



CoreResearch@Duke External Billing Set-up User Guide

8/10/18
Version 1.6

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Target Audiences

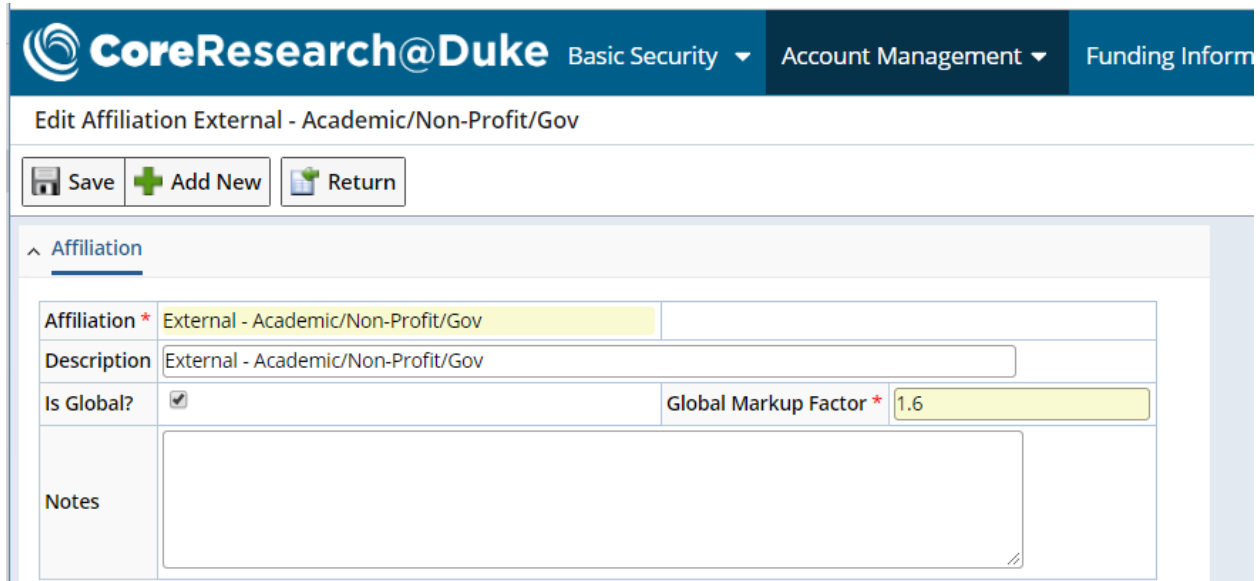
This document was written to support the activities for the following CoreResearch@Duke (CR@D) Job Types: Core Director, Core Manager and Financial Administrator.

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 screenshot shows the 'Edit Affiliation External - Academic/Non-Profit/Gov' page in the CoreResearch@Duke system. The page has a blue header with the logo and navigation links: 'Basic Security', 'Account Management', and 'Funding Inform'. Below the header, there are three buttons: 'Save', 'Add New', and 'Return'. The main content area is titled 'Affiliation' and contains a form with the following fields:

Affiliation *	External - Academic/Non-Profit/Gov
Description	External - Academic/Non-Profit/Gov
Is Global?	<input checked="" type="checkbox"/>
Global Markup Factor *	1.6
Notes	

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.

CoreResearch@Duke Account Management Funding Information Service Management Invoice

Edit Core/Biobank D-0007

Save Return Other Tasks

Department Billing Info Instrument Usage Pattern Estimate Notes/Terms Invoice Report

GL Debit *	690100	GL Credit *	751000
Core Cost Center *	[REDACTED]	Subsidy Account	
GL A/R *	342200	Invoicing Type *	Semi-Automatic
Reference Document (JV Number) *	[REDACTED]	Net Billing (Days) *	30

Address

Box 90271
Durham, NC
27708-0271

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

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.

Membership Recognized **Affiliations** eForm Details Reservation Status Color

<input type="checkbox"/>	Affiliation
<input type="checkbox"/>	External - Academic/Non-Profit/Gov
<input type="checkbox"/>	External - Industry
<input type="checkbox"/>	External Affiliation

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.

Past Price Current Price **Future Price** Categories

<input type="checkbox"/>	Membership	Affiliation	Unit Price (\$)	Effective Date
<input type="checkbox"/>	Duke		10	08/10/2018 08:37:00 AM

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

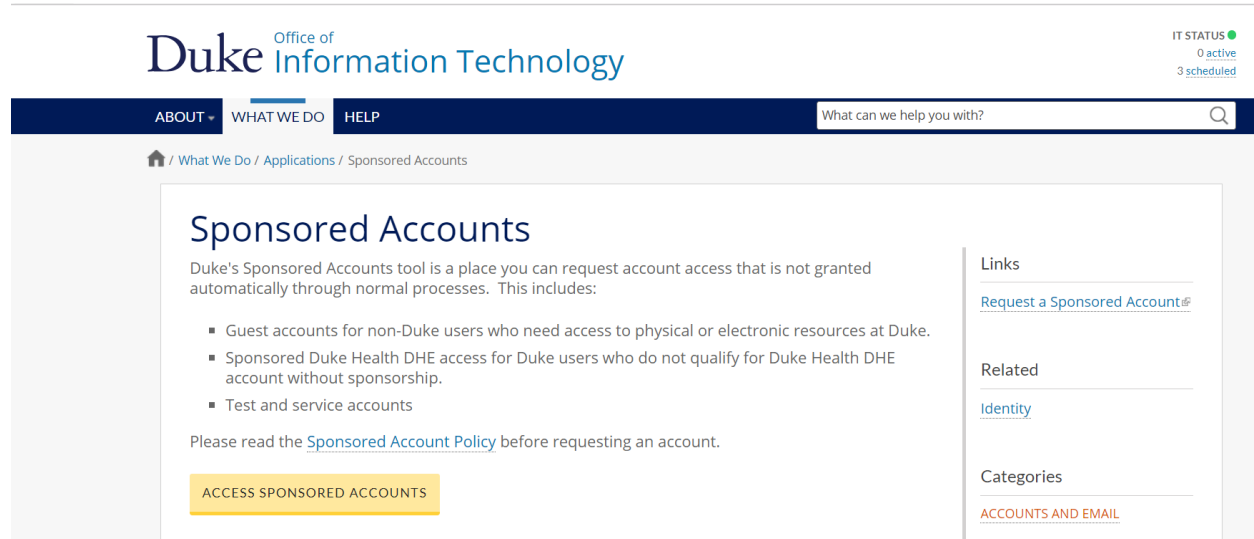
Past Price **Current Price** Future Price Categories

<input type="checkbox"/>	Membership	Affiliation	Unit Price (\$)	Effective Date
<input type="checkbox"/>	Duke		10	08/10/2018 08:39:14 PM
<input type="checkbox"/>	Duke	External - Academic/Non-Profit/Gov	16	08/10/2018 08:39:14 PM

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.



The screenshot shows the 'Sponsored Accounts' page on the Duke Office of Information Technology website. The page header includes the Duke logo and 'Office of Information Technology'. In the top right corner, there is an 'IT STATUS' indicator showing 0 active and 3 scheduled. The navigation menu includes 'ABOUT', 'WHAT WE DO', and 'HELP'. A search bar is present with the text 'What can we help you with?'. The breadcrumb trail reads 'Home / What We Do / Applications / Sponsored Accounts'. The main content area is titled 'Sponsored Accounts' and explains that the tool is used to request account access not granted automatically. It lists three types of accounts: Guest accounts for non-Duke users, Sponsored Duke Health DHE access for Duke users, and Test and service accounts. A link to the 'Sponsored Account Policy' is provided. A yellow button labeled 'ACCESS SPONSORED ACCOUNTS' is visible. On the right side, there are sections for 'Links' (with a link to 'Request a Sponsored Account'), 'Related' (with a link to 'Identity'), and 'Categories' (with a link to 'ACCOUNTS AND EMAIL').

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).

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

External Customer Set-up

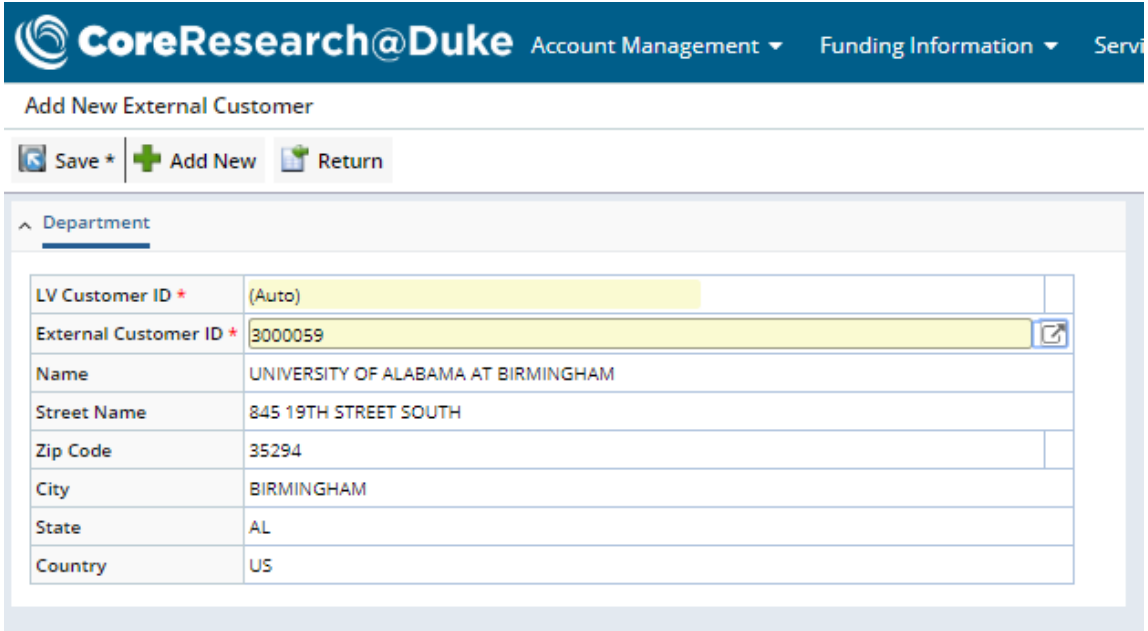
Requesting/Confirming External Customer in Database

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.



CoreResearch@Duke Account Management Funding Information Services

Add New External Customer

Save * Add New Return

Department

LV Customer ID *	(Auto)
External Customer ID *	3000059
Name	UNIVERSITY OF ALABAMA AT BIRMINGHAM
Street Name	845 19TH STREET SOUTH
Zip Code	35294
City	BIRMINGHAM
State	AL
Country	US

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.

CoreResearch@Duke Account Management Funding Information Service Management

Edit External Customer CUST-0000000059

Save Add New Return

Department

LV Customer ID *	CUST-0000000059
External Customer ID *	3000059
Name	UNIVERSITY OF ALABAMA AT BIRMINGHAM
Street Name	845 19TH STREET SOUTH
Zip Code	35294
City	BIRMINGHAM
State	AL
Country	US

Addresses PO

Address ID	Name	Function	External/Internal
Con-00001209	Mickey Mouse	Primary	External

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.

Edit Fund Source FS-0000100425

Save
 Return

^ Fund Source

Fund Source *	FS-0000100425	Status *	Active
Description			
Fund Type *	PO	PO Account Number	987987987
Display PO Account Number on Invoice?	<input checked="" type="checkbox"/>		
Resp. Person	<input type="text"/>	Name	<input type="text"/>
Department Manager	<input type="text"/>	External Customer ID *	CUST-0000000059
External Customer Name	UNIVERSITY OF ALABAMA AT BIRMINGHAM	Start Date *	Jul 2, 2018
End Date *	Jul 31, 2019	Core *	D-0007
Core Name	Shared Materials Instrumentation Facility (SMIF)		
Notes	<div style="border: 1px solid #ccc; height: 40px;"></div>		

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.

Notes

^ Contacts

Contact Name	Contact Email
Mickey Mouse	MMouse@WDW.com

Add New
 Delete

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.

CoreResearch@Duke Estimate Management ▾ Projects ▾ Request For Service ▾ Resource Reservations

Add New Project

Save * Return

Project Billing Info

Project *	(Auto)	Status	Initial
Title *	Mickey's Project		
PI *			
PI Name			
Project Detail			
All Cores?	<input type="checkbox"/>		

CoreResearch@Duke Estimate Management ▾ Projects ▾ Request For Service ▾ Resource Reservations

Add New Project

Save * Return

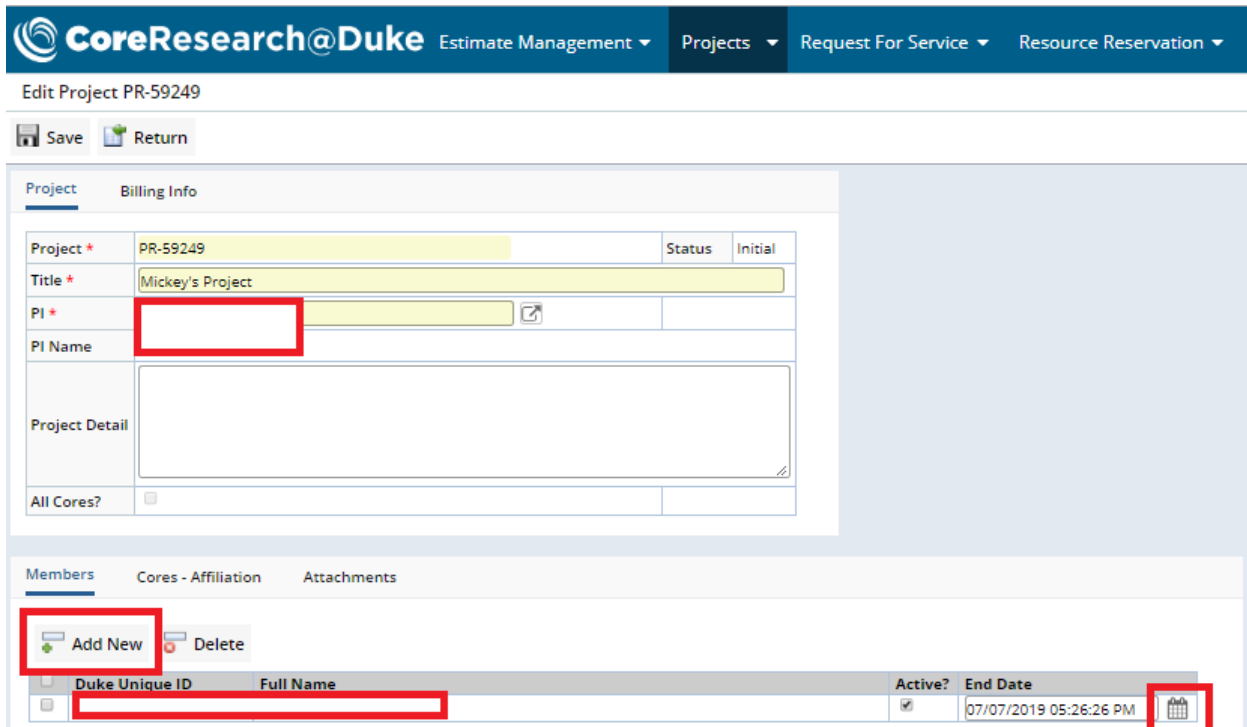
Project Billing Info

Fund Source *	FS-0000089699	Fund Source Status	Active
Account Number	620016	Fund Type	PO
FM1 Unique ID		Finance Manager 1	
FM2 Unique ID		Finance Manager 2	
Start Date	Dec 14, 2016	End Date	Dec 31, 2100
Is Voucher?	No	Voucher Amount (\$)	

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.



CoreResearch@Duke Estimate Management ▾ Projects ▾ Request For Service ▾ Resource Reservation ▾

Edit Project PR-59249

Save Return

Project Billing Info

Project *	PR-59249	Status	Initial
Title *	Mickey's Project		
PI *			
PI Name			
Project Detail			
All Cores?	<input type="checkbox"/>		

Members Cores - Affiliation Attachments

Add New Delete

Duke Unique ID	Full Name	Active?	End Date
		<input checked="" type="checkbox"/>	07/07/2019 05:26:26 PM

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.

Edit Project PR-59249

Save Return

Message

Information

1) Action Operation Successful

Project Billing Info

Project *	PR-59249	Status	Initial
Title *	Mickey's Project		
PI *	ICR/AFIS		
PI Name			
Project Detail			
All Cores?	<input type="checkbox"/>		

Members Cores - Affiliation Attachments

Add New Delete Lock Unlock

Core	Core Name	Affiliation	
D-0007	Shared Materials Instrumentation Facility (SMIF)	External - Academic/Non-Profit/Gov	

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.

CoreResearch@Duke Estimate Management Projects Request For Service Resource Reservation Manage Services Manage Invoice Manage Journal Reports System Guide

Project List

Add New Edit List Control **Activate** On Hold Other Tasks

Search Project ID/Project Title: Search By Query Show Advanced Search

[1 selected] 1 - 222 of 222 Group By: None

Project	Title	Principle Investigator	Financial Manager 1	Project Status
<input checked="" type="checkbox"/>	PR-59249	Mickey's Project		Initial
<input checked="" type="checkbox"/>	PR-59249	Mickey's Project		

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

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.