Create Customer Contracts and Billing Schedules for Non-Sponsored A/R

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Overview

This accounting manual guidance relates to and should be used in conjunction with university policy 2100 Revenue Principles, General and accounting manual document Non-Sponsored AR Accounting and Guidance. This document is focused on non-sponsored Accounts Receivable ("NSAR") where a customer invoice is created for accounts that are not associated with grants on <u>funds</u> FD02 or FD28. This customer invoice or NSAR process may be used only for unrestricted Yale Designated accounts (FD01, FD02, FD18) or industry clinical trials (FD29).

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A customer contract enables users to record and save a contract and its billing installments in Workday to generate the invoices in Workday as scheduled. This ensures the proper accounting for and billing of receivables. Users that are permitted to sell externally per the policy linked above can create a customer contract to generate invoices for the shipment of physical goods, the delivery of a service, or the billing schedule for ongoing projects, a subscription, or membership. In some cases, creating a few invoices manually is more efficient than setting up a contract and billing schedule. If a contract is for one invoice, follow the Create Customer Invoice process and include the contract in the attachments section.

The main Workday roles that participate in the customer invoice business processes are shown below. Before these roles can be assigned to staff in a department not already using NSAR, the Controller's Office must collaborate with the unit for on-boarding and training.

- Customer Contract Specialist Creates and Manages Customer Contracts
- **Billing Specialist** Assigned along with Customer Contract Specialist to generate and maintain Billing Schedules

Customer Set-Up

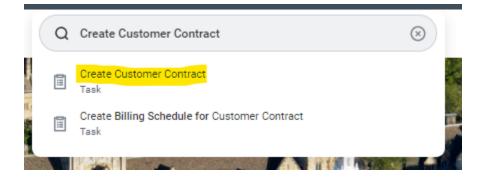
All individuals and entities with whom the University interacts must be clearly identified and be associated with a unique Workday customer number. The Workday customer setup process screens all customers to ensure that the university is not transacting with a restricted party or country. Therefore, it is imperative that all users billing external parties follow this process in order to be in compliance with University policy. The NSAR process may only use customers that have a prefix of "NS_".

If a NSAR Customer does not currently exist, or if changes are needed to existing Customer, the department must request support from the Financial Systems and Solutions ("FSS") team as follows:

- 1. Check customer list in Workday (Find Customers Yale, cost center financial analyst can run this report) to see if customer is currently set-up in the system (Note: If a customer is set-up as a vendor in the A/P system they still must be set-up as a customer in the A/R system.)
- If NSAR Customer exists, move on to Create Customer Invoice. If NSAR Customer does not exist, please use the following link to submit the Customer Set Up Request: <u>https://yalesurvey.qualtrics.com/jfe/form/SV_cNis6u6R8kJs16J</u>
 - a. Complete all required fields for New Customer Set Up (changes to an existing customer can be submitted here as well). This form will submit to customer.setup@yale.edu Salesforce queue.
 - b. Requestor will receive an e-mail from the Salesforce queue that the form has been received.

Create Customer Contract – How To

In Workday, enter *Create Customer Contract* in the search box and perform search. Select Create Customer Contract (Task).



Once selected, you will be brought to the first screen in the process. Enter your customer here (must begin with "NS_"). Contract type will be Standard Contract. It is best practice to Create Blank Customer Contract. Copy Details is also available and if you choose this route, please review all information that populates throughout the contract record.

Create Customer Contract

Contract Information				
Company	*	× Yale University …		
Customer	*	:=		
Contract Type +	*	:=		
* 💽 Create Blank Customer Contract		Create Blank Customer Contract		
	(Copy Details from Existing Customer Contract		
		Copy from Contract Template (empty)	r	

Once information is entered, click "OK" at the bottom of the screen.

ок	(Cancel	

Create Customer Contract Header and Line Layout

Certain fields appear in the header while others appear in the lines of a transaction. The instructions below indicate what fields in each section must be populated. Below is a screenshot of the layout, with subsequent sections providing guidance on the inputs required.

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Create Customer Contract †		
Contract Information	Contract Detail	Y FV Revenue Allocation
Company * X Yale University ··· III	Contract Name	Multiple-Element Revenue Allocation
Sold-To Customer * × NS_DEPARTMENT OF IE VETERANS AFFAIRS	Contract Description	Additional Information
Bill-To Customer * NS_DEPARTMENT OF	Related Customer Contract	PO Number
Currency * × usp - III	Parent Customer Contract	Salesperson :=
Contract Type * × Standard Contract ··· · · · · · · · · · · · · · · · · ·	Contract Amounts and Balances	Default Tax Code 📰
Effective Date * 05/23/2023	Contract Amount 0.00	Discounts and Premiums Applied
Contract Signed Date MM/DD/YYYY 💼	Entered Contract Line Amount 0.00	Employee
On Hold	Line Revenue Amount 0.00	Grant
		Gift :=
		Yale Designated :=
		Cost Center :=
		Program :=
		Project :=
		Assignee :=
		Additional Worktags *
Goods and Services Usage-Based Projects Contract Notes Billing		
Goods and Services 0 Items	Line Details Revenue and Billing Renewal Terms Notes Additional Infor	mation 🐺 🖽 🕻 "
(·) Sales item *Revenue Category Bundle *Line Type	Line Item Description Billable Project Quantity U	hit of Masoure Quartity 2 Unit of Masoure 2 Unit Price Contract Line Discourts and Premium Applied
Submit Save for Later Cancel		

While working through inputting information on the above screen, it is important to not hit the back button at any time of information will not be saved and an error will occur.

Header - Contract Information

(* Indicates a required field)

(maidates a regaried neia	1
Company*	Defaults to Yale University
Sold-To Customer*	Populates from previous screen. Needs to start with prefix "NS_".
Bill-To Customer*	Populates from previous screen. Needs to start with prefix "NS_".
Currency*	Populates from previous screen.
Contract Type*	Standard Contract populates from previous screen.
Effective Date*	Defaults to today's date. Leave as is.
Contract Signed Date	Not a required field. For informational purpose only.
On Hold Checkbox	DO NOT CHECK

✓ Contract Information				
Company	* X Yale University …	≔		
Sold-To Customer	* NS_DEPARTMENT OF VETERANS AFFAIRS	≔		
Bill-To Customer	* NS_DEPARTMENT OF VETERANS AFFAIRS	∷≡		
Currency	* × USD …	:=		
Contract Type	* × Standard Contract …	≔		
Effective Date	* 05/23/2023 🖬			
Contract Signed Date	MM/DD/YYYY			
On Hold				

Create Customer Contract

Header – Contract Detail

("*" Indicates a required field)

Contract Name	Free form text field. Optional. This does appear on various Non-Sponsored Reports. It is strongly suggested to add a contract name here that will help with identification and research.
Contract Description	Free form text field. Optional. Adding a description here is encouraged for research and identification purposes. (i.e.: the School of Medicine (YSM) records the IPA # here for reference)
Related Customer Contract	Presents a drop-down menu for peer-to-peer relationships between contracts. Allows reporting to show relationships.
Master Customer Contract	Provides the mechanics to link contracts to each other – master contract to subordinate. Allows reporting to show relationships.

Contract Detail

Contract Name	
Contract Description	
Related Customer Contract	=
Parent Customer Contract	=

Header – Contract Amounts and Balances:

Contract Amount	Enter the total contract amount here.
Entered Contract Line Amount	Defaults when line items are populated.
Line Revenue Amount	Defaults when line items are populated.

Accounting and General AR Questions: General Accounting – <u>controller.genacct@yale.edu</u> <u>School of Medicine (YSM) Centralized Billing – ysminvoicing@yale.edu</u> <u>System issues/errors: FSS – askfinance@yale.edu</u> Last updated June 27



Header – FC Revenue Allocation:

Multiple-Element Revenue	DO NOT CHECK.
Allocation Checkbox	

Header – Additional Information:

(* Indicates a required field)

PO Number	Generally left blank because PO number is unknown when invoice is being completed.	
	The School of Medicine must enter VA Contract number in this field.	
Salesperson	DO NOT USE	
Default Tax Code	Currently not used.	
Discounts and Premiums Applied	DO NOT USE	
Employee*	Required field. Employee contact name for the contract (use enter key) – Note	
	Employees Cost Center and Project Will Default. – Put in name of person completing this	
	form.	
Grant	N/A for Non-Sponsored invoices unless a Clinical Trial.	
Gift	N/A for Non-Sponsored contracts. If a gift is being made to Yale University, such	
	donation must go through Contribution Processing. If a company is sponsoring	
	part of a conference, meeting, or event the income/reimbursement must	
	come into a Yale Designated account. Any expenses covered by this company	
	income/reimbursement must be moved off the gift and into the Yale	
	Designated. See <u>online guidance.</u>	
Yale Designated	Populate appropriate YD in this field.	
Cost Center*	Type in a few letters of name or exact segment code.	
Program*	Input the Program code or type the first few letters of the Program and select	
	the desired Program.	
Project*	Input the Project code or type the first few letters of the Project and select the	
	desired Project.	
Assignee	Optional.	
Additional Worktags*	Fund is in the additional worktags area, but will default when selected in "Gift, Grant, Yale	
	Designated" choices above DO NOT CHANGE – Rely on defaulted value.	

~	Additional	Information

PO Number					
Salesperson				:	≡
Default Tax Code				:	
Discounts and Premiun	ns Applied				≡
Employee			:=		
Grant			:=		
Gift			:=		
Yale Designated			:=		
Cost Center			:=		
Program			:=		
Project			:=		
Assignee			:=		
Additional Worktags *			:=		

Goods and Services - Line Details

Click on the plus sign to generate a line to input the following information for Line Details.

Goods and	Services	Usage-Based	Projects	Contract Notes	Billing						
Goods an	nd Services 0	items						Line Details Revenue	and Billing Renewal Terms Notes	Additional In	formation
+	Sales Item		*Re	venue Category		Bundle	*Line Type	Line Item Description	Billable Project	Quantity	Unit of Measure
									No Data		

("*" Indicates a required field)

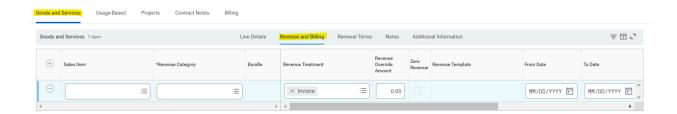
Save for Later

Cancel

	DECURIDED DVVALE. Vous calestics requiring a the site of the data is been done the cales items
Sales Item*	REQUIRED BY YALE. Your selection populates other line details based on the sales item
	definition, such as revenue category, and tax applicability.
	From the drop down there are three ways to find the Sales Item. Either by Item Group,
	Revenue Category (Not recommended) or Sales Item. If you know the RC, you can type it
	into the sales item box, and it will populate the sales item and Revenue Category.
Revenue Category*	Defaults when sales item is entered. If RC is known, this can also be entered into the Sales
	Item field, which automatically populates the Sales Item and Revenue Category.
Bundle	DO NOT USE
Line Type*	Always Use Fixed Amount.

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Line Item Description	IMPORTANT to complete this field. Text entered here appears on invoice text field.
Billable Project	DO NOT USE
Quantity	Number of items. Usually "1" for a contract.
Unit of Measure	Use Each here unless there is something specific in the drop down that should be used.
Quantity 2	Not usually applicable.
Unit of Measure 2	Not usually applicable.
Unit Price	Total Cost of Contract
Contract Line Amount	Auto-populates "Quantity x Unit Price". Reconcile header vs line amounts – go to header "Contract amount" and "Entered Contract Line Amount" will be populated. The two should be equal.
Discounts and Premiums Applied	Populates based on previously entered fields.
Discount and Premium Total	Populates based on previously entered fields.
List Unit Price	Populates based on previously entered fields.
List Extended Amount	Populates based on previously entered fields.
FV Unit Price	Populates based on previously entered fields.
FV Extended Amount	Populates based on previously entered fields.



("*" Indicates a required field)

Sales Item*	Populates based on previously entered fields.
Revenue Category*	Populates based on previously entered fields.
Bundle	DO NOT USE
Revenue Treatment	Use "Invoice". This should auto populate.
Revenue Override Amount	Do not use.
Zero Revenue	Do not check.
Revenue Template	Do not use.
From Date & To Date*	Add contract date range here.
Billing Template	DO NOT USE
Billing From Date & Billing To Date	DO NOT USE

Other Categories

Contract Notes: Enter any information here for quick access.



Not Used at This Time (highlighted in orange). Please do not populate any fields in these sections!

Goods and	Services Usage-Based Proje	Contract Notes Billing						
Goods an	d Services 1 item	L	ine Details	Revenue and Billing Renewal Term	s Notes Additional Informat	fon		≅ ⊡ . '
+	Sales Item	*Revenue Category	Bundle	*Line Type	Line Item Description	Billable Project	Quantity	Unit of Measure
Θ							0	

Completing and Submitting Contract

Submit Customer Contract by clicking on blue button below Goods and Services Lines.

Goods and Services 1 item Line Details (+) Sales Item *Revenue Category Bundle (-) () () () (-) () () () (-) () (-) ()		Services	5	rioje	cts Contract Notes	-	ne Details
	oous a		item				
Trial Income	+	Sales Item			*Revenue Category		Bundle
4	\ominus			:=	Trial Income	- :=	
	4						
	Submit		Save for Later) (Cancel		

<u>Save for Later</u> option can be used if there are more edits to be made before submitting the invoice. Please Note Save for Later should only be used if you have entered the applicable Cost Center. You will not be able to edit the contract later if a Cost Center is not entered.

<u>Note</u>: If there are any Errors or Warnings, they will pop up on the top right hand of the screen. Address the Errors to move forward.

Once submitted, you will see a window that confirms the contract has been submitted. Click View Details to see the assigned Workday Contract number and then click Done.

Create Associated Billing Schedule for the Contract – How To

In Workday, search for the Contract you are looking for (CON-XXXXXX).

Once you have your contract on the screen, you can click the box with the three dots to the right of the contract number and name. Then hover over Billing Schedule and to the right click Create (see below).

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E MENU Y	ale	Q con-0001447		(
CON-0001447	NS_DEPARTMENT OF VETERANS AFF	AIRS 05/19/2022	Actions			
			Actions	Customer Cont	ract	
Contract Status Ap	pproved	Contract De	Customer Contract	> CON-0001447: NS_	DEPARTMENT OF VETERANS AFFAIRS 05/19	/2022
Version 1		oonnuor be	Audits	>		
 Contract In 	formation	Contract Name	Billing Schedule	> Create t Number	CON-0001447	
Contract In	Iormation	Contract Description	Business Process	Status	Approved	
Company	Yale University		Favorite	>	Approved	
Sold-To Customer	NS. DEPARTMENT OF VETERANS AFFAIRS	Contract An	Integration IDs	Version	1	
Sold-To Castomer	NS_DEFARTMENT OF VETERANS AFPAIRS			Туре	Standard Contract	
Bill-To Customer	NS_DEPARTMENT OF VETERANS AFFAIRS	Contract Amount		Name	IPA Allison Lee	

Next, a window will open.

Company *	× Yale University	:=	
Bill-To Customer *	Search	≔	
Billing Currency *	× USD ···	:=	
Schedule Type		:=	
Billable Project		:=	
Billing Type		:=	

("*" Indicates a required field)

Company*	Auto populates
Bill-To Customer*	Enter the Customer to Bill – Customer from Contract Creation.
Billing Currency*	Auto Populates
Schedule Type	Do Not Use
Billable Project	Do Not Use
Billing Type	This will generate based on the Customer Entered – should always be Installment.

Once required fields are populated, click "OK".

Yale

Create Billing Sche	dule for Custor	ner Contract 💠							
Billing and Schedule In	formation		Invoice Header Defaults		Generate	Installment	Information		
Company	* Xale University		Payment Terms * X Upon Receip	a i=	Billing Metho	od * × Spre	ad Even	:=	
Bill-To Customer	* NS_DEPARTMEN VETERANS AFF		Payment Type	:=	Billing Frequ	ency		:=	
Bill-To Address	× PO BOX 149971 SERVICES CENT		PO Number		From Date	MM/DD/	MM 🛱		
	78714 United St		Invoice Type	:=		○ To I	Date MM/DD/YYYY		
Bill-To Contact			Invoice Memo			O Nur	nber of Installments	0	
Currency	* × USD …	:=	Delivery Type (empty)			O Nor	e of the above		
Schedule Type		:=	Delivery Type Override	:=	Invoice Da	ate Options			
Schedule Description					🔿 Use Fr	om Date			
			A		O Use To				
Milestone		:=			 Day of 				
Schedule On Hold									
Auto-Submit Invoices for Approv	al 🔽				Amendme	ent Processing	I		
Review Not Required to Bill					Automatical	y Regenerate Inst	aliments		
Include Tax on Prepaid					Patornation	y regenerate ma			
Select All									
Add Lines 40 items									≞ 🗉 r.
Add Line		Line Company	Document	Header Company	Bill-To Customer	Currency	From Date	To Date	Line Amount
CON-0000027 VA	Clinical Income (Line 1)	Yale University	CON-0000027: NS_DEPARTMENT OF VETERANS AFFAIRS 10/01/2016	Yale University	NS_DEPARTMENT OF VETERANS AFFAIRS	USD	10/01/2016	09/30/2017	76,972.50
Save and Continue	Cancel								

Billing and Schedule Information

("*" Indicates a required field)

1	
Company*	Auto populates
Bill-To Customer*	Enter the Customer to Bill – Customer from Contract Creation.
Bill-To Address	Auto Populates
Bill-To Contact	This field populates from the default bill-to contacts defined during the Customer set-up
	process. If you do not define a default bill-to contact, this field remains blank. These
	contacts can be the email recipients for customer invoices (informational only). NOTE:
	Yale does NOT use the WD internal e-mail function; to send electronically users must
	print to PDF and e-mail through Outlook.
Currency*	Auto populates
Schedule Type	Do Not Use
Schedule Description	Do Not Use
Milestone	Do Not Use
Schedule On Hold (check box)	Do Not Check
Auto-Submit Invoices for	Should be checked automatically. Make sure this is checked.
Approval (check box)	
Review Not Required to Bill	Do Not Check
Include Tax on Prepaid	Do Not Check

Invoice Header Defaults

("*" Indicates a required field)

(maidates a required	
Payment Terms*	Auto Populates to Upon Receipt. Should always be Upon Receipt.
Payment Type	Does not need to be selected but you can choose a type if you know how the payment will be made (Check, Cash, ACH, etc)
PO Number	If you have a PO Number, you can populate it here. It will appear on the invoice in the header under "Purchase Order Number". YSM – If this is for the VA, enter the applicable PO here.
Invoice Type	Use NS: Standard Domestic or NS Standard International. If this is not populated, billing installments will get stuck in draft status. Be sure to select Invoice Type.

 Accounting and General AR Questions: General Accounting – controller.genacct@yale.edu

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Invoice Memo	Anything entered in this field will appear on the invoice. YSM – if this is a VA invoice, enter
	the IPA Contract number and name here.
Delivery Type	(empty)
Delivery Type Override	Do not use

Generate Installment Information

("*" Indicates a required field)

Billing Method*	Auto Populates based on Contract Information.
Billing Frequency	Choose billing frequency based on contract information; Monthly, Quarterly, Semi-Annual, or Weekly. Annual contract invoices should be invoiced through Create Customer Invoice process and the contract should be attached. See instructions: <u>Create Customer Invoices for Non-Sponsored AR</u>
From Date & To Date	Specify a from date and a to date for the services that you are providing.
Number of Installments	DO NOT USE
None of the above	DO NOT USE

Invoice Date Options & Amendment Processing

("*" Indicates a required field)

Use From Date, Use To Date, Day of the Month	Click Use From Date to choose the beginning of the month/quarter - Click Use To Date to choose the end of the month/quarter or for the "VA-IPA's that you want to review – Click "Day of the Month".
Automatically Regenerate Installments (check box)	Do Not Check

Next, select the applicable Contract Line below by checking the box under the first column "Add". Then click Save and Continue.

dd	Line	Line Company	Document	Header Company	Bill-To Customer	Currency	From Date	To Date
	CON-0001447 VA Research Service Income (RC069) (Line 1)	Yale University	CON-0001447: NS_DEPARTMENT OF VETERANS AFFAIRS 05/19/2022	Yale University	NS_DEPARTMENT OF VETERANS AFFAIRS	USD	05/01/2022	04/30/2
			05/19/2022					*

On the next screen, you MUST click "Generate Installments".



Edit Schedule Header) (Ed	it Retention Terr	ns Manage Lines	Define Insta	Ilment Amounts Gene	rate Installment		
Customize Installments	DC	Manage Attach	ments Submit					
							Turn off the new t	ables view 🔵
s 1 item							⁄≣ ⊽ o‰ t	8 J 🖩 🖽
	Status	Retention	Customer Contract	Line Type	Revenue Category	From Date	To Date	Line Amount
N-0001447 VA Research Nice Income (RC069) (Line	Active	No	CON-0001447: NS,DEPARTMENT OF VETERANS AFFAIRS 05/19/2022	Fixed Amount	VA Research Service Income (RC069)	05/01/2022	04/30/2023	64,938.44

Click "OK".

Generate Installment Information

This next screen will present all information for review, including installments, in draft status for review.

≡ menu Yale		Q Search	D \$ ₫ ⁹ ≥
View Billing Schedu	ıle		相 圈
Schedule Status Draft			
Billing Schedule Q	Billing Schedule ID BILLING_SCHEDULE-9-1641	7 Billing Type Installment	
✓ Billing/Invoice Info	rmation	✓ Invoice Header Defaults	✓ Generate Installment Information
Company	Yale University	Payment Terms Upon Receipt	Billing Method Spread Even
Bill-To Customer	NS_DEPARTMENT OF VETERANS AFFAIRS	Payment Type (empty)	Billing Frequency Monthly
Bill-To Address	PO BOX 149971 FINANCIAL SERVICES	PO Number (empty)	From Date 01/01/2023
	CENTER AUSTIN, TX 78714 United States of America	Invoice Type (empty)	🔘 To Date
Currency	USD	Invoice Memo (empty)	Number of Installments 12
Schedule Type	(empty)	Delivery Type (empty)	Invoice Date Options
Schedule Description	(empty)	Delivery Type Override (empty)	
Milestone	(empty)		O Day of the Month 1
Schedule On Hold			Amendment Processing
Auto-Submit Invoices for Approva	al Yes		Automatically Regenerate No

As you scroll down, you can edit the information using the various buttons and opening commands next to the magnifying glass for each installment as highlighted below. This is also where the Contract should be attached, "Manage Attachment" button.

Accounting Manual

tallments	12 items] ∓ 00 r [
stallment	Status	Invoice Date	Due Dat	e From Date	To Date	Total Amount	Installment Milestones	Line	Billing Installments by Line Line Item Description	Amou
200	1				***				Hiac Cath Services	6,414.3
2	Actions Billing Installment		g Installm vent / Milestone		PARTMENT OF VI	ETERANS AFFAIRS,	12/01/2022, \$6,414.3	XII (diac Cath Services	6,414.
L	Audits Favorite	> Insta	llment Inf	ormation			Invoice Ove	rrides	diac Cath Services	6,414.
2	Integration IDs	> ID		BILLING_INSTALLMENT-9	-31030		Override Invoic	e Header No	diac Cath Services	6,414
L		Status		Available Yale University			Payment Term	s Upon Receipt (empty)	diac Cath Services	6,414.
L		Custo		NS_DEPARTMENT OF VET	ERANS AFFAIRS		PO Number	(empty)	diac Cath Services	6,414.
			Schedule			/01/2023 Spread Even	Invoice Type	(empty)		

Attach Contract and click "OK".

$\widehat{\mathbf{w}}$ Manage Attachments for Billing \mathbb{S} X	+	× -	J X
\leftrightarrow \rightarrow C $$ myworkday.com	n/yale/d/inst/4102\$2272/rel-task/2997\$2362.htmld	🖻 🖈 🔖 🙆 🔀 🗯 🖬 🙆 🌬	used :
Yale	Q create customer contract	8 III O 🖓 🖻	×
Manage Attachme	nts for Billing Schedule		
Schedule Q			
Attachments			
	Drop files here		
	or		
	Select files		
ОК Сап	ncel	(Ŵ

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 System issues/errors: FSS – askfinance@yale.edu

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Reviewing, Editing (if necessary) and Submitting the Billing Schedule

You must click "Submit" or the Billing Schedule will stay in Draft Mode. A noted best practice is to also click on "Lines" to check that the total lines match the Contract total.

Edit Schedule Header Edit Retention Terms Manage Lines Define Installment Amounts Generate Installments Customize Installments Manage Attachments Submit										
Installments Lines									=	
instaiments	12 items							Billi	ng Installments by Line	
Installment	Status	Invoice Date	Due Date	From Date	To Date	Total Amount	Installment Milestones	Line	Line Item Description	Amount
۹	Available	12/01/2022	12/01/2022	01/01/2023	01/31/2023	6,414.38	0	CON-0000027 VA - Clinical Income (Line 1)	Cardiac Cath Services	6,414.38
Q	Available	01/01/2023	01/01/2023	02/01/2023	02/28/2023	6,414.37	0	CON-0000027 VA - Clinical Income (Line 1)	Cardiac Cath Services	6,414.37
٩	Ausilabla	02/01/2023	09/01/2023	09/01/2023	03/31/2023	6.41.4.98	n	COM-0000273/A - Clinical Income (Line	Cardian Cath Sarvinao	6 /1/ 98

On the next screen, click "OK".

Submit Billing Sch	Submit Billing Schedule									
Click 'OK' to continue										
 Billing Schedule In 	formation									
Billing Schedule	Billing Schedule ID BILLING_SCHEDULE-9-1641	7 Billing Type Installment								
✓ Billing/Invoice Information	mation	 Invoice Header Defaults 	 Generate Installment Information 							
Company	Yale University	Payment Terms Upon Receipt	Billing Method * Spread Even							
Bill-To Customer	NS_DEPARTMENT OF VETERANS AFFAIRS	Payment Type (empty)	Billing Frequency Monthly							
Bill-To Address	PO BOX 149971 FINANCIAL SERVICES CENTER AUSTIN, TX 78714 United States of	PO Number (empty)	From Date 01/01/2023							
	America	Invoice Type (empty)	O To Date							
Currency	USD	Invoice Memo (empty)	Number of Installments 12							
Schedule Type	(empty)	Delivery Type (empty)								
Schedule Description	(empty)	Delivery Type (empty) Delivery Type Override (empty)	Invoice Date Options							
Milestone	(empty)	Denvery rype override (empty)	Day of the Month 1							
Schedule On Hold										
	_		Amendment Processing							
ОК Са	ncel									

On this final screen, you can view the details and process. Make sure the Process is Successfully Completed. Then click "Done".

E MENU	Yale		Q Search			
You hav	e submitted Bi	lling Schedule: NS_DEPARTMENT O	F VETERANS AFFAIRS on 01/01/2	023 for \$76,972.50 🚥		
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Overall Proce	ss Billing Schedule: NS_I	Billing Schedule: NS_DEPARTMENT OF VETERANS AFFAIRS on 01/01/2023 for \$76,972.50				
Overall Status	s Successfully Complet	Successfully Completed				
Due Date	06/05/2023	06/05/2023				
Process						
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Process		Step	Status	Completed On	Due Date	P
Billing Schedule Event		Billing Schedule Event	Step Completed	06/01/2023 12:56:29 PM	06/05/2023	Cr
Done						

Notes and Information

WORKDAY WILL PICK UP INVOICES FROM BILLING SCHEDULES IN ITS NIGHTLY PROCESS AND GENERATE THE INVOICES. THESE INVOICES GO TO THE CUSTOMER INVOICE SPECIALIST'S INBOX AND REQUIRE EDITS AND APPROVAL. PLEASE NOTE: IF YOU ARE USING TODAY OR TOMORROW AS YOUR FIRST DATE, WORKDAY WILL NOT PUSH THE INVOICES OUT DUE TO TIMING.

Go to the line section and type in the Yale Designated, Program, Cost Center, Project, and Assignee to the header from the line. In the line section under other Worktags highlight then click to remove all except fund (fund will automatically stay).

IF THE INVOICES DO NOT GET PUSHED OUT BY WORKDAY DUE TO THE DATE(THIS DOES NOT ALWAYS HAPPEN & INVOICE GETS STUCK... if you create a schedule and need to push out an invoice immediately, you can after the schedule is approved...go into the schedule- hover over the installment you wish to invoice for and choose generate invoice...input the invoice date and hit submit...the invoice will be routed to your inbox...)

- **NOTE:** Workday allows you to manually generate the invoices from the installments off the related actions icon on the installment, if needed.
- RUN REPORT TO VERIFY CONTRACT AMOUNT = TOTAL INSTALLMENT AMOUNT
 - Non-Sponsored Customer Contracts to Billing Schedule Yale
 - Check invoice type field is populated.
 - Contract and billing schedule will fall off report once billing schedule is completed.

- Report shows unbilled and billed to date vs total contract amount.
- Billing Specialist (WD role) (same person as above)
 - Perform customer contract management functions for assigned organizations.
 - Examples include maintaining customer contracts and amendments.
 - Approval authority for customer contract business processes

Customer Contract Amendment Event

Capture additions, changes, and corrections to approved contracts, or add custom field to you contract or contract lines.

Option	Description	
Amendment Number	To correlate with a legal document, specify an amendment number.	
New Contract Status	Change the contract status to Complete, Canceled, or Terminated. Once you amend the contract status, all lines that had an Active status inherit the new contract status; all other lines retain their original status.	

- A **contract amendment** gives you the ability to change almost every field on the contract if there are no invoices in progress.
- **Changing an invoice** (another task off the related actions) gives you the ability to change header information, and some line info and Worktags if no invoices are in progress.
- Creating a change order for the contract (another task off the related actions) only allows you to change the sales item quantity and total contract amounts. If you find yourself in a situation where you cannot edit what you want on the contract, cancel any in progress or approved invoices, cancel the billing schedule, edit the contract, and start over with the billing and invoicing.
- If you need to change the billing schedule, note that some fields might not be editable (like the customer name) if there are lines attached to the schedule. If so, click "Manage Lines" to remove the contract line, edit the fields in question, and then manage lines again to re-add the contract line.