CoreResearch@Duke

CoreResearch@Duke External Billing Set-up User Guide

8/10/18
Version 1.6

Table of Contents

Target Audiences

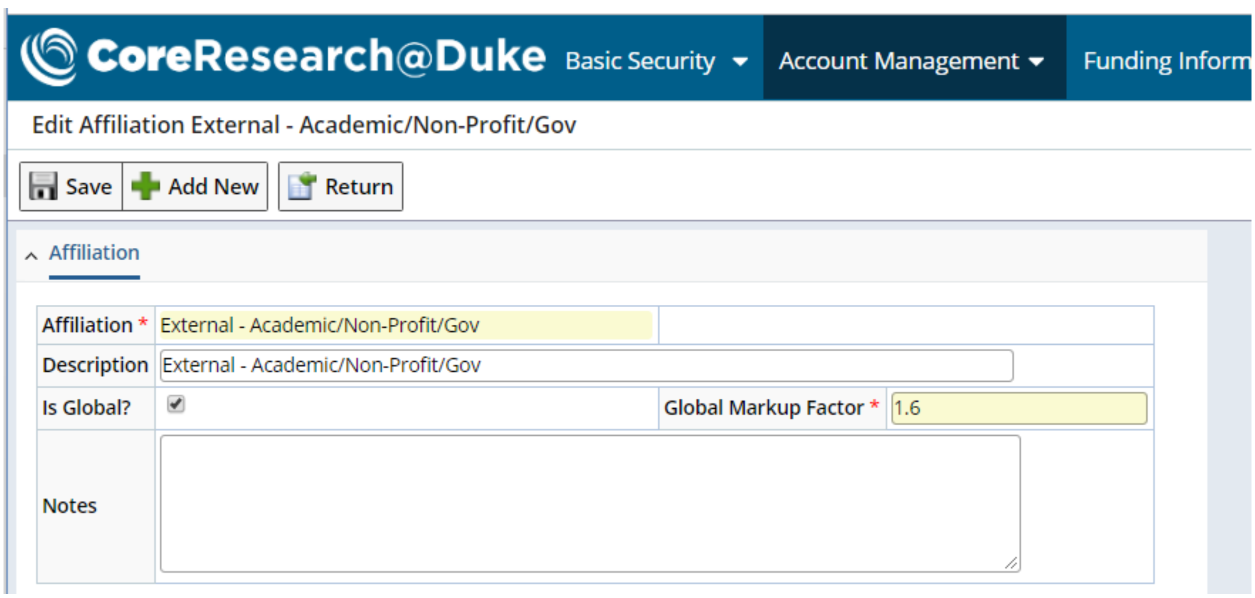
This document was written to support the activities for the following CoreResearch@Duke (CR@D) Job Types: Core Director, Core Manager and Financial Administrator.

External Billing Set-up Overview

Functionality for A/R billing of External Customers was implemented as part of CR@D Build 23.1 in April 2016. The set-up process generally involves three aspects: 1) one-time core configurations, 2) instantiation of External Customer organizations and External Facility Users, and 3) Purchase Order (PO) Fund Source and Project creation.

Core configurations are done by core personnel in the LabAdmin sitemap, and include general billing information, as well as the creation of External Customer rates and the recognition of those rate Affiliations by the core.

The external affiliation Global Markup Factor (percentage) is defined by the School of Medicine. As such, for Cores that recognize External Affiliations, as defined in their Core set up, the external affiliation rate will be added by the system when a price with the Duke Membership rate is made current (not when it is added as a future price).



The instantiation of External Facility Users and External Customer organizations is a multi-step process that requires the assistance of the Office of Information Technology (OIT) and the Research Service Desk group to create and/or pull information from the DataMart into CR@D. Core personnel then create billing Contact profiles for the External Customer.

In contrast to internal billing to SAP-sourced fund codes, external billing necessitates the manual creation of PO Fund Sources and Projects. Core personnel create these in the LabAdmin sitemap, associating the PO to an External Customer and Contact, and the Project to a PO. Permitted Users and the applicable rate Affiliation are then associated with the Project.

Core Set-up

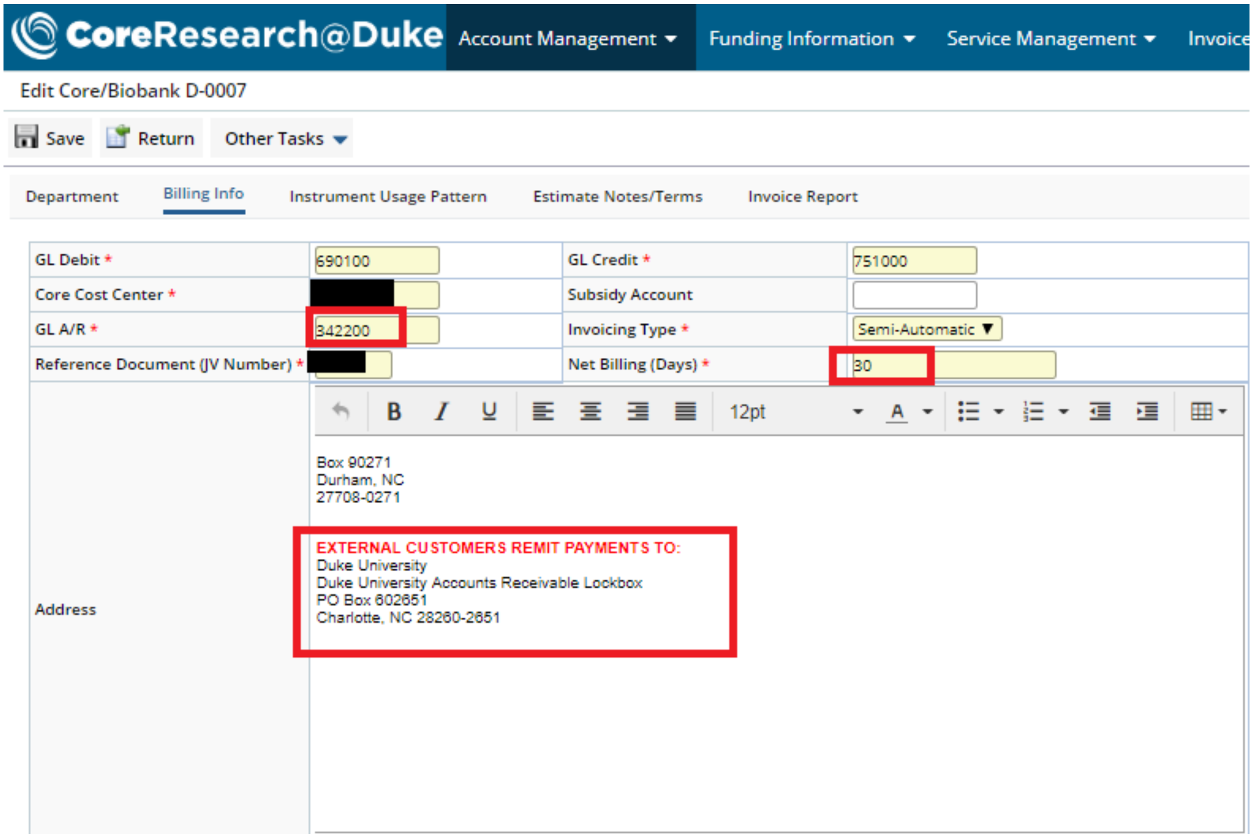
Setting Core Billing Info

In addition to the core's existing billing set-up, populating the core's "GL A/R number", "Net Billing (Days)", and external payment address is a one-time core configuration applied to outgoing invoices. The GL A/R for most cores should be 342200. The Net Billing (Days) sets the payment due date on External Customer invoices (e.g. set at 30 days [the Duke default], an invoice with an "Invoice Creation Date" of 1-Jan-2018 would have a stated "Date Due" of 31-Jan-2018).

1. Open the Core & BioBanks tram stop from the Account Management tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers).
2. Select your core and click Manage.
3. Navigate to the Billing Info tab.
4. Complete the GL A/R and Net Billing (Days) fields.
5. Add the following lines to the Address field:

   EXTERNAL CUSTOMERS REMIT PAYMENTS TO:
   Duke University
   Duke University Accounts Receivable Lockbox
   PO Box 602651
   Charlotte, NC 28260-2651

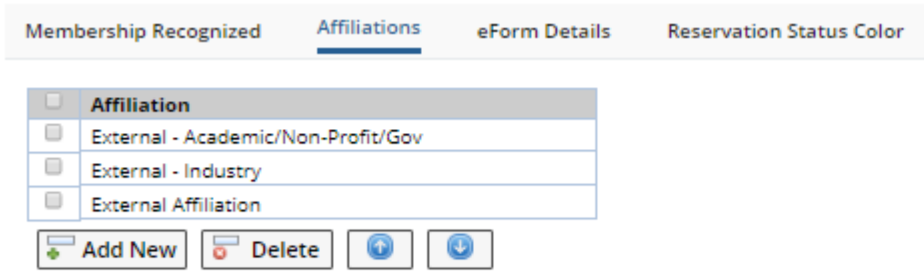
6. Click Save.



Recognizing External Rate Affiliations

Affiliations allow the charging of alternate rates for specified Projects. There are two default external rate Affiliations that can be recognized by a core: “External – Industry” and “External – Academic/Non-Profit/Gov”. Please contact Research Support Services (919-684-2243, option 4) if you require a custom rate Affiliation.

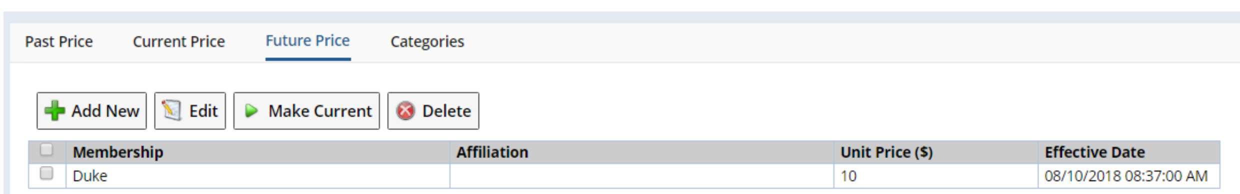
1. Open the Core & BioBanks tram stop from the Account Management tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers).
2. Select your core and click Manage.
3. Navigate to the Affiliations detail tab at bottom.
4. Click Add New.
5. Select applicable External Affiliation(s) and click Select & Return.
6. Click Save.



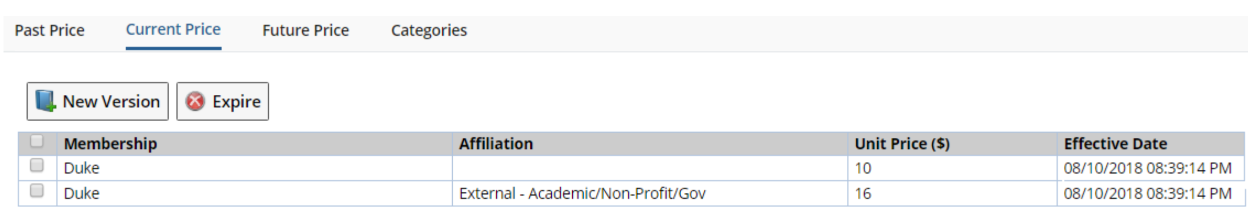
Setting External Customer Rates

Set-up of core service task rates is most often completed via import spreadsheet in conjunction with the CR@D team. New Service Tasks, or alternate rates for existing Service Tasks, can also be created individually. For an External Customer rate, an additional price line with an External Affiliation recognized by the core is added to the Service Task.

1. Open the Service Task tram stop from the Service Management tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers).
2. If creating a new Service Task, click Add New, complete required fields, and click Save. Otherwise, select an existing Service Task and click Edit.
3. Navigate to the Future Price detail tab at bottom.
4. Click Add New.
5. In the dialog box, adjust quantity of rates to be added (e.g. if adding only an Industry rate, 1; if adding an Industry Rate and an Academic/Non-Profit/Gov rate, 2); click OK.
6. Complete the fields in the Add Future Price Item window. Note: External Affiliation rates will be added at the time a Future Prices with the Membership of 'Duke' is made current. Click Save and then Close & Refresh.



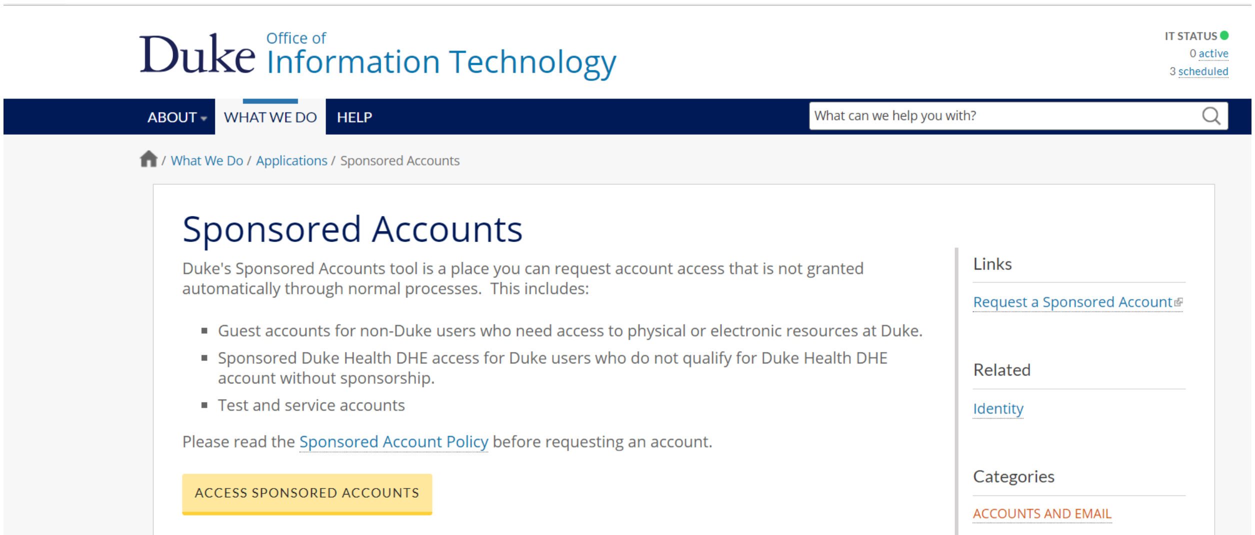
7. Click Make Current. The new Duke and External rate will now appear on the Current Price detail tab.



External User Set-up

Sponsoring an External User for a Duke NetID

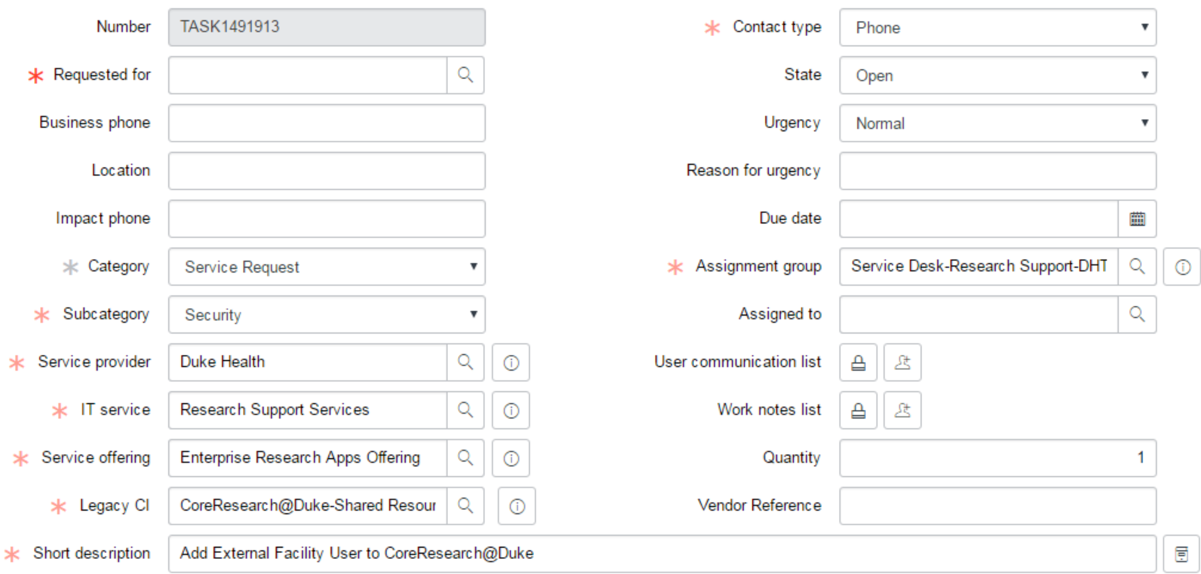
For External Facility Users to access CR@D, core personnel will first need to sponsor them for a Duke NetID. This is requested from OIT via their “Guest Accounts and Access” webpage. External users should not require a DHE Active Directory account or VPN access.



Requesting External User Access

After a NetID has been assigned, access to CR@D is granted by instantiating an account for the user and giving them a system Job Type of External Facility User. This is requested from the Research Service Desk group via phone (DHTS 684-2243, option 4 for research) or ServiceNow ticket (to the “Service Desk-Research Support-DHTS” group).

CoreResearch@Duke



Number	TASK1491913	* Contact type	Phone
* Requested for		State	Open
Business phone		Urgency	Normal
Location		Reason for urgency	
Impact phone		Due date	
* Category	Service Request	* Assignment group	Service Desk-Research Support-DHT
* Subcategory	Security	Assigned to	
* Service provider	Duke Health	User communication list	
* IT service	Research Support Services	Work notes list	
* Service offering	Enterprise Research Apps Offering	Quantity	1
* Legacy CI	CoreResearch@Duke-Shared Resour	Vendor Reference	
* Short description	Add External Facility User to CoreResearch@Duke		

External Customer Set-up

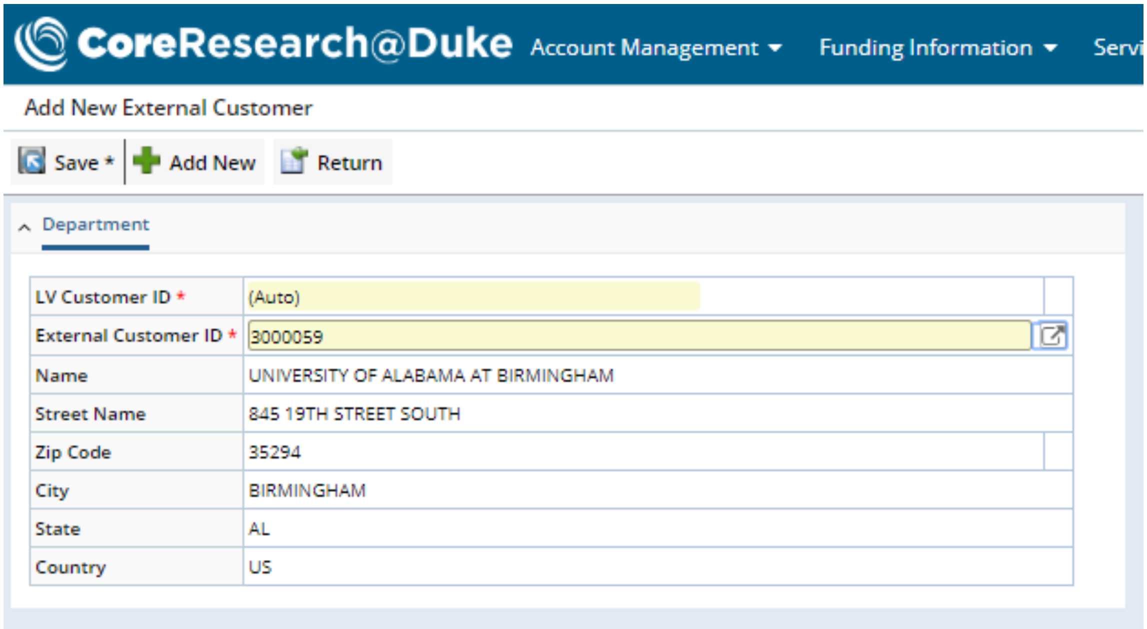
Requesting/Confirming External Customer in Database

External Customer organizations not previously used in CR@D or included in the initial April 2016 upload may first need to be instantiated in the CR@D SAP Database. This can be confirmed by, or requested from, the Research Service Desk via phone (DHTS 684-2243, option 4 for research) or ServiceNow ticket (to the "Service Desk-Research Support-DHTS" group) in tandem with External User set-up. The External Customer Name and A/R Address will be needed for new requests, which will be passed by the Research Service Desk to SAP for set-up. Note that each organization (e.g. NC State) only needs one parent External Customer entry, with individual/department Contacts, Fund Sources, and Projects specified later.

Creating an External Customer

Upon SAP confirmation from the Research Service Desk, core personnel can proceed to create the External Customer. If the External Customer already exists, select it and click Edit to manage Contacts.

1. Open the External Customers tram stop from the Account Management tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers).
2. Click Add New.
3. Click External Customer ID lookup.
4. Search for and Select an External Customer; click Select and Return.
5. Click Save.

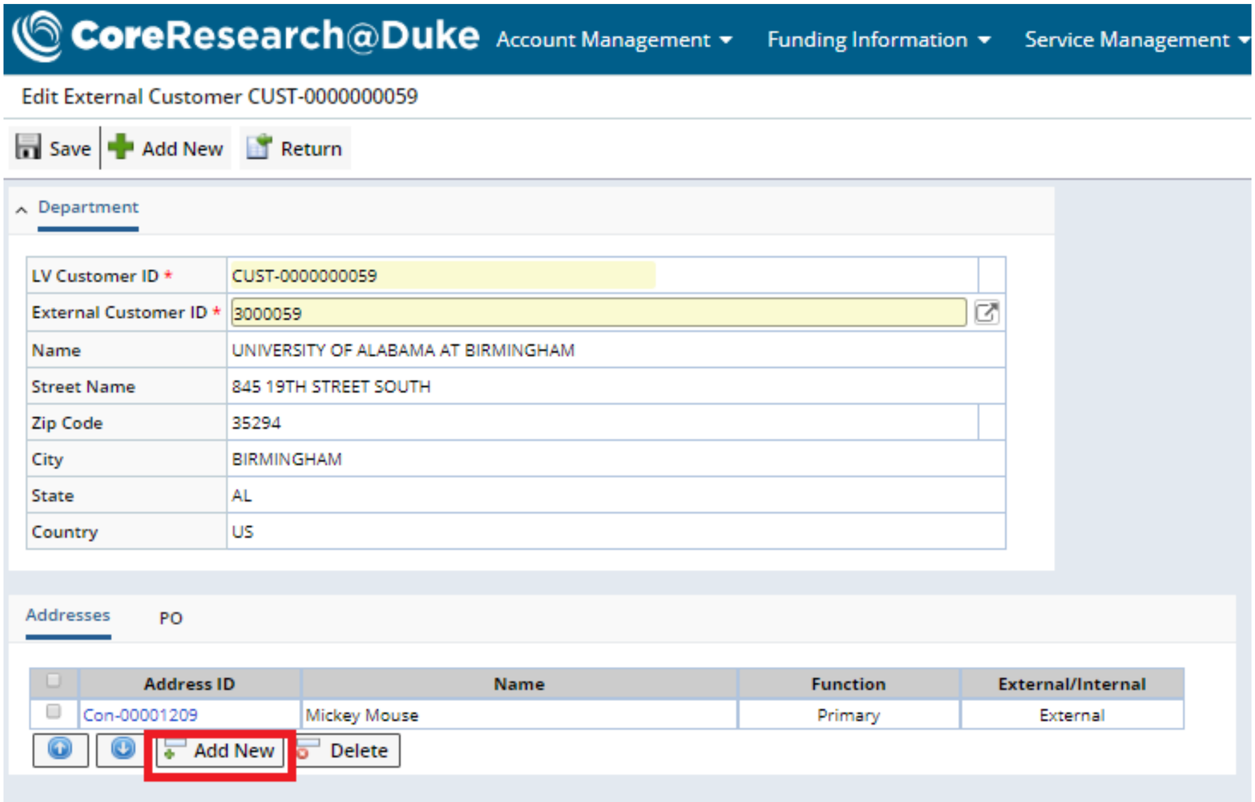


External Customers should not be marked Inactive, as they may be used across multiple cores.

Adding an External Customer Contact

There can be multiple Contacts across different cores for a single External Customer organization. The Contact(s) you later select from this list for each PO will receive e-mailed invoices for that account.

1. Open the External Customers tram stop from the Account Management tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers). Select the External Customer and click Edit.
2. Navigate to the Addresses detail tab; click Add New.
3. Complete required fields (including e-mail address).
4. Click Save.
5. Click Close & Refresh.

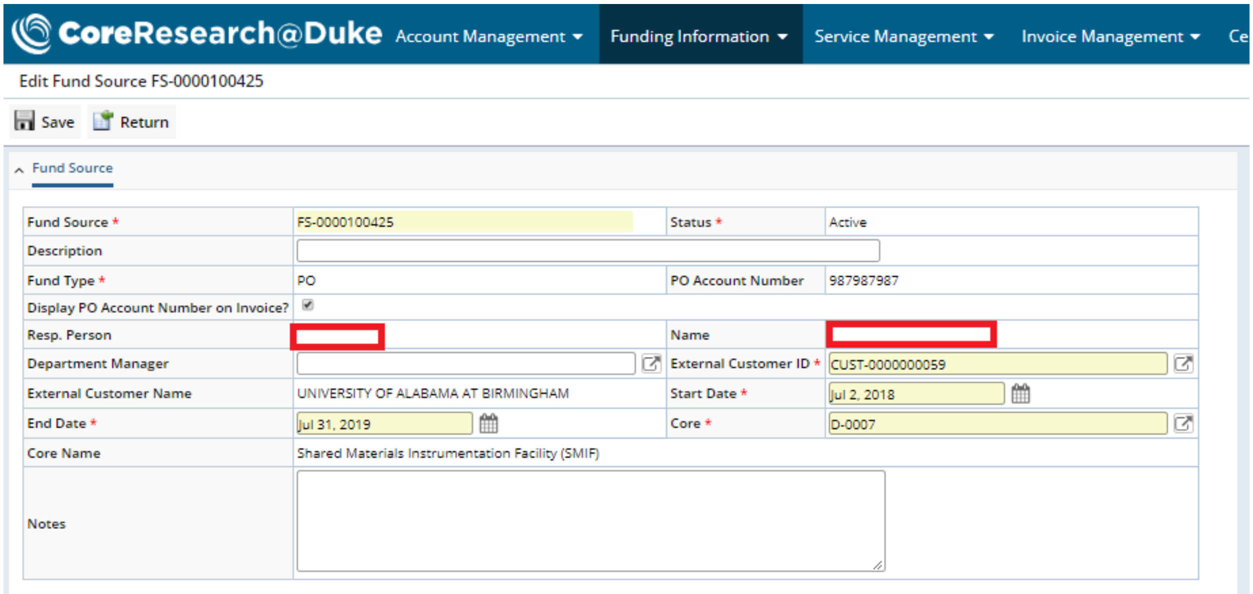


PO Fund Source Set-up

Adding a New PO Fund Source

Unlike internal SAP billing, External Customer PO Fund Sources are manually created, with fields such as Account Number, Start Date, and End Date configurable by core personnel. The principal External Facility User should be listed as the Responsible Person.

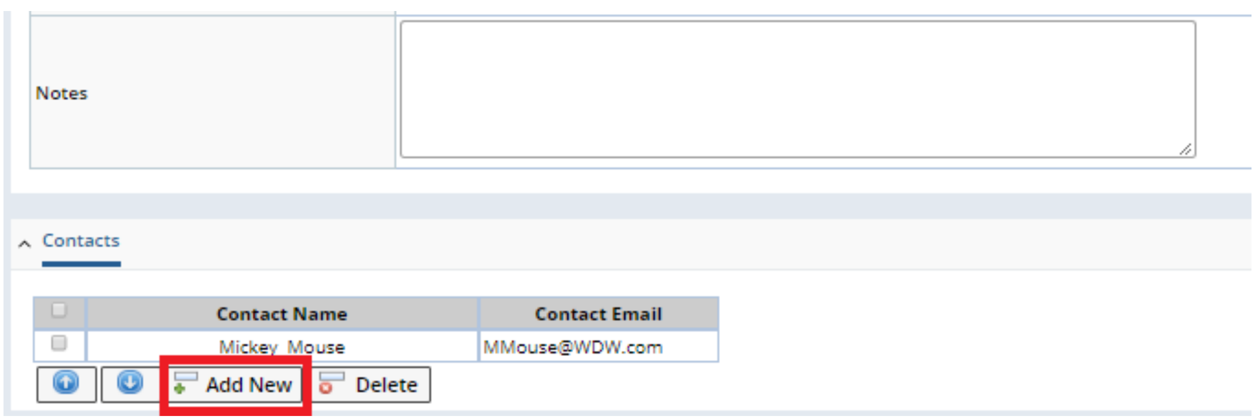
1. Open the Manage Fund Source tram stop from the Funding Information tramline on either the External Sitemap (Financial Administrators) or LabAdmin Sitemap (Core Directors or Core Managers).
2. Click Add PO.
3. Complete required fields.
4. Click Save.



Associating the External Customer Contact

Following PO creation, continue on to associate the appropriate External Customer Contact(s) who will receive e-mailed invoices. If managing existing PO's, select the PO on the Manage Fund Source List page and click Edit.

1. Navigate to the Contacts detail tab; click Add New.
2. Select the desired Contact(s); click Select & Return.
3. Click Save to populate the Contact Email column.



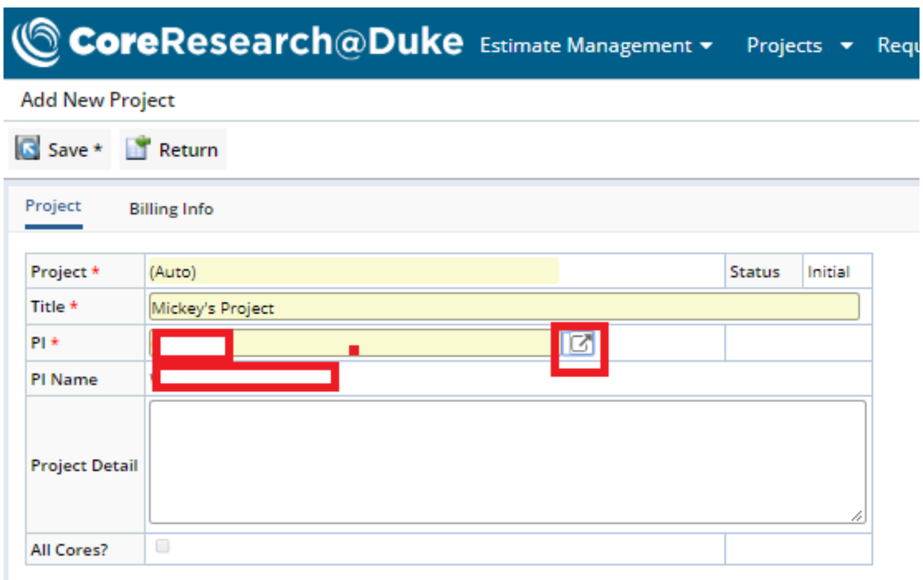
PO's with associated projects or charged service tasks cannot be deleted. Core personnel can De-activate a PO (KB0022041) from the Manage Fund Source list page, which will automatically update the status of any Projects associated with that account to Closed.

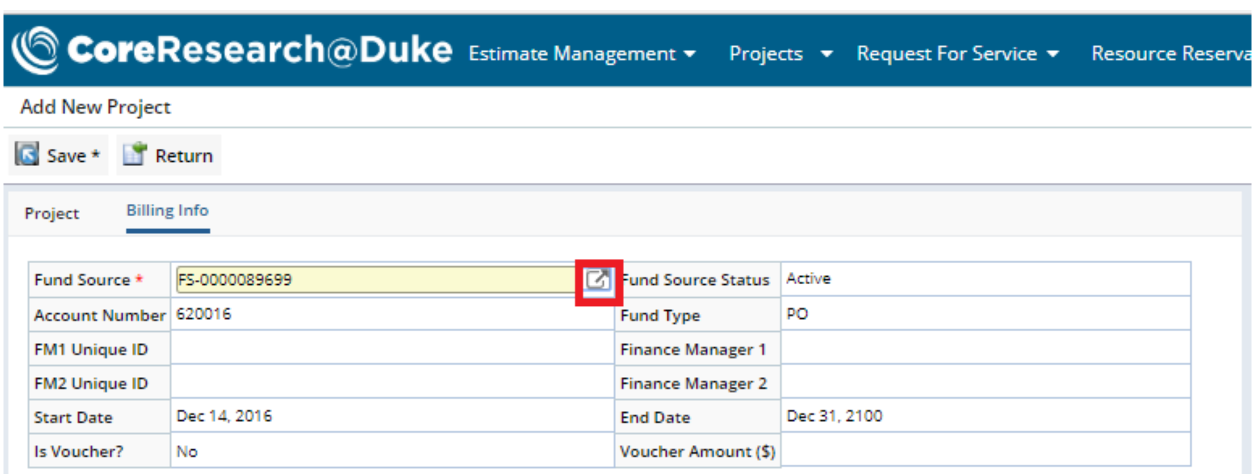
Project Set-up

Adding a New Project

A project links a Fund Source to permitted users, and is the entity selected for billing when creating Service Requests and Reservations. There can be multiple Projects using a PO Fund source, if desired. The principal External Facility User should be listed as the PI.

1. Open the Manage Projects tram stop from the Projects tramline on either the External Sitemap (Financial Administrators) or LIMS Sitemap (Core Directors or Core Managers).
2. Click Add New.
3. Complete required fields on both the Project and Billing Info tabs, using look-ups for PI and the created Fund Source.
4. Click Save.

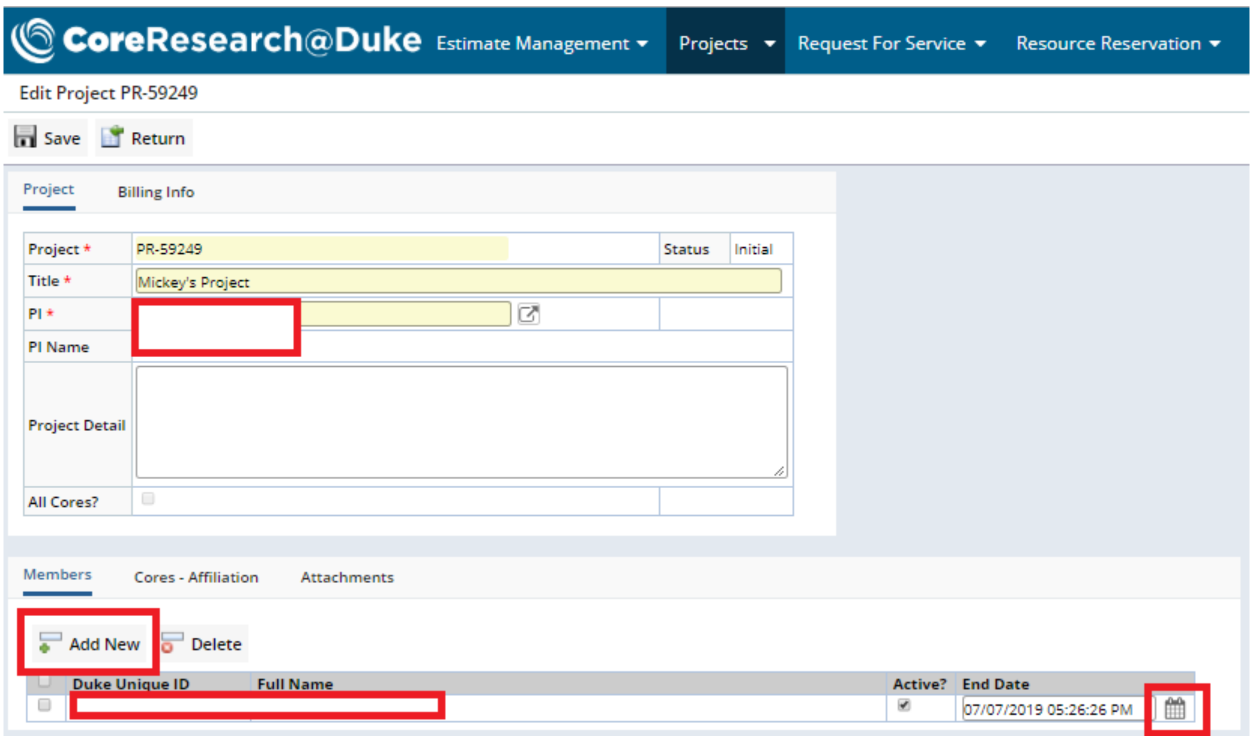




Associating a Project Member

Upon Project creation, adding Members specifies who is permitted to use it. The principal External Facility User in the PI field will also need to be listed as a Project Member, along with additional users as applicable. If managing Members on an existing Project, select the Project on the Project List page and click Edit.

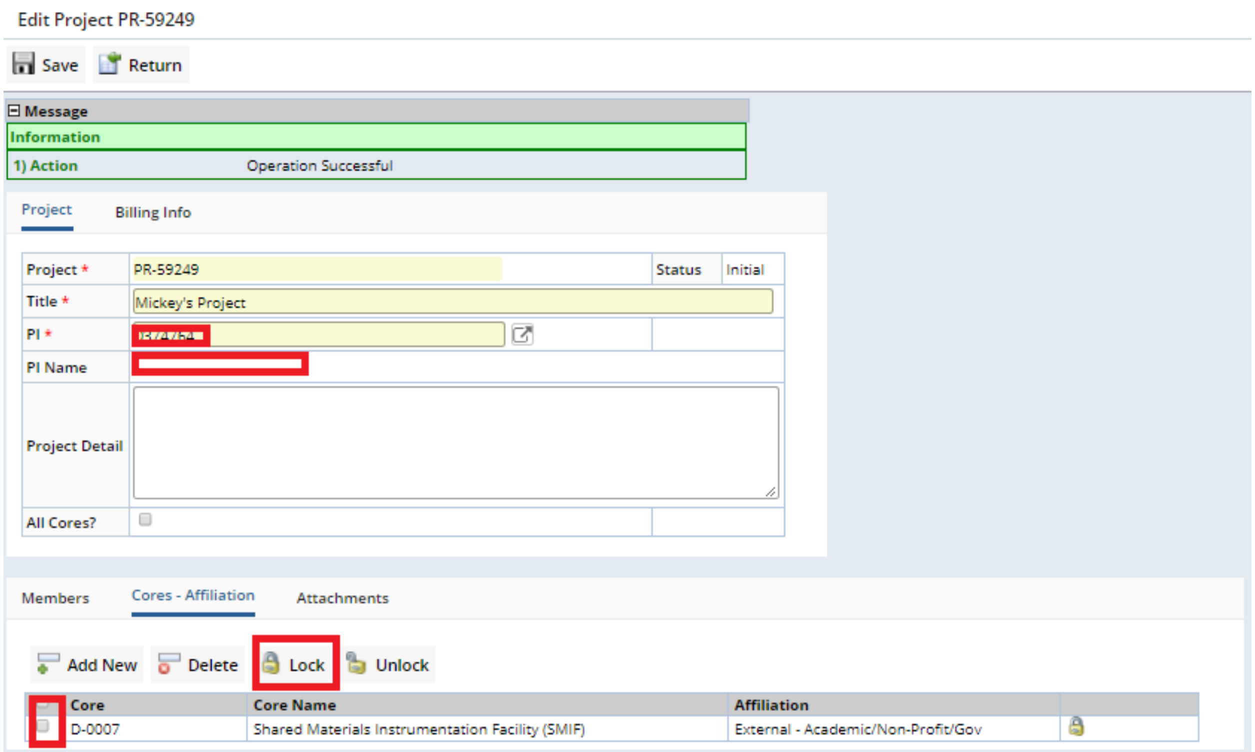
1. Navigate to the Members detail tab; click Add New.
2. Select the desired User(s); click Select & Return.
3. Use the calendar icon in the End Date column to populate a user's End Date if desired.
4. Click Save.



Choosing an External Rate Affiliation

For an external rate to be applied, the Project needs to be assigned the core-recognized External Affiliation. If managing Affiliation on an existing Project, select the Project on the Project List page and click Edit.

1. Navigate to the Cores - Affiliation detail tab; click the look-up icon in the Affiliation column.
2. Select the appropriate External Affiliation; click Select & Return.
3. Click Save.
4. Select the Affiliation line; click Lock.

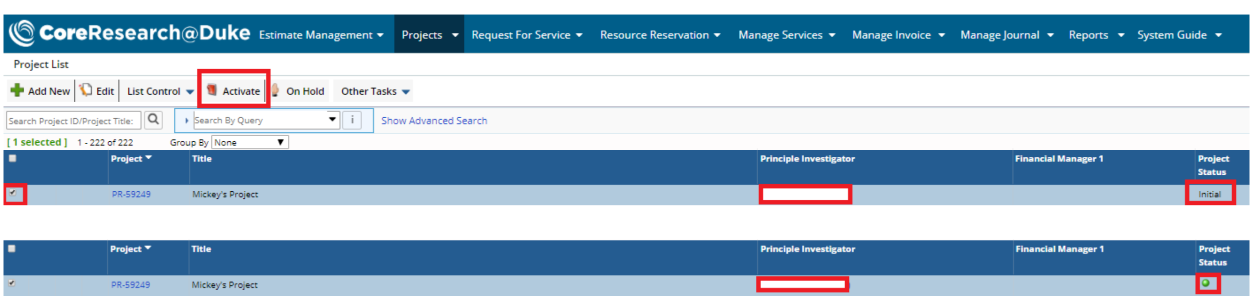


To modify Affiliations, you must first Unlock the line, then proceed with the above steps.

Activating a Project

Projects must be activated to enable selection by users. If continuing from the previous step, click “Return to List” to return to the Manage Projects list page.

1. Open the Manage Projects tram stop from the Projects tramline on either the External Sitemap (Financial Administrators) or LIMS Sitemap (Core Directors or Core Managers).
2. Select the desired Project; click Activate to change the Project State from “Initial” to a green light “Active” icon.



To disable the use of a Project, select the line and click On Hold.

Invoice Overview

After the steps above, the selection of an External Affiliation Project for a Service Request or Reservation behaves similarly to an internal Fund Source. External Customer information and Date Due will appear on invoices, which are e-mailed to the assigned Contact(s).

INVOICE # INV-20180707-0001

Shared Materials Instrumentation Facility (SMIF)
Duke University/Duke University School of Medicine
Box 90271
Durham, NC
27708-0271

EXTERNAL CUSTOMERS REMIT PAYMENTS TO:
Duke University
Duke University Accounts Receivable Lockbox
PO Box 602651
Charlotte, NC 28260-2651

Project Information

[redacted]
Mickey's Project
null
620016
31-Dec-2100

Invoice Summary

Billing Period		
Invoice Creation Date		null
Date Due:		null
Invoice Amount	$	65.50
Total Invoice Amount	$	**65.50**

PLEASE REFERENCE DOCUMENT AND CUSTOMER 3000062 ON PAYMENTS.

Service Request

Request ID Service Task ID	Fulfillment Date	Requestor/ Fulfiller	Description	Qty	Unit	Cost Per Unit	Line Total
REQ-0000006741 Mickey's Request	07-Jul-2018	Allen F Glazner/ Angelica Morgan	Bake Oven	1	Hour	$ 0.00	$ 0.00
REQ-0000006741 Mickey's Request	07-Jul-2018	Allen F Glazner/ Angelica Morgan	SMIF Labor for ALD Processing	1	Hour	$ 65.50	$ 65.50
						Subtotal : $	65.50

Cores are responsible for verifying receipt of payment. External payments mistakenly sent to the core address should be forwarded to the Lockbox address.