

iLab For Business Offices

Billing Events and Error Correction

Last updated 5/22/2024



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What is iLab?

iLab At Purdue

iLab is a web-based application adopted by Purdue University to assist in managing research core billings and recharge services provided by the University. The system serves as a central starting point for principal investigators and their lab members to locate research cores and supporting service.

iLab allows users of Purdue research cores to search for and reserve equipment, request services, while allowing the billing for these to be integrated with Purdue's financial systems.



What is in this training?

Additional Training Resources

This training is designed to provide business administrators at the lab, department, core or center level with an overview of iLab billing and corrections, and illustrate how to perform some of the more common tasks :

- Understanding the Billing Calendar
- Preparing for billing events
- Creating Billing Events
- Sending Invoices
- Resolving Billing Errors
- Refunds and Corrections

This training is not focused on basic iLab administration or functionality, nor does it cover reporting. These will be covered in additional trainings.

Understanding the Billing Calendar

Dates and Policy

The [iLab Billing Calendar/Recharge Center Billing Schedule](#) documents the steps involved in iLab billing, as well as the dates for each month that those steps need to be completed in. The date ranges in each month are static and must occur regardless of weekends or holidays.

The Core Review period is from the 1st-7th of each month, and during this period core staff need to create billing events and send out invoices. The event should be created as early as possible and should not regularly occur at the end of this period. If an event has to be created after the 8th, the core staff should email business office staff in the offices of PI with charges in the billing event.

The Department Account Review period is from the 8th-14th of each month, and during this period business offices and financial approvers will approve invoices, resolve fund/account issues, and ensure lab members with outstanding charges are kept active in labs. It is the expectation of business leadership that these actions will be completed as early in the review period as possible to ensure timely billings.

The Billing Date period will occur from the 15th-21st of each month, the billing file being sent to SAP 14 days after the billing event is created and invoices sent to customers. If all invoices are approved prior to the 14-day period, the file will send overnight.

Preparing for Billing

Marking Items Ready To Bill

Core Staff are responsible for ensuring the **Billing Status** is "Ready to Bill" and **Work Status** is "Completed" in a timely manner during the Billing Event preparation.

View Form: Consultation - CF-8900573-2		Quantity:	Unit Price:	Total:	Billing Status:	Work Status:
Jan 05 10:04 AM	Tecnai T12 (WSLR S046) training w SNB TEM	2.03333	\$69.00	\$140.30	Ready To Bill	Completed

add service add charge add form add milestone sort manually add event

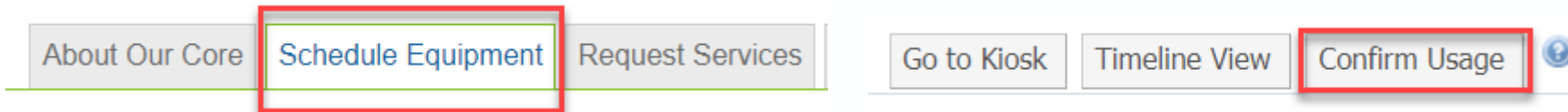
After Core Staff has checked the charge statuses, the Business office may need to edit some outstanding items before the billing.

Preparing for Billing

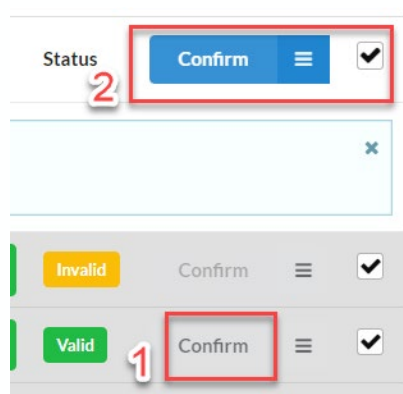
Confirming usage

To be included in billing events, reservations on calendared resources must first be Confirmed.

To do so, select the **Schedule Equipment** tab and then select **Confirm Usage**



Toggle the checkbox for the reservation you wish to confirm, and then select **Confirm** (1). You can also mass confirm by selecting the checkbox at the top (2), unchecking any Invalid lines.



File Upload Billings

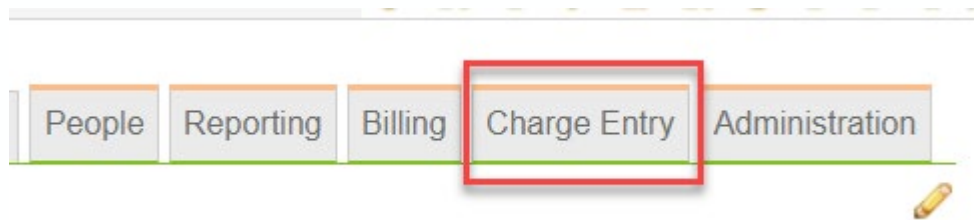
How to use File Uploads (1 of 7)

In a limited number of cases, a core will need to use the File Upload billing feature. This allows the uploading of a CSV (comma separated value) file, which has been specially formatted to upload into iLab. It is not the preferred method for entering charges but is approved in some cases after the core consults with campus iLab support.

If your core does not utilize iLab Upload Billings, you can skip to [Creating the Billing Event](#).

The File Upload process is complex, and requires some interactive explanation, but the basic of it will be described in the following slides.

To begin, first select the Charge Entry tab. This tab will only appear in cores that have had Charge Entry enabled by campus iLab support.

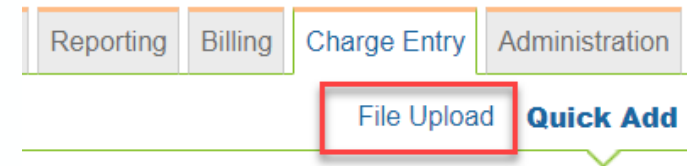


File Upload Billings

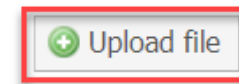
How to use File Uploads (2 of 7)

Next, select the File Upload option:

You will then see several options (these will be explained in more detail during the implementation of the core), but to begin a file upload, select **Upload File**



Download: [File template](#) [\(file help\)](#) [Core Services](#) [Active Service Requests](#) [Select Service Requests](#) [Group Ids at Purdue University](#)



The Upload file dialog box will then appear

A screenshot of the 'Upload file' dialog box. It contains the following fields and options:

- Upload name :
- Separator (default comma) :
- How to process notes:
 - insert note in charge note field
 - do not process note column
 - append note to service name
 - prepend note to service name
 - replace service name with note column
- Payment number required
- Csv file ([template](#)) : No file chosen
-

File Upload Billings

How to use File Uploads (3 of 7)

There are many options in this box, but the most important ones are:

- The Upload name (choose something that indicates the purpose of the file upload such as “December Internal Charges”)
- The separator used in your CSV (by default this will be a comma)
- How to process notes (the default of “insert note in charge note field” is best, allowing any notes in your CSV to be displayed in the invoice.
- The Payment number required is best enabled, to ensure all uploaded items have a payment number included
- Choose file allows you to browse to and select your CSV.

The screenshot shows a configuration interface for file uploads. The following elements are highlighted with red boxes:

- Upload name:** A text input field.
- Separator (default comma):** A dropdown menu showing a comma.
- How to process notes:** A section with radio button options:
 - insert note in charge note field
 - do not process note column
 - append note to service name
 - prepend note to service name
 - replace service name with note column
- Payment number required:** A checkbox that is currently unchecked.
- Choose File:** A button next to the text "No file chosen".

Other visible elements include a link for "Csv file ([template](#))" and an "Upload file" button.

File Upload Billings

How to use File Uploads (4 of 7)

When you have filled out the options as desired, select Upload file to move to the next step.

Upload name :

Separator (default comma) :

How to process notes: insert note in charge note field
 (Charge name can be a max of 255 characters inclusive of the notes, no HTML allowed) do not process note column
 append note to service name
 prepend note to service name
 replace service name with note column

Payment number required

Csv file ([template](#)) : charges_...te (4).csv

You will then see a series of Status changes as you take the actions needed to continue the process. The first status when your file is uploaded is New. This means that the file has uploaded and is ready to Validate.

Status	Name
New	December Internal Charges Filename: charges_upload_template_(4).csv

File Upload Billings

How to use File Uploads (5 of 7)

To validate, select the Validate button on the far right.

The status will then change to “Enqueued for validation” while the system checks for errors.

If no errors are found, the status will change to File Valid.

You can then select process to upload the charges into the system.

Created At	Actions	
Jan 22, 10:14AM		Validate

Status	Name
Enqueued for validation	December Internal Charges Filename: charges_upload_template_(4).csv

Status	Name	Summary
File valid	December Internal Charges Filename: charges_upload_template_(4).csv	Total entries: 9 Failing lines: 0

Actions	
	Process Cancel

File Upload Billings

How to use File Uploads (6 of 7)

If the system detects an issue, the status will change to “Errors present” and list how many failing lines exist.

Under the action icons, you can select “Download explained” to download a copy of your file with the errors listed for each entry.

If the errors are for unassigned fund strings or inactive lab members, you can have these fixed by the responsible business office and then select Re-validate. Otherwise, you will need to select Cancel and then correct any errors in your original upload files (such as typos, incorrect accounts, wrong users) and reupload, starting the process again.

When you have uploaded an error free file and select Process, the status will change to “Enqueued for procession”

Status	Name	Summary
Errors present	December Internal Charges Filename: charges_upload_template_(4).csv	Total entries: 2 Failing lines: 1

Download explained

Re-validate

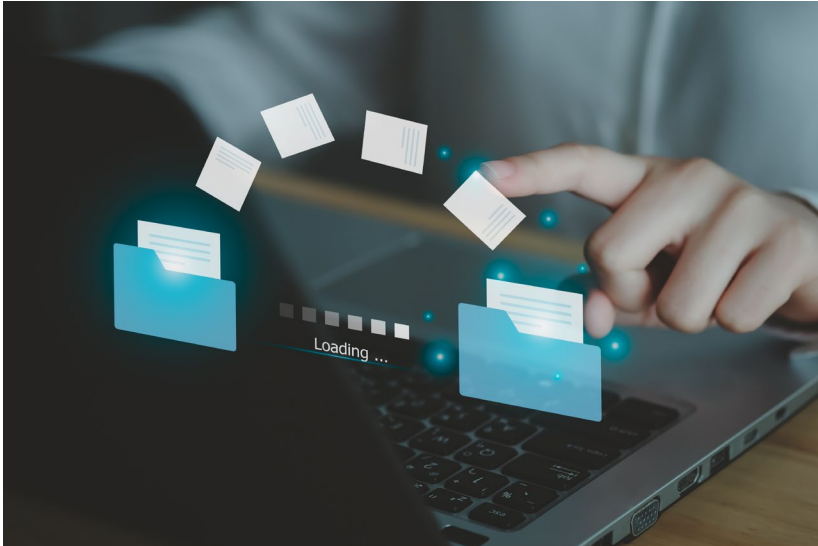
Process

Cancel

Enqueued for procession	December Internal Charges Filename: charges_upload_template_(4).csv
-------------------------	--

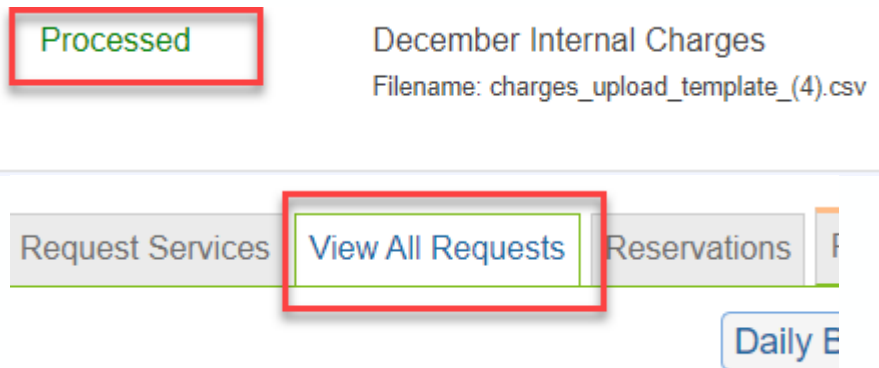
File Upload Billings

How to use File Uploads (7 of 7)



Once the file processes and the status is listed as “Processed” your charges are now in the system

These charges are viewable under “View All Requests” and can be pulled into a billing event.



Creating the Billing Event

Billing Event Process (1 of 7)



After ensuring that you have prepared for billing (by completing charges, confirming usage or uploading any File Uploads needed), you can create billing events.

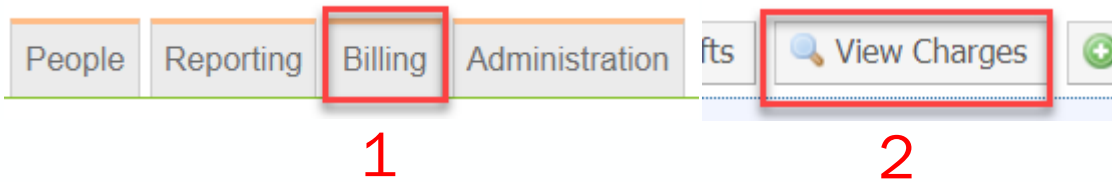
Billing events fall into two broad categories, the regular, monthly billings that need to adhere to the billing calendar, or correction/refund billing events that can occur outside of the billing calendar timeline and are intended to ensure that charges in iLab and in SAP are as aligned as soon as possible.

It is important to remember that SAP and reports run on data contained in SAP are the “source of truth” and should be used when reconciling budgets.

Creating the Billing Event

Billing Event Process (2 of 7)

Select the **Billing** tab and then select **View Charges**.



All charges that are eligible for billing are displayed. If you do not see all charges, make sure they have the status of Ready to Bill, or have been confirmed for equipment/resources. **Select create a billing event** to proceed.

Upcoming Charges for the Purdue University Center for Cancer Research

date	customer	service name	quantity	unit price	total price	billing status	work status
May 23 02:21 PM	Steven Abel	PUCOR-SA-18 Blood Collection	Quantity: -1.0 Unit price: \$41.00 Total: \$-41.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect payment number	🟢🔴	🔴
May 20 03:45 PM	Stella Price	PUCOR-SP-7 Blood Collection	Quantity: -4.0 Unit price: \$41.00 Total: \$-164.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect quantity	🟢🔴	🔴
May 11 02:52 PM	Frances Bryant	PUCOR-FB-12 (change) suite 2	Quantity: -2.0 Unit price: \$5,000.00 Total: \$-10,000.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect price	🟢🔴	🔴
May 11 02:16 PM	Luc Mongeau	PUCOR-LM-4 C57BL/6- female or male	Quantity: -1.0 Unit price: \$10.18 Total: \$-10.18	Billing Status: Ready To Bill	Work Status: Refund - incorrect quantity	🟢🔴	🔴
May 11 02:16 PM	Luc Mongeau	PUCOR-LM-4 Castration	Quantity: -4.0 Unit price: \$41.00 Total: \$-164.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect payment number	🟢🔴	🔴

Buttons: 'Return to Core' (top right), 'create a billing event' (top right), 'create a billing event' (bottom right), 'Return to Core' (bottom right). Red arrows point to the 'create a billing event' buttons, with a red number '3' next to them.

Creating the Billing Event

Billing Event Process (3 of 7)

Edit Billing event parameters for billing period, Facility and month, or Facility and correction title, if a correction billing

The **End Date** is the last day of the billing period.

The **Event Name** field auto populates but should be edited to correctly reflect the purpose and time period of the event, and if internal or external charges, such as “June Internal Charges” or “Smith Lab Correction” If multiple events are created, they should be differentiated for easier reference.

Select Included Charges determines what types of billings are included. Best policy is to separate internal and external billings to make any future corrections easier.

Group Invoices By controls how to group the charges. In most cases this should be left at the default of **lab**.

Create a New Billing Event

Billing event parameters

Include Charges Up To

May 31, 2024



Event Name

Purdue Electron Microscopy Facility - May



Select Included Charges

all



Group Invoices By

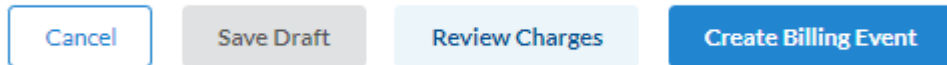
lab



Creating the Billing Event

Billing Event Process (4 of 7)

You can select **Create Billing Event** to create a new billing with all confirmed and ready to bill charges. Alternatively, you can select **Review Charges**, and the system will begin to pull in all confirmed and ready to bill charges and allow you to further refine which ones are included in your billing event. **Save Draft** only becomes active if you have selected Review Charges first. **Cancel** will stop the process of creating an event and return you to the Billing Event page.



The next steps will assume you have selected **Review Charges**

Review and select which charges to include

Invalid Charges 2

Included Charges 1

Search

Date	Customer	Service ID	Discount	Total <i>i</i>	Payment Number <i>i</i>	Status <i>i</i>	Actions <i>i</i>
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill	

Excluded Charges 21

Creating the Billing Event

Billing Event Process (5 of 7)

Review and select which charges to include

- ▶ Invalid Charges 2 **1**
- ▼ Included Charges 1 **2**

Search..

Date	Customer	Service ID	Discount	Total i	Payment Number i	Status i	Actions i
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time 4		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill 3	6

- ▶ Excluded Charges 21 **5**

Clicking “Review Charges” will generate the following sections:

Invalid Charges (1) – Charges that are missing Custom Billing Fields, External Customer IDs, or have a customer (member) no longer in the Lab at time of billing preparation. More information on Invalid Charges can be found below.

Included Charges (2)-Charges that are confirmed and ready to bill but may still have missing payment information that needs corrected for a successful billing event to send. Such errors are indicated with the red flag (3) in the **Status** column. This allows the opportunity to fix account errors before selecting **Create Billing Event**. Selecting the blue text in the **Service ID** column (4) opens the original charge for corrections. Account strings for charges can be also edited after billing event creation if corrections are needed.

Excluded Charges (5): Charges that have been excluded from upon Review Charges and/or Create Billing Event by using the green arrow in the Actions column (6) to remove them from the billing event. The Excluded Charges section will initially be empty. In this example you can see 21 charges have been excluded from the original list of charges.

Creating the Billing Event

Billing Event Process (6 of 7)

The Search field allows you to look for specific amounts, labs, or other searchable text in the loaded charges and then act on that filtered set of charges.

Total i	Payment Number i	Status i	Actions i
\$68.00 (1.0 x \$68.00)	Multiple: No payment info set ...	Ready To Bill	

You can use these Search terms to select Save Draft from Filter (to create a draft billing event limited by the search terms) or Create from Filter, which will create a new billing event from the search terms. This allows you to create billing events restricted to specific labs, services, accounts, or amounts.

Creating the Billing Event

Billing Event Process (7 of 7)

After selecting Review Charges or after creating the event, you must ensure no errors are present. A line or charge with an error will be denoted by a “red flag” icon.

NOTE: These errors must be fixed, or the charges excluded (using the green arrow icon) to successfully create and send the billing event.

Invalid Charges 2

Included Charges 22

Date	Customer	Service ID	Discount	Total	Payment Number	Status	Actions
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 AFS fixed charge		\$68.00 (1.0 x \$68.00)	Multiple: No payment info set ...	Ready To Bill	
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill	
03/19	Melissa DeCandia iLab Staff	PSCA-MD-3 Hitachi Training Session		\$75.00 (1.0 x \$75.00)	Multiple: 100.0% 123456	Ready To Bill	

Sending Invoices

How to send invoices to owners (1 of 4)

To send invoices (an electronic notice of pending charges sent to the PI and their business delegates), you first need to select the Invoices option for your billing event (in the Billing tab).

Once selected, you will see many options (which will be covered in detail)

Value (# of charges)	Actions
\$38,179.58 (506)	Summary Invoices

Invoices

Bulk Invoice Mailer

- send invoices to all invoice owners
- send invoices to selected invoice owners ...
- send unapproved invoices to selected invoice owners ...

- send invoices with selected price types to invoice owners...
- send unpaid invoices
- send invoices missing billing information to selected invoice owners...

Prepend custom message to invoice emails?

Update status

Sending Invoices

How to send invoices to owners (2 of 4)

Invoices

Bulk Invoice Mailer

- send invoices to all invoice owners
- send invoices to selected invoice owners ...
- send unapproved invoices to selected invoice owners ...

1

- send invoices with selected price types to invoice owners...
- send unpaid invoices
- send invoices missing billing information to selected invoice owners...

Prepend custom message to invoice emails? 2

Send Invoices 3

Mark all invoices as 4

Download one PDF of All Invoices 5

Bulk Invoice Mailer

- send invoices to all invoice owners
 - send invoices to selected invoice owners ...
 - send unapproved invoices to selected invoice owners ...
- send invoices with selected price types to invoice owners...
 - Break Even
 - Internal
 - External Non-Profit
 - External Small Business
 - External For Profit
 - send unpaid invoices
 - send invoices missing billing information to selected invoice owners...

1. The Bulk Invoice Mailer allows you choose which groups are sent invoices. Since external invoices are sent by AR (Accounts Receivable), you will want to choose either **send invoices with selected price types to invoice owners** (choosing only Internal or internal only centers) or **send invoices to all invoice owners** if the billing event only has internal charges (one of several reasons that it is best practice to have separate internal and external billing events).

Sending Invoices

How to send invoices to owners (3 of 4)

Invoices

Bulk Invoice Mailer

- send invoices to all invoice owners
- send invoices to selected invoice owners ...
- send unapproved invoices to selected invoice owners ...

1

- send invoices with selected price types to invoice owners...
- send unpaid invoices
- send invoices missing billing information to selected invoice owners...

Prepend custom message to invoice emails? 2

Send Invoices 3

Mark all invoices as Update status 4

Download one PDF of All Invoices 5

Prepend custom message to invoice emails?

File Edit Insert View Format

B *I* U | ↶ ↷ | ≡ ≡ ≡ | Paragraph Font Sizes *I*_x | 📎

A | ☰ ☷ ☹ | ×₂ ×² Ω 🔗 🗑️ 📌 🖼️ 📏

p

2. You have the option to add a custom message with the invoice emails. Selecting this will open an email editor.
3. The Send Invoices button will send out invoices using the criteria already selected.

Sending Invoices

How to send invoices to owners (4 of 4)

Invoices

The screenshot shows the 'Bulk Invoice Mailer' interface. It includes a list of radio button options for sending invoices, a checkbox for prepending a custom message, a 'Send Invoices' button, a 'Mark all invoices as' dropdown menu, and a 'Download one PDF of All Invoices' button. Red boxes and numbers 1 through 5 highlight specific elements: 1 points to the radio button options, 2 points to the 'Prepend custom message' checkbox, 3 points to the 'Send Invoices' button, 4 points to the 'Mark all invoices as' dropdown, and 5 points to the 'Download one PDF of All Invoices' button.

Bulk Invoice Mailer

- send invoices to all invoice owners
- send invoices to selected invoice owners ...
- send unapproved invoices to selected invoice owners ...
- send invoices with selected price types to invoice owners...
- send unpaid invoices
- send invoices missing billing information to selected invoice owners...

Prepend custom message to invoice emails?

Send Invoices

Mark all invoices as Update status

Download one PDF of All Invoices

4. The Mark all invoices as... Option should not be used without consulting iLab@purdue.edu

5. You also have an option to download a PDF that has all invoices in the billing event.

Resolving Billing Errors

Correcting Billing Errors (1 of 8)



Core Staff must inform its Business Office information regarding outstanding errors in need of attention from other Business Offices in a timely manner for communication to be made from Business Office to Business Office. It is the responsibility of the Core Staff to communicate any remaining charges in need of attention or detach those charges to ensure the Billing Event will process on time. Core Staff should continue to communicate to the relevant business offices on detached charges in need of attention until they are rectified to keep the Core billing and income current.

Billing events will not send until they are error free (Auto Approval errors do not count against this, as explained in later slides). It is crucial to resolve any billing errors in billing events to allow timely posting of billing events. It is also important to prevent any incorrect funds or inappropriate charges before sending, to reduce the need for later corrections or refunds.

Each of the more commonly encountered error types will now be discussed in detail.

Auto Approval

Correcting Billing Errors (2 of 8)

By default, all invoices in new billing events have a status of Invoices Requiring Approval. While this appears to be an error, it can be ignored. After the 14-day approval period ends (and assuming invoices were sent to all internal customers) these errors will disappear and the billing event file will change.

Billing Errors

Invoices Requiring Approval

Invoice Number	Lab
[REDACTED]	[REDACTED]




Please be aware that if the billing event does not properly send as scheduled, it may be necessary to manually approve any invoices in this status to allow the file to send.


Lab Member Mismatch

Correcting Billing Errors (3 of 8)

Lab Member Mismatch errors are caused when the member of a lab has been removed or expired from that lab after incurring charges or scheduling equipment or resource use.

Lab Membership Mismatch Validation last run on Dec 07, 2

Invoice Number	Lab	Owner	
			View Invoice



To resolve, first select the arrow icon to expand the invoice and display further details.

Lab Member Mismatch

Correcting Billing Errors (4 of 8)

The customer who incurred the charges or reservation will be displayed under the Customer field.

Lab Membership Mismatch

Valida

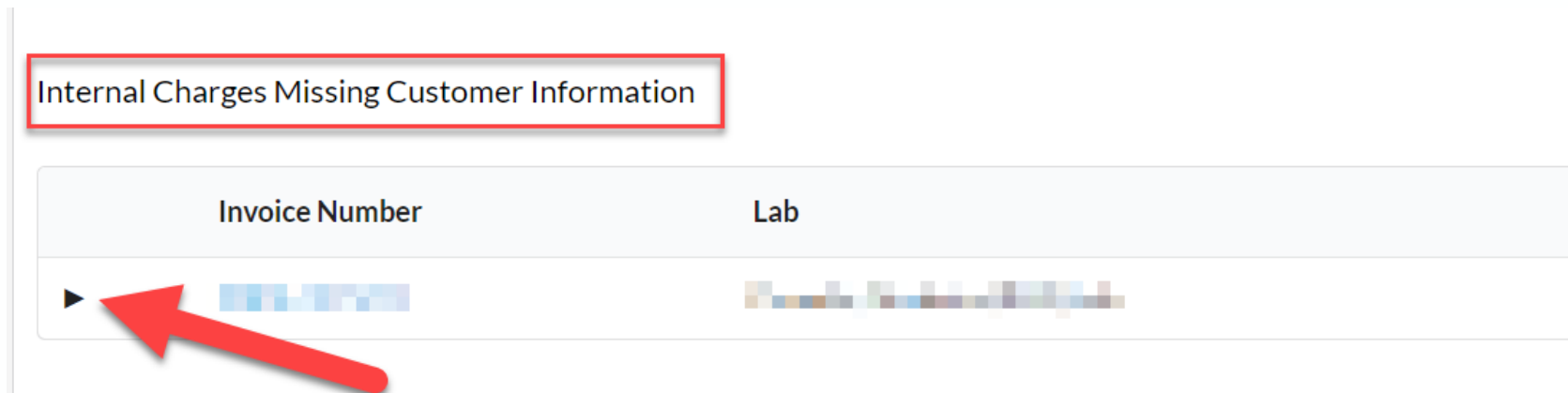
Invoice Number	Lab	Owner
[Redacted]	[Redacted]	[Redacted]
Item	Customer	Service
Cleanroom Storage Monthly Usage Fee	[Redacted]	[Redacted]
Additional Cleanroom Bin Monthly Usage Fee	[Redacted]	[Redacted]

The business office of the PI (principal investigator) should then be contacted and asked to restore the user to active status in the lab until outstanding billing events resolve.

Internal Charges Missing Customer Information

Correcting Billing Errors (5 of 8)

The Internal Charges Missing Customer Information error indicates that the account string used when the lab member requested services or reserved resources is no longer valid. Usually this occurs when the business office of the PI (Principal Investigator) has removed access from that lab member. Business office members should not remove access to funds involved in outstanding charges.



Select the arrow icon to open the invoice and display additional details.

Internal Charges Missing Customer Information


Correcting Billing Errors (6 of 8)

The problematic charges with errors will be displayed. Select View Invoice to further troubleshoot.

Internal Charges Missing Customer Information

Validation last run on Dec 05, 2023

Revalid

Invoice Number	Lab	Owner	
▼ [blurred]	[blurred]	[blurred]	 View Invoice
Item	Customer	Service	Actions
Glass Fabrication	[blurred]	SGBL-DP-1063	remove ⓘ
Glass Fabrication	[blurred]	SGBL-DP-1063	remove ⓘ

Internal Charges Missing Customer Information

Correcting Billing Errors (7 of 8)

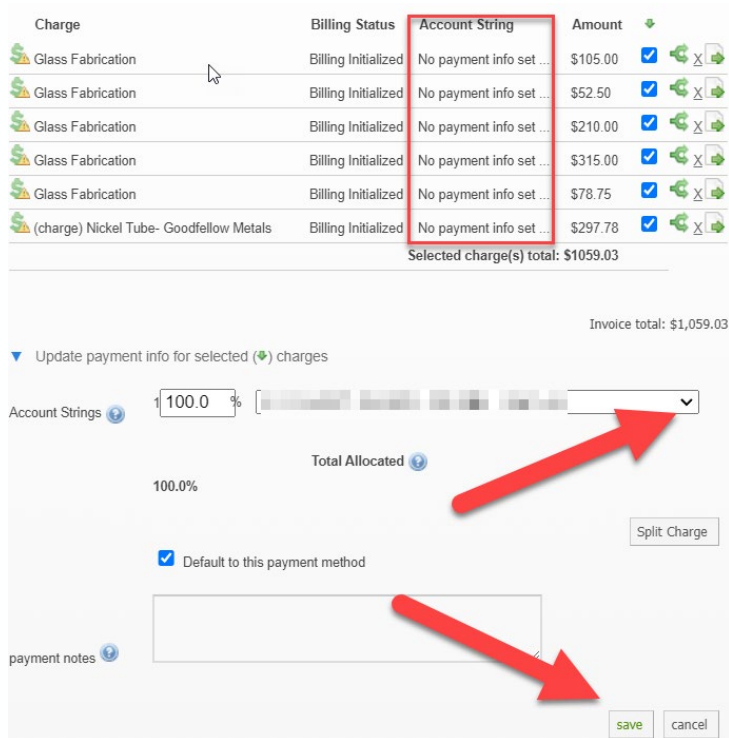
Any lines with errors will display an icon of a green dollar sign with a yellow caution icon.

Invoice Details					
PMT.#	QTY	PPU	STATUS	TOTAL	
Please update your payment information for completed work. Reason(s): Missing payment information					
	1.0	\$105.00/hr	Completed	\$105.00	
	0.5	\$105.00/hr	Completed	\$52.50	
	2.0	\$105.00/hr	Completed	\$210.00	
	3.0	\$105.00/hr	Completed	\$315.00	
	0.75	\$105.00/hr	Completed	\$78.75	
	1.0	\$297.78/ea	Materials	\$297.78	
Projected cost: \$840.00				Invoice cost: \$1,059.03	

Select this icon to show further details.

Internal Charges Missing Customer Information

Correcting Billing Errors (8 of 8)



A screenshot of a billing system interface. At the top, there is a table with columns: Charge, Billing Status, Account String, and Amount. The table lists six charges for 'Glass Fabrication' and one for '(charge) Nickel Tube- Goodfellow Metals', all with 'Billing Initialized' status and 'No payment info set ...' in the Account String column. Below the table, there is a summary row: 'Selected charge(s) total: \$1059.03'. To the right, it says 'Invoice total: \$1,059.03'. Below that, there is a section titled 'Update payment info for selected charges'. It contains a dropdown menu for 'Account Strings' with '100.0%' selected, a 'Total Allocated' section with '100.0%' and a 'Split Charge' button, a checked checkbox for 'Default to this payment method', and a 'payment notes' field. Two red arrows point to the 'Account Strings' dropdown and the 'payment notes' field. At the bottom right of the form are 'save' and 'cancel' buttons.

Charge	Billing Status	Account String	Amount
Glass Fabrication	Billing Initialized	No payment info set ...	\$105.00
Glass Fabrication	Billing Initialized	No payment info set ...	\$52.50
Glass Fabrication	Billing Initialized	No payment info set ...	\$210.00
Glass Fabrication	Billing Initialized	No payment info set ...	\$315.00
Glass Fabrication	Billing Initialized	No payment info set ...	\$78.75
(charge) Nickel Tube- Goodfellow Metals	Billing Initialized	No payment info set ...	\$297.78
Selected charge(s) total: \$1059.03			

Invoice total: \$1,059.03

Update payment info for selected charges

Account Strings: 100.0% [Dropdown]

Total Allocated: 100.0%

Default to this payment method

payment notes [Text Area]

[save] [cancel]

The department should be asked to reactivate the fund for the lab member or provide a new fund to use. If a new fund is provided, it can be selected and then save selected after editing.

Refunds and Corrections

Processes and Resources for Refunds and Corrections

[Overview](#)

[Internal Corrections](#)

[External Corrections](#)

[How to initiate a Refund](#)

[Corrections](#)

[Adding Services](#)

[Adding Reservations/Events](#)

[Add Comments and Attachments](#)

[Creating the Refund/Correcting billing event](#)

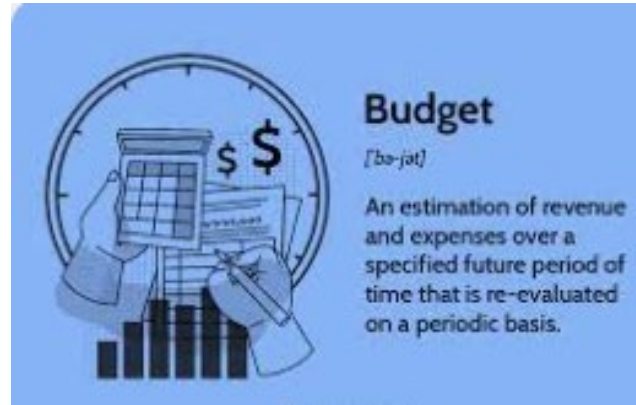
You can select the Refunds and Corrections Menu icon (top right corner) further into this training to return to this menu as needed.

Overview

Refund &
Corrections
Menu

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Refund and Correction Overview



Refund and corrections must be timely and accurate as they create transactions within sponsored program accounts that are both federally and privately funded and subject to audit at the discretion of the Sponsor. Timeliness of corrections to sponsored program accounts is critical for sponsor billing and closing of grants. Corrections should be addressed within 90 days of error to be considered timely. **Note: Refund and Correction events are not needed if a fund/account is changed/fixed before the billing event sends to SAP.**

Refund and corrections impact a Recharge Center's income and budget. Timely refunds or corrections are necessary to maintain most accurate and up to date balances for a Recharge Center for both Center Directors and Business Managers to successfully evaluate Center performance, current pricing mix and subsidy needs that can negatively impact Departments if not managed accurately. Refund and corrections with external users can also impact the F&A Recovery at year-end if not done accurately and timely.

Internal Corrections

Refund &
Corrections
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Items to note for corrections involving Internal customers



The completed [Correcting Document - iLab](#) must be added to the transaction as an attachment to document the correction. This document must be completed by the business office which manages the account(s) effected by the error. Business manager, Pre-audit and PI (when necessary, per [Correcting Document Review Grid-Certifications tab](#)) approval signatures are required. Approvals via email and not on the template must also be uploaded along with the template.

External Corrections

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Items to note for corrections involving External customers

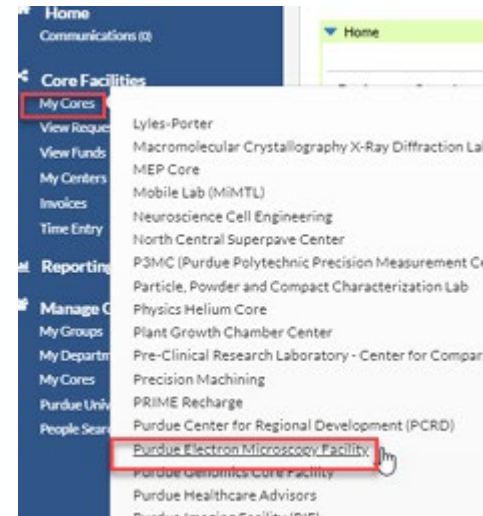
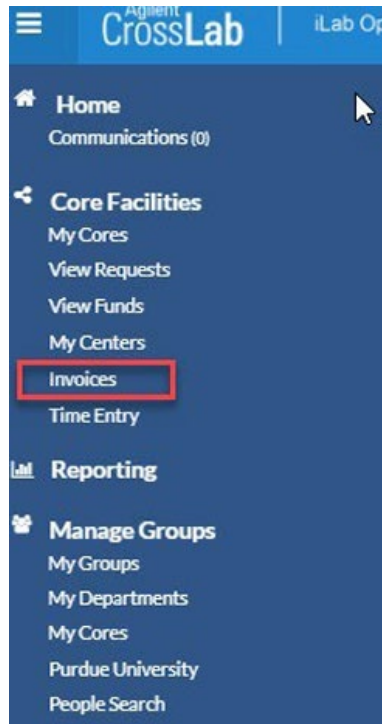


1. Corrections should never include a mix of internal and external customers.
2. Corrections for External customers should not be allowed to send to SAP, so additional steps are needed.
 - A. The [FI-AR Request a Credit Memo Form](#) should be filled out [as explained here](#).
 - B. A ticket should be submitted to iLabhelp@purdue.edu, requesting that the correcting event should be locked. This submission should include the name of the core, the name of the billing event, and a link to the summary page of the event.

How to Initiate a Refund

Refund Initiation Process (1 of 3)

To initiate a refund, you first need to be inside of an invoice. There are several ways to do so. You can find the invoice from the Invoices section of the Left Navigation. Or you can go to a specific core's billing tab and click invoices.



Name	Created By	Status	Date Added	Value (if of charges)	Actions
Purdue Electron Microscopy Facility - correcto	Elizabeth Rausch	File sent	May 10 '19		Summary Invoices
Purdue Electron Microscopy Facility - April 2019	Laurie Mueller	File sent	May 03 '19		Summary Invoices
Purdue Electron Microscopy Facility - multiple corrections	Elizabeth Rausch	File sent	Apr 30 '19		Summary Invoices






How to Initiate a Refund

Refund &
Corrections
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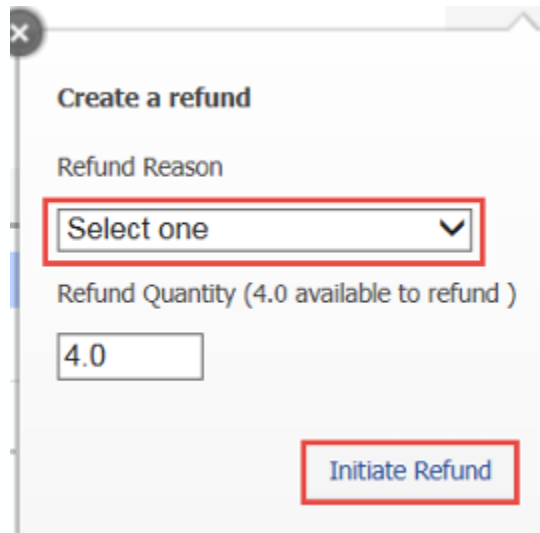
Refund Initiation Process (2 of 3)

Once you have found the invoice that needs refunding/correction, click on the “magnifying glass” symbol to open the invoice. You can then hover over the line to refund and select “Initiate refund”

May 09 '16	Purdue University Center for Cancer Research	PUCFCR-745	Bryant, Frances (PUR) Lab	Frances Bryant	11010000-1099001000-7123456789	Internal	\$253.75	Paid	not required	 
mark as billed										
Invoice No. PUCFCR-745 Invoice Date May 09, 2016 Lab Bryant, Frances (PUR) Lab										
From: Purdue University Center for Cancer Research					To: Bryant, Frances (PUR) Lab Frances Bryant					
show additional contacts										
Invoice Total								\$253.75		
Invoice Details										
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL				
▼ Request: PUCR-SP-7 Start: May 05, 2016 Owner: Stella Price  										
(38241) May 05, 2016	Blood Collection	11010000-1099001000-7123456789	4.0	\$41.00/ea	Completed	\$164.00	Initiate refund 			

How to Initiate a Refund

Refund Initiation Process (3 of 3)



Create a refund

Refund Reason

Select one

Refund Quantity (4.0 available to refund)

4.0

Initiate Refund

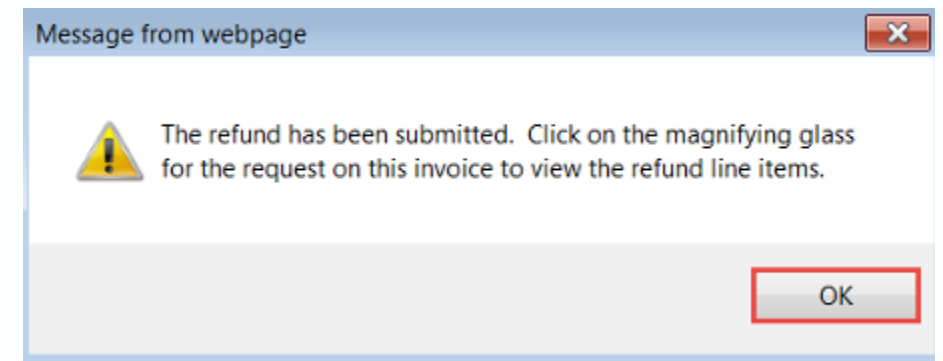
Select **Refund Reason** from the drop-down menu.

- Incorrect Quantity
- Charge Cancelled
- Incorrect Price

Leave **Refund Quantity** the same. The entire line is being refunded.

Select **Initiate Refund**

Select **OK** to proceed.



If you are refunding a charge to the incorrect account, Charge Cancelled can be used. If the correction is a straight refund of charges, no further edits are needed and you should skip to the [Adding Comments and Attachments](#) section, followed by [Creating a Correcting Event](#)

Corrections



Corrections workflow (1 of 12)

From the invoice, click the “magnifying glass” icon to view the original request or reservation.

Invoice No. PUCFCR-745
Invoice Date May 09, 2016
Lab Bryant, Frances (PUR) Lab

From: Purdue University Center for Cancer Research To: Bryant, Frances (PUR) Lab | Frances Bryant

[show additional contacts](#)

Invoice Total							\$253.75
Invoice Details							
DATE	ITEM DESCRIPTION	PMT #	QTY	PPU	STATUS	TOTAL	
▼ Request: PUCCR-SP-7 Start: May 05, 2016 Owner: Stella Price							
(38241) May 05, 2016	Blood Collection	11010000-1099001000-7123456789	4.0	\$41.00/ea	Completed	\$164.00	
(38242) May 05, 2016	Balbic- female	11010000-1099001000-7123456789	5.0	\$17.95/ea	Completed	\$89.75	
Actual cost: \$350.83		Projected cost: \$350.83		Invoice cost: \$253.75			

The request is displayed.

[active requests](#)


date	for	service id	status	cost	
▶ May 05 (May 05 2016)	Stella Price Bryant, Frances (PUR) Lab	PUCCR-SP-7 Transgenic Mouse	Completed	\$350.83 (\$186.83)	  
				completed: May 05	

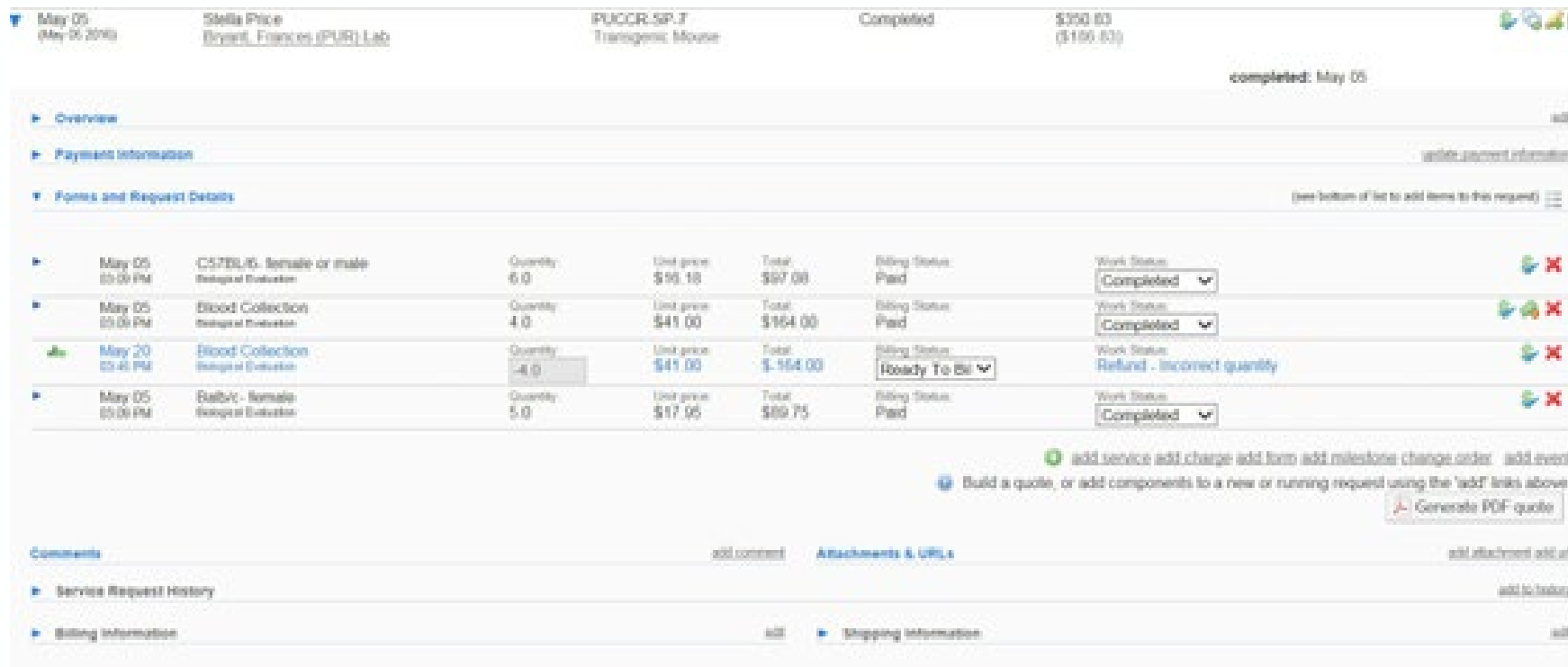
Corrections

Refund & Corrections Menu

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Corrections workflow (2 of 12)

Select the blue triangle to expand the request and display more details. 



The screenshot displays a service request for 'PUCR-SP.7 Transgenic Mouse' with a total amount of \$350.00. The request is expanded to show a table of items:

Date	Description	Quantity	Unit price	Total	Billing Status	Work Status
May 05 05:00 PM	C57BL/6J, female or male (Range of Evaluation)	6.0	\$95.18	\$571.08	Paid	Completed
May 05 05:00 PM	Blood Collection (Range of Evaluation)	4.0	\$41.00	\$164.00	Paid	Completed
May 20 05:45 PM	Blood Collection (Range of Evaluation)	-4.0	\$41.00	-\$164.00	Ready To Bill	Refund - incorrect quantity
May 05 05:00 PM	Rag1 ^{fl} - female (Range of Evaluation)	5.0	\$17.95	\$89.75	Paid	Completed

Below the table, there are options to 'add service', 'add charge', 'add form', 'add milestone', 'change order', and 'add event'. A note states: 'Build a quote, or add components to a new or running request using the 'add' links above.' There is also a 'Generate PDF quote' button.

Corrections

Corrections workflow (3 of 12)

There are many options at the bottom of the request, four of which will be covered in greater detail as part of this training.

1. **Add Service**-To add an additional service to the request
2. **Add Event**-To add additional scheduled time from equipment or resource calendars.
3. **Add Comment**-To document reasons for the refund/correction
4. **Add Attachment**-To attach any required correcting documents

The screenshot displays a software interface with several interactive elements. At the top, a row of links includes '+ add service', 'add charge', 'add form', 'add milestone', 'sort manually', and 'add event'. Below this, a blue question mark icon is followed by the text: 'Build a quote, or add components to a new or running request using the 'add' links above.' To the right of this text is a button labeled 'Generate PDF quote'. In the lower section, there are buttons for 'add comment' and 'add attachment', along with links for 'Attachments & URLs', 'add url', and 'add to history'. At the bottom, there are 'edit' links and a section titled 'Shipping Information'.

Adding Services

Corrections workflow (4 of 12)

In many cases, after refunding charges with errors, you will need to recreate those charges with an edited account string, quantities, price types or other changes to then correctly bill. To do so, first select “add service”

The screenshot displays a software interface with several navigation and action links. At the top, there is a row of links: a green plus icon, **add service** (highlighted with a red box), [add charge](#), [add form](#), [add milestone](#), [sort manually](#), and [add event](#). Below this is a blue question mark icon followed by the text: "Build a quote, or add components to a new or running request using the 'add' links above." To the right of this text is a button labeled "Generate PDF quote" with a PDF icon. Below these elements are two horizontal sections. The first section contains [add comment](#), **Attachments & URLs**, [add attachment](#), and [add url](#). The second section contains [edit](#), **Shipping Information**, and [edit](#). The [add to history](#) link is positioned between the two sections on the right side.

Adding Services

Corrections workflow (5 of 12)

Create a new request with correct information, and then select the green + and circle icon.

On the newly created charge line, change the **Billing Status** to **Ready To Bill**, and the **Work Status** to **Complete**.

enic Mouse (\$186.83)

Search:

Name	Quantity	Show alphabetically
▼ Biological Evaluation (4)		
Balb/c- female	<input type="text" value="0"/>	<input type="button" value="+\$17.95"/>
Blood Collection	<input type="text" value="3"/>	<input type="button" value="+\$41.00"/>
C57BL/6- female or male	<input type="text" value="0"/>	<input type="button" value="+\$16.18"/>
▶ Transgenic Mouse (4)		

Billing Status: Ready To Bil ▼

Work Status: Completed ▼

Adding Reservations/Events

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Corrections workflow (6 of 12)

If your correction involves scheduling calendars for equipment or resources, you may need to recreate those charges with an edited account string, quantities, price types or other changes. To do so, first select “add event”

add service add charge add form add milestone sort manually **add event**

Build a quote, or add components to a new or running request using the 'add' links above.

Generate PDF quote

add comment **Attachments & URLs** add attachment add url

add to history

edit Shipping Information edit

Adding Reservations/Events

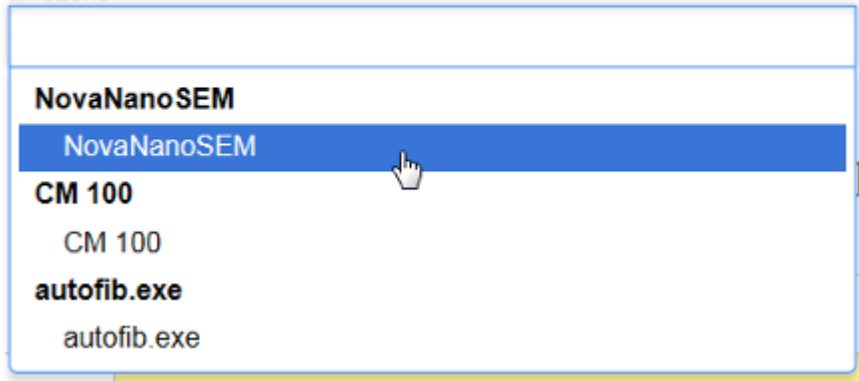
Corrections workflow (7 of 12)

Select the appropriate piece of equipment or resource from the drop-down menu

Add event

Resources:

The following resources are operating in Eastern Time (US & Canada) timezone



A screenshot of a dropdown menu for resource selection. The menu is open, showing a list of resources. The first item is "NovaNanoSEM", which is highlighted in blue. Below it are "CM 100" and "autofib.exe", each with a sub-item of the same name. A mouse cursor is pointing at the highlighted "NovaNanoSEM" item.

Enter appropriate **from:** and **to:** details (the same times and date as the original charge), and then select **book**.

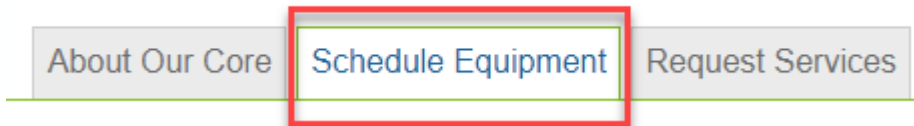


A screenshot of a reservation form. It features four input fields: "from:" with the date "06/14/2016", a time field with "17:05", "to:" with the time "18:05", and another date field with "06/14/2016". To the right of these fields is a green button labeled "book" with a small white circle containing the number "2" next to it.

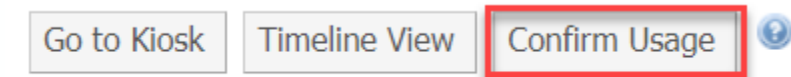
Adding Reservations/Events

Corrections workflow (8 of 12)

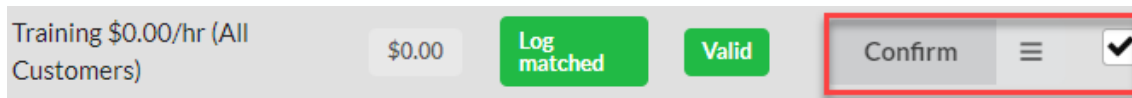
You will need to confirm this reservation before billing. To do so, first select the **Schedule Equipment** tab.



Then select **Confirm Usage**

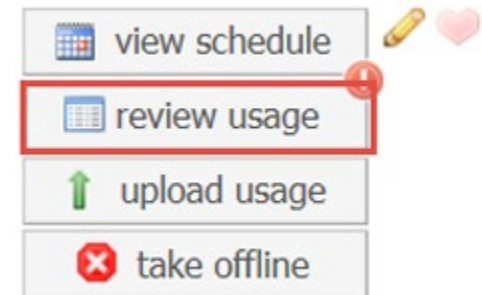


Toggle the checkbox for the new reservation and then select **Confirm**.



You can also confirm usage on a calendar by calendar basis using the legacy usage review controls (not covered in this training)

NovaNanoSEM
description pricing



Adding Comments and Attachments

Corrections workflow (9 of 12)

As part of your refund/correction, you will want to select **add comment** and include a detailed comment regarding the reason for the correction. Adding a comment is critical in the event of an audit.

A brief description of the change being made should be stated. For example, splitting charge that benefitted 2 projects, incorrect account selected by User, etc.

Note: the iLab Correcting Document with detailed correction information must be attached upon completion of the correction.

The screenshot shows a software interface with several navigation options. At the top, there are links: [+ add service](#), [add charge](#), [add form](#), [add milestone](#), and [sort manually](#). Below these is a blue circular icon with a plus sign and the text: "Build a quote, or add components to a new or running request using the 'add' links above." To the right of this text is a button with a PDF icon and the text "Generate PDF quote". In the main area, there is a button labeled "add comment" which is highlighted with a red rectangular box. To its right is the text "Attachments & URLs". Further right are links for [add attachment](#) and [add url](#). Below these is a link for [add to history](#). At the bottom of the interface, there is a section labeled "Shipping Information" with an "edit" link to its left and another "edit" link to its right.

Adding Comments and Attachments

Corrections workflow (10 of 12)

Enter **Email content**. This should be a detailed explanation of why the refund was given and new charge added.

Select checkboxes to send to the following:

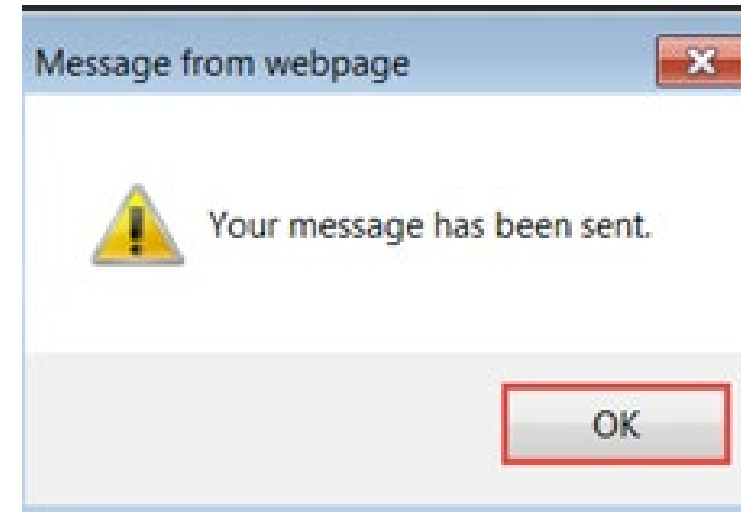
- **Department managers** (Business Office)
- **Principal investigators**
- **Researcher**

Select **Send Message**.

The screenshot shows an email composition window with several sections highlighted by red boxes:

- Department managers:** A red box highlights the section header and the checkboxes for Bill Researcher, Jane Researcher, and Susan Researcher.
- Principal investigators:** A red box highlights the section header and the checkbox for Frances Bryant.
- Researcher:** A red box highlights the section header and the checkbox for Stella Price.
- Email content:** A large red box highlights the text area containing the message: "A quantity of 4 was originally billed, however only a quantity of 3 was used."
- Send Message:** A red box highlights the "Send Message" button at the bottom right.

Select **Ok** to proceed.



Adding Comments and Attachments

Corrections workflow (11 of 12)

The completed [Correcting Document – iLab](#) or [FI-AR Correcting Memo](#) must be added to the transaction as an attachment to document the correction. This document must be completed by the business office which manages the account(s) effected by the error. Business manager, Pre-audit and PI (when necessary, per [Correcting Document Review Grid-Certifications tab](#)) approval signatures are required. Approvals via email and not on the template must also be uploaded along with the template.

To begin, select **add attachment**.

The screenshot shows a software interface with several navigation options. At the top, there is a green plus icon followed by the text "add service add charge add form add milestone sort manually". Below this is a blue question mark icon followed by the text "Build a quote, or add components to a new or running request using the 'add' links above." To the right of this text is a button labeled "Generate PDF quote" with a PDF icon. Below these elements is a horizontal menu with the following items: "add comment", "Attachments & URLs", "add attachment" (highlighted with a red box), "add url", and "add to history". At the bottom of the menu, there is an "edit" link with a right-pointing arrow, followed by the text "Shipping Information", and another "edit" link on the far right.

Adding Comments and Attachments

Corrections workflow (12 of 12)

Select Browse and locate the file, and then select Upload to attach.

Work Status: [Close]

Add an Attachment

File: [Browse...]

Notes: [Text Area]

Visibility: Customer and Service Center [v]

[Upload] or [Cancel]

event

above.

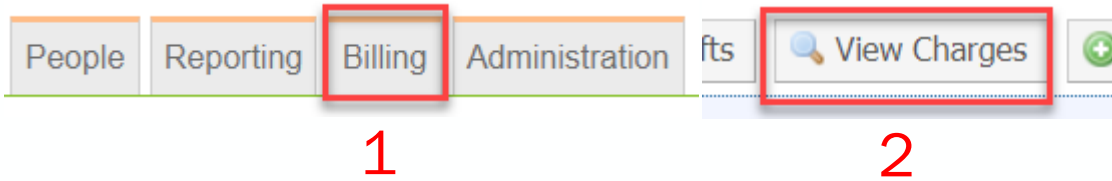
ote

[add attachment](#) [add url](#)

Creating a Correcting Event

Correcting Event Creation Steps (1 of 6)

Select the **Billing** tab and then select **View Charges**.



All charges that are eligible for billing are displayed. If you do not see your charge, make sure you set the status of charges to Ready to Bill, and confirmed usage for equipment/resources. **Select create a billing event to proceed.**

Upcoming Charges for the Purdue University Center for Cancer Research

date	customer	service name	quantity	unit price	total price	billing status	work status
May 23 02:21 PM	Steven Abel	PUCOR-SA-18 Blood Collection	Quantity: -1.0 Unit price: \$41.00 Total: \$-41.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect payment number	🟢🔴	🔴
May 20 03:45 PM	Stella Price	PUCOR-SP-7 Blood Collection	Quantity: -4.0 Unit price: \$41.00 Total: \$-164.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect quantity	🟢🔴	🔴
May 11 02:52 PM	Frances Bryant	PUCOR-FB-12 (charge) suite 2	Quantity: -2.0 Unit price: \$5,000.00 Total: \$-10,000.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect price	🟢🔴	🔴
May 11 02:16 PM	Lut Mongeau	PUCOR-LM-4 C57BL/6- female or male	Quantity: -1.0 Unit price: \$10.18 Total: \$-10.18	Billing Status: Ready To Bill	Work Status: Refund - incorrect quantity	🟢🔴	🔴
May 11 02:16 PM	Lut Mongeau	PUCOR-LM-4 Castration	Quantity: -4.0 Unit price: \$41.00 Total: \$-164.00	Billing Status: Ready To Bill	Work Status: Refund - incorrect payment number	🟢🔴	🔴

Return to Core

create a billing event

3

create a billing event

Return to Core

Creating a Correcting Event

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Correcting Event Creation Steps (2 of 6)

Edit Billing event parameters for billing period, Facility and month, or Facility and correction title, if a correction billing

The **End Date** is the last day of the billing period.

The **Event Name** field auto populates but should be edited to correctly reflect the purpose and time period of the event, and if internal or external charges, such as “June Internal Charges” or “Smith Lab Correction” If multiple events are created, they should be differentiated for easier reference.

Select Included Charges determines what types of billings are included. Best policy is to separate internal and external billings to make any future corrections easier.

Group Invoices By controls how to group the charges. In most cases this should be left at the default of **lab**.

Create a New Billing Event

Billing event parameters

Include Charges Up To

May 31, 2024



Event Name

Purdue Electron Microscopy Facility - May



Select Included Charges

all



Group Invoices By

lab



Creating a Correcting Event

Correcting Event Creation Steps (3 of 6)

You can select **Create Billing Event** to create a new billing with all confirmed and ready to bill charges. Alternatively, you can select **Review Charges**, and the system will begin to pull in all confirmed and ready to bill charges and allow you to further refine which ones are included in your billing event. **Save Draft** only becomes active if you have selected Review Charges first. **Cancel** will stop the process of creating an event and return you to the Billing Event page.

Cancel
Save Draft
Review Charges
Create Billing Event

The next steps will assume you have selected **Review Charges**

Review and select which charges to include

Invalid Charges 2

Included Charges 1

Search

Date	Customer	Service ID	Discount	Total <i>i</i>	Payment Number <i>i</i>	Status <i>i</i>	Actions <i>i</i>
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill	

Excluded Charges 21

Creating a Correcting Event

Correcting Event Creation Steps (4 of 6)

Review and select which charges to include

- ▶ Invalid Charges 2 **1**
- ▼ Included Charges 1 **2**

Date	Customer	Service ID	Discount	Total i	Payment Number i	Status i	Actions i
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time 4		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill 3	6

- ▶ Excluded Charges 21 **5**

Clicking “Review Charges” will generate the following sections:

Invalid Charges (1) – Charges that are missing Custom Billing Fields, External Customer IDs, or have a customer (member) no longer in the Lab at time of billing preparation. More information on Invalid Charges can be found below.

Included Charges (2)-Charges that are confirmed and ready to bill but may still have missing payment information that needs corrected for a successful billing event to send. Such errors are indicated with the red flag (3) in the **Status** column. This allows the opportunity to fix account errors before selecting **Create Billing Event**. Selecting the blue text in the **Service ID** column (4) opens the original charge for corrections. Account strings for charges can be also edited after billing event creation if corrections are needed.

Excluded Charges (5): Charges that have been excluded from upon Review Charges and/or Create Billing Event by using the green arrow in the Actions column (6) to remove them from the billing event. The Excluded Charges section will initially be empty. In this example you can see 21 charges have been excluded from the original list of charges.

Creating a Correcting Event

Correcting Event Creation Steps (5 of 6)

The Search field allows you to look for specific amounts, labs, or other searchable text in the loaded charges and then act on that filtered set of charges.

🔍

Cancel

Save Draft from Filter

Clear Search

Review Charges

Create from Filter

Total (i)	Payment Number (i)	Status (i)	Actions (i)
\$68.00 (1.0 x \$68.00)	Multiple: 🏷️ No payment info set ...	Ready To Bill 🚩	↓ 📄

🔍

You can use these Search terms to select Save Draft from Filter (to create a draft billing event limited by the search terms) or Create from Filter, which will create a new billing event from the search terms. This allows you to create billing events restricted to specific labs, services, accounts, or amounts and is very useful when making correcting events when many other charges exist and will be included in the normal monthly billing events.

Creating a Correcting Event

Correcting Event Creation Steps (6 of 6)

After selecting Review Charges or after creating the event, you must ensure no errors are present. A line or charge with an error will be denoted by a “red flag” icon.

NOTE: These errors must be fixed, or the charges excluded (using the green arrow icon) to successfully create and send the billing event.

Invalid Charges 2

Included Charges 22

Date	Customer	Service ID	Discount	Total	Payment Number	Status	Actions
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 AFS fixed charge		\$68.00 (1.0 x \$68.00)	Multiple: No payment info set ...	Ready To Bill	
11/04	Hugh A Gardner Gilpin, Christopher (PUR) Lab	PSCB-HAG-1 Staff Time		\$40.00 (1.0 x \$40.00)	Multiple: No payment info set ...	Ready To Bill	
03/19	Melissa DeCandia iLab Staff	PSCA-MD-3 Hitachi Training Session		\$75.00 (1.0 x \$75.00)	Multiple: 100.0% 123456	Ready To Bill	

Sending The Billing Event

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Reminders on sending events to SAP

Once events are created and in a non draft status, they will send based on the following requirements.

For internal corrections/refunds:

1. For the file to send, you must either send invoices and allow the 14-day approval period to pass, or if the owning PI/lab members department approved the invoices (the system holds all billing events to the same sending criteria.
2. Internal correction/refund billing events will send overnight after the approval period or if there are no remaining invoices needing approval.

For external corrections:

1. External correction/refund billing events will send overnight after creation.
2. A ticket should be submitted to iLabhelp@purdue.edu, **requesting that the correcting event must be locked.** This submission should include the name of the core, the name of the billing event, and a link to the summary page of the event. **Since the files will send overnight, it is important to submit this request as early in the workday as possible, to ensure the file is locked in time.**

How to get help with iLab

Resources for iLab At Purdue

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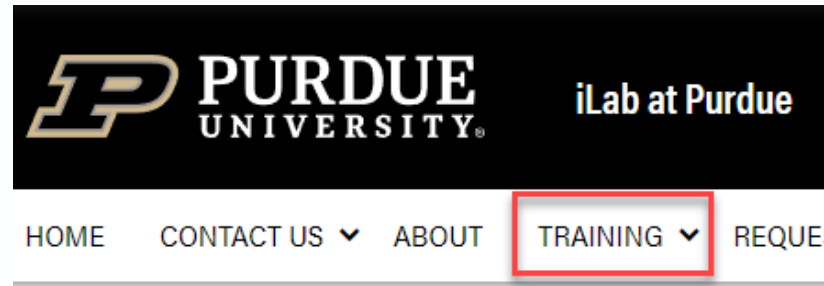
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Campus Email



One of the easiest ways to request help in iLab, is to email ilabhelp@purdue.edu, which will generate a support ticket and alert our team members, who will swiftly respond and provide assistance.

iLab Support site



iLab At Purdue maintains a support site (Purdue.edu/ilab) with a library of Training Quick Reference Cards (QRCs), as well as other iLab related information.

Drop in support sessions



- The iLab At Purdue support team has daily, drop-in support sessions (held using Microsoft Teams). Sessions can be entered by clicking the links on the [iLab support page](#), launching a session during the listed times.

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Summary

This document presentation was intended to Business Office staff an overview of iLab Billing Events and assist them in resolving errors and corrections.

Additional Trainings

Additional presentations covering iLab Administration and Functionality and iLab Reporting are also available.

Similar presentations are available for student and staff lab members, and research/recharge core staff and administrators.

Questions

If you need additional assistance or would like to discuss the wider capabilities of iLab, please reach out to the iLab At Purdue support team at ilabhelp@purdue.edu.

Thank You

iLab At Purdue team, ilabhelp@purdue.edu

