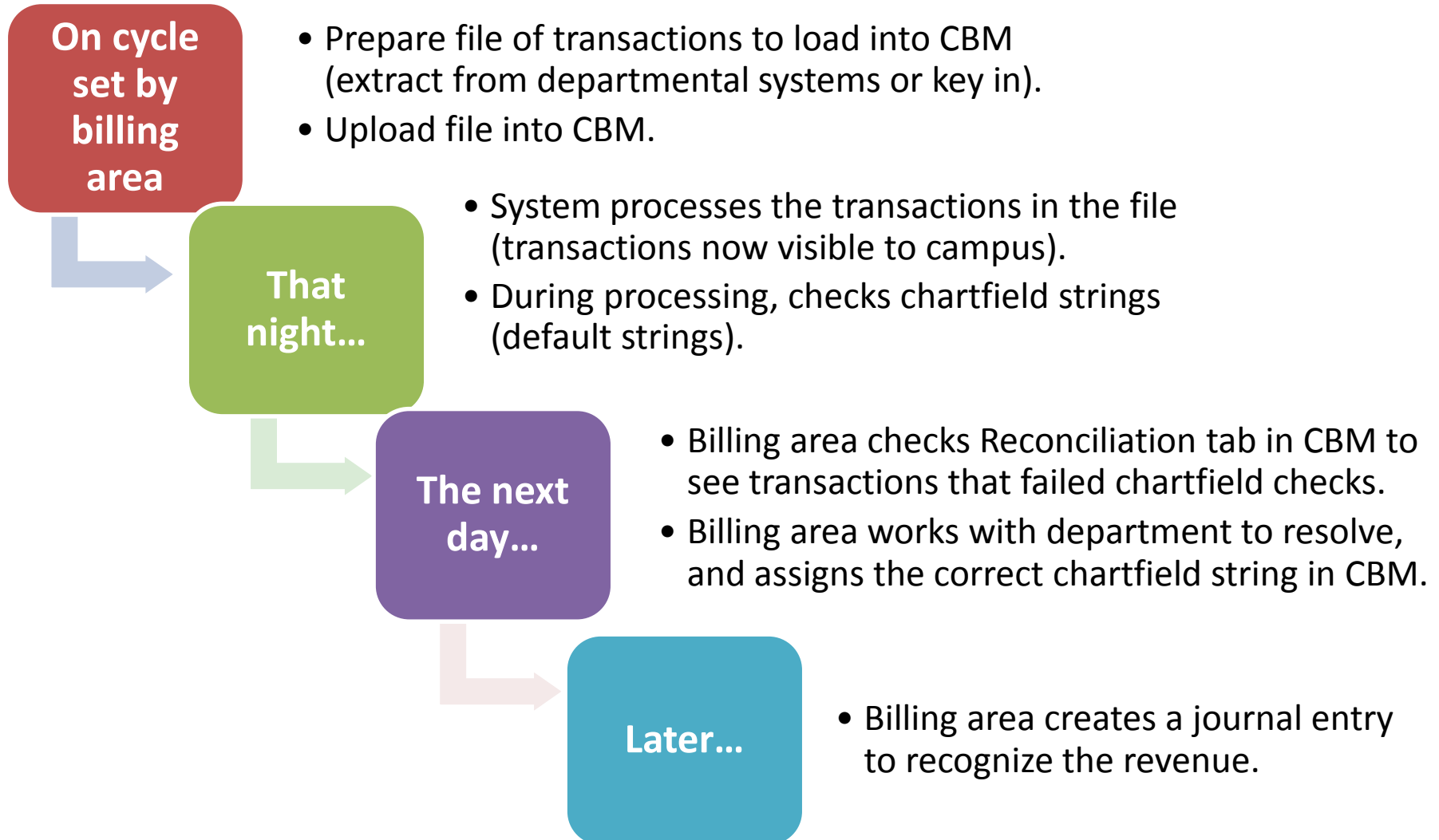
- Campus departments review and update chartfield strings on transactions.
- CBM validates the chartfield string, but does not budget check.

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.



- **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

CBM

Home » Finance » General Information

Sea

FINANCE

Chartfield Checker

General Information

2015 Fiscal Year-End

General Information

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

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

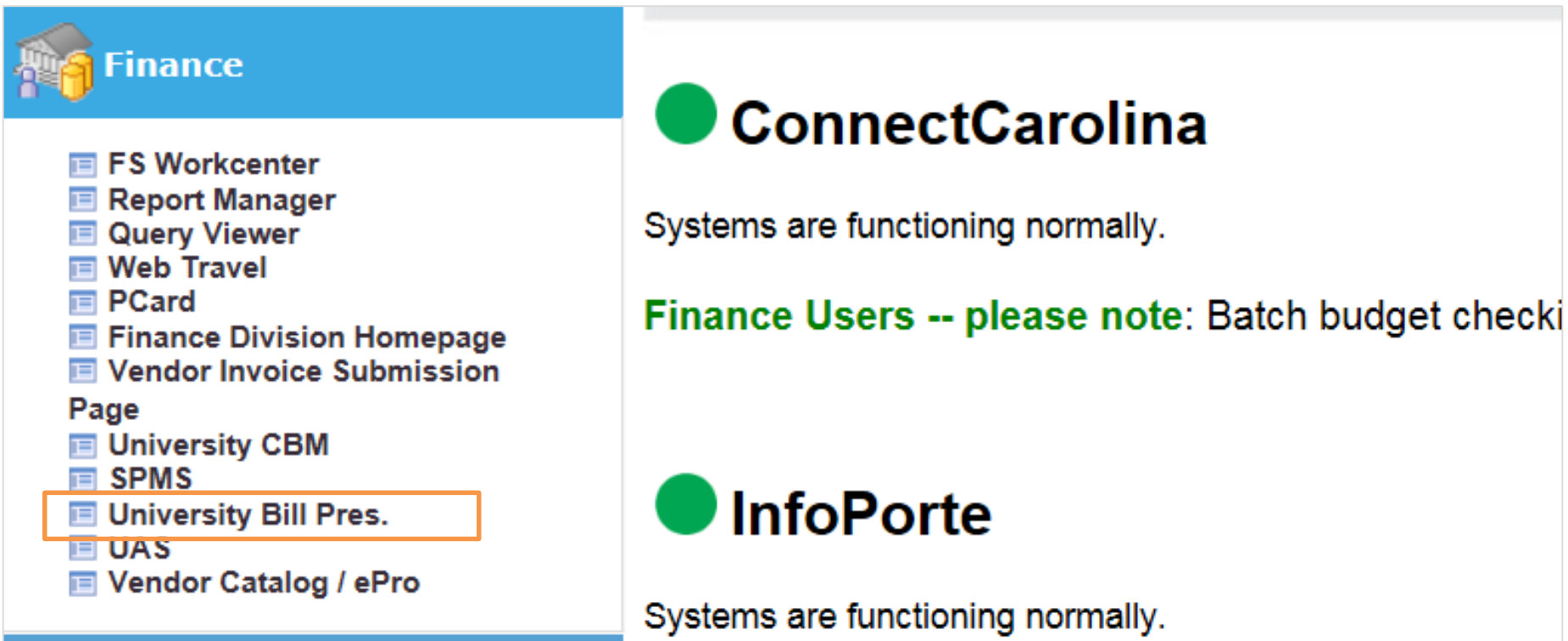
MOU Financial Leads and Finance Liaisons June 2015

Finance Stakeholders December 2013

General Information

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.



The screenshot shows a navigation menu on the left and a status area on the right. The menu is titled "Finance" and includes several items. The "University Bill Pres." item is highlighted with an orange box. The status area contains two entries, each with a green circle icon and a heading. The first entry is "ConnectCarolina" with the text "Systems are functioning normally." and a note for "Finance Users" regarding a batch budget check. The second entry is "InfoPorte" with the text "Systems are functioning normally."

Finance

- FS Workcenter
- Report Manager
- Query Viewer
- Web Travel
- PCard
- Finance Division Homepage
- Vendor Invoice Submission
- Page
- University CBM
- SPMS
- University Bill Pres.**
- UAS
- Vendor Catalog / ePro

ConnectCarolina

Systems are functioning normally.

Finance Users -- please note: Batch budget checki

InfoPorte

Systems are functioning normally.

Improving CBM & Bill Presentation

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.

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.

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

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

Home **Bill Area Contacts** Bill Area Websites View Help Document Logout

Bill Area Contacts

Carolina Copy: Tommy Gunter

Carolina Inn: Jill Rheutan

Computer Repair Center: William T. Mowery

Dining: Tommy Gunter

Dispatch Services: William T. Mowery

ECommerce (AirGas Cylinder Rental, WEX): Mechelle Clayton

ECommerce (FedEx, AirGas Dry Ice, Fisher, Dental/Mini Storeroom):

Janet Rupert
Energy Services: Gale Noble

Environment, Health and Safety: Nelda Hamlett

Facilities: Lisa Geeslin

Faculty Benefits Administration: Holly Harmes

Friday Center CEI: Cynthia Marie O'Daniel

Name: Tommy Gunter
Dept : AS GA Billing General
Email : tommy_gunter@unc.edu
Phone (919) 962-4494



Info About CBM and Bill Presentation

Help is built in to CBM and Bill Presentation



Customer Billing Man

Welcome: Troy

y Current Charges

Department Defaults

Logout

Selected Favorite Info:

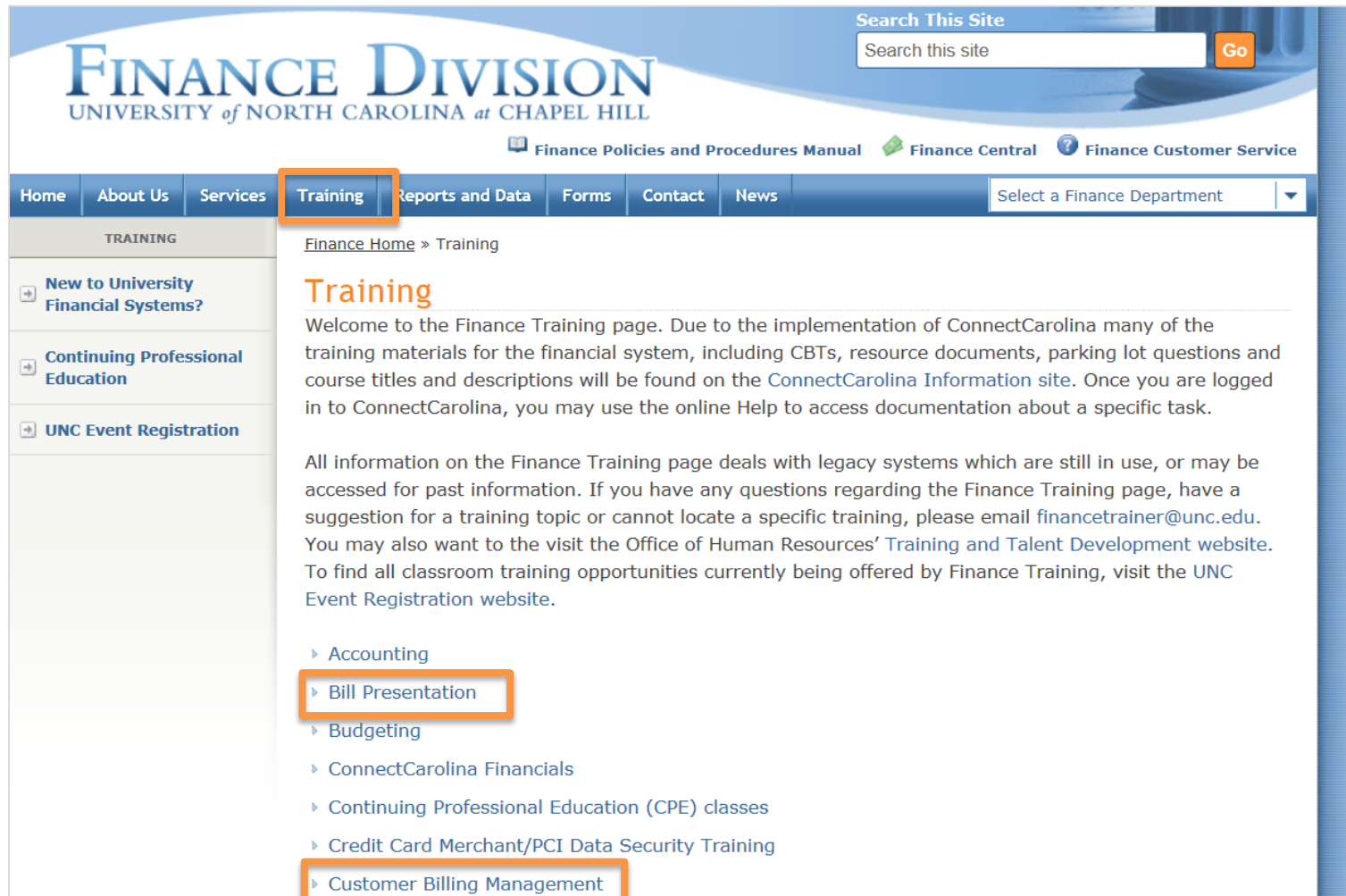
User Preferences

[* View Help Documents *](#)

Do NOT Send Validation Error Emails

finance.unc.edu > Training > Bill Presentation

finance.unc.edu > Training > Customer Billing Management



The screenshot shows the Finance Division website for the University of North Carolina at Chapel Hill. The page features a search bar at the top right, a navigation menu with 'Training' highlighted, and a sidebar with training categories. The main content area displays the 'Training' page with a list of topics, including 'Bill Presentation' and 'Customer Billing Management', both of which are highlighted with orange boxes.

FINANCE DIVISION
UNIVERSITY of NORTH CAROLINA at CHAPEL HILL

Search This Site
Search this site

Finance Policies and Procedures Manual Finance Central Finance Customer Service

Home About Us Services **Training** Reports and Data Forms Contact News Select a Finance Department

TRAINING

- New to University Financial Systems?
- Continuing Professional Education
- UNC Event Registration

Finance Home » Training

Training

Welcome to the Finance Training page. Due to the implementation of ConnectCarolina many of the training materials for the financial system, including CBTs, resource documents, parking lot questions and course titles and descriptions will be found on the ConnectCarolina Information site. Once you are logged in to ConnectCarolina, you may use the online Help to access documentation about a specific task.

All information on the Finance Training page deals with legacy systems which are still in use, or may be accessed for past information. If you have any questions regarding the Finance Training page, have a suggestion for a training topic or cannot locate a specific training, please email financetrainer@unc.edu. You may also want to visit the Office of Human Resources' [Training and Talent Development website](#). To find all classroom training opportunities currently being offered by Finance Training, visit the [UNC Event Registration website](#).

- Accounting
- Bill Presentation**
- Budgeting
- ConnectCarolina Financials
- Continuing Professional Education (CPE) classes
- Credit Card Merchant/PCI Data Security 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
Mon 02/09/15 9:09 AM Table 34
Guest Num: 4 Guests 2

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 _____

- 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://itsappspt.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.

- Who has access?

Everyone!

- How do I get there?

ccinfo.unc.edu/chartfield-checker



Chartfield  Checker

Demo

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



Questions?