**Purpose:** To view and modify department default values and charges from billers that charge your department via CBM.

**Security Access Requirement:** To request access, contact one of the CBM Administrators located within your MOU (Major Organization Unit.) They can grant access to a single department or range of departments for all of the following roles:
- Department default view privileges
- Department default edit privileges
- Ability to modify current month charges

**Prerequisites:** None.

**Find Help:** Call 919-962-HELP and the issue will be routed appropriately. Also, within CBM, each tab has a context sensitive help document you can click on for more details. You can also click on the **Submit a Suggestion or Question** link at the bottom of each CBM page to send feedback to the CBM team.
Table of Contents

Signing In .................................................................................................................................................. 3
Setting Up Favorite Chartfield Strings ...................................................................................................... 5
Modifying Current Charges .......................................................................................................................... 8
Viewing and Modifying Department Defaults ............................................................................................ 19
Signing In

1. Sign in to connectcarolina.unc.edu using your onyen and password.

2. Click on the University CBM link that is located under the Finance Menu on the left hand side of the page.

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Attention ePro users of Airgas and Dell: This is due to a delivered security measure. Browsers (Internet Explorer, Chrome or Safari) to permanent solution. (last updated 3/13/15)

Did you know: You can view ConnectCaro here: [http://ccinfo.unc.edu/training/resources](http://ccinfo.unc.edu/training/resources)
Result: The system displays the tabs that you have access to.

<table>
<thead>
<tr>
<th>My Favorite Chartfield Strings</th>
<th>Modify Current Charges</th>
<th>Department Defaults</th>
<th>Logout</th>
</tr>
</thead>
</table>

**My Favorites**

<table>
<thead>
<tr>
<th>Favorites</th>
<th>Selected Favorite Info:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Setting Up Favorite Chartfield Strings

For some F & A Billing areas for which you request service, for example Facilities Services or Laundry; you will be able to create Favorites. You will be able to set up a Favorite “on the fly” at these websites, but it will actually be taking you here to the Customer Billing Application where it will be stored. So, if you create a favorite while requesting service on the Laundry website you will be able to use that Favorite for Facilities Services. You can also create Favorites directly in this CBM Application for your use.

Follow these steps to create a Favorite chartfield string from inside CBM.

1. On the My Favorite Chartfield Strings tab, click the Create New Favorite button.

2. Enter the favorite name and chartfields. Do not enter the Account Number on this screen because it will be applied by the Billing Area based on the service provided.
3. Click the **Save New Favorite** button.

![Selected Favorite Info]

Result: The system saves the favorite chartfield string. If you entered an invalid string, the system displays a message.

4. If you receive an error message, click the **Close** button. If the Close button is not visible, click **ESC**.
5. To update an existing Favorite chartfield string, click the Favorite that you want to update on the left, make the appropriate changes, and click the **Update Favorite Info** button.

6. You can also Copy and Delete an existing favorite. And you can also validate a string before you actually update (Save)
7. If you started your internet session in one of the biller’s websites, such as Facilities or Laundry, you can click on the appropriate tab to return to the biller’s website.

![Campus Maintenance Request](image)

**Modifying Current Charges**

You must have proper security access to see the Modifying Current Charges tab. If you have access questions, contact one of the CBM Administrators associated with your MOU.

1. On the Modify Current Charges tab, do one of the following:

   - To see charges for your department, enter the appropriate six digit number in the Department No. field and click the Go Button.
   
   - To see charges for a range of departments, select a range from the Dept Ranges dropdown field.

![Modify Current Charges](image)
Result: The system displays transactions for that Department or Range for all Billing Areas using CBM.

Note: The Send To CC date is the day the transaction is scheduled to bill to ConnectCarolina.

2. You can scroll to the right to see Description 1 through Description 4. The information in these columns varies by biller and can help you see a description of the charge, and find out who made the reservation and who the charge is for so you can follow up with that person if they fail to turn in a receipt. Also, each line item is listed separately. For example, if a professor stays overnight in a room at Carolina Inn, pays for parking, and also eats at the restaurant during his or her stay; those charges will show up on separate lines.

3. If you want to filter columns, click the Show Filter Row button, otherwise, skip to Step 5.
Result: The system displays a filter row at the top.

<table>
<thead>
<tr>
<th>Send To CC</th>
<th>Dept</th>
<th>Status</th>
<th>Src</th>
<th>Invoice#</th>
<th>Trans Date</th>
<th>PID/Onyen</th>
<th>Qty</th>
<th>UOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/22/2015</td>
<td>236310</td>
<td>REVIEWED</td>
<td>SSC</td>
<td>000703671</td>
<td>4/20/2015</td>
<td>-----</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5/22/2015</td>
<td>234901</td>
<td>MODIFIED</td>
<td>SSC</td>
<td>000703770</td>
<td>4/21/2015</td>
<td>-----</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5/22/2015</td>
<td>234401</td>
<td>MODIFIED</td>
<td>SSC</td>
<td>000704713</td>
<td>5/6/2015</td>
<td>-----</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

4. Hover your mouse over the heading of the column you want to filter and click the arrow and click Sort Ascending, Sort Descending, or Remove Sort.

Or type part of the word or number you are searching for in the filter row and click the Enter button on your keyboard.
5. If you need to see the full name of the Billing Areas, hover your mouse over the **Src** column or click the **View Source Descriptions** button. Otherwise, skip to step 7.

6. After reviewing the Source Descriptions, click the **Close** button.

7. You can also view any attachments that may have been included with the charge by clicking on the Invoice Number and then clicking **Download File** in the pop up box.

Note: While all Invoice Numbers appear as click buttons, not all of them will contain attachments. Those that do not contain attachments will say **No Documents Found** in the pop up box when you click on the Invoice Number.
8. Click anywhere on the line of the transaction(s) you would like to modify.

   Note: If you want to charge multiple lines to the same chartfield string, mark the Multiline Edit checkbox, then hold the Ctrl button on your keyboard while you click the lines that you want to edit. Multiline Edits can only be done if the charges are from the same billing unit. Otherwise, the system will display an error message.
Screenshot of Multiline Edit (After Multiline Edit box is checked, hold down the Ctrl Button on the keyboard to select multiple lines)

Screenshot of One Line Edit

Result: The system displays the current bill to information at the bottom of the screen.
9. To modify any of the chartfields besides account, click in the field you want to modify and type in the new value.

```
<table>
<thead>
<tr>
<th>Selected Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Alloc</td>
</tr>
<tr>
<td>100</td>
</tr>
</tbody>
</table>
```

Or, if you want to apply a favorite chartfield string that you have already created, scroll to the bottom of the screen, select the appropriate favorite from the drop-down menu, and click the **Apply Favorite to Last Selected Row** button. For information on how to create favorites, see the Setting Up Favorite Charfield Strings section of this training guide.

```
<Add Allocation Row> <Save Allocation> <Validate Allocation Records>
```

```
Favorites: TGString
```

10. To modify the Account number, click the Account number field.

Result: The system displays a dropdown arrow.

11. Click the dropdown arrow and select from other limited but appropriate choices.
12. If you need to see the Account descriptions, click the **View Account Descriptions** button on the top right side of the page. Otherwise, skip to step 11.

13. After reviewing the Account descriptions, click the **Close** button.
14. Another option is to allocate the charge to multiple chartfields. If you don’t need to charge more than one chartfield string, skip to step 13. Select **Add Allocation Row**.

Result: The system adds another row.

15. Add as many rows as necessary, then enter percentages and modify chartfields. Ensure that the total percentage equals 100. To split by dollar amount, mark the Split by Dollar Amount box and enter the dollar amount for each line in the dollar allocation field.

**Caution!** Make sure to add all of the rows first before changing any of the chartfields strings, because each time a new row is added, the system changes the chartfield string back to the original string.

16. Once you have the chartfield(s) entered, either click the **Save the Allocation** button or the **Validate Allocation Records** button to check for valid chartfields before saving. For either selection, you will receive a detailed error message if a chartfield string is not valid or if the percentage allocations do not equal 100%.

17. Another feature is that once you have reviewed a transaction you can click on the **NOTREVIEWED** field in the Status Column and the system changes the status to **REVIEWED**. You can also change the status back to **NOTREVIEWED** by clicking on
the field again. If you modify a string, the status will automatically change to **MODIFIED**; however you can edit again if needed.

Note: The Status feature is for your convenience only. When the cutoff date for billing is reached, all the transactions will be billed as is; regardless of their Status.

<table>
<thead>
<tr>
<th>Send To CC</th>
<th>Dept</th>
<th>Status</th>
<th>Src</th>
<th>Invoice#</th>
<th>Trans Date</th>
<th>PID/Oruyen</th>
<th>Qty</th>
<th>UOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/22/2015</td>
<td>230510</td>
<td>REVIEWED</td>
<td>INN</td>
<td>432471</td>
<td>10/31/2014</td>
<td>-----</td>
<td>1</td>
<td>EA</td>
</tr>
<tr>
<td>2/22/2015</td>
<td>230510</td>
<td>MODIFIED</td>
<td>PRT</td>
<td>1527</td>
<td>2/12/2015</td>
<td>abuter</td>
<td>1</td>
<td>EA</td>
</tr>
<tr>
<td>2/22/2015</td>
<td>230510</td>
<td>NOTREVIEWED</td>
<td>ECD</td>
<td>20151270</td>
<td>1/16/2015</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. You can also sort the transactions in any column by hovering over the heading, clicking the down arrow, and selecting **Sort Ascending** or **Sort Descending**.

19. If for any reason a string that was posted to a transaction becomes invalid, users will be sent an email notification and you can use this feature to easily list and correct these transactions.
20. You can also export the transactions and strings on your screen at any time. Because some billing areas may be submitting files daily, you can either export just those that will be sent in the next monthly billing or the next two (All). For example, any transactions imported by Feb 15, would be Current Month with Send to CC date of Feb 22. Any transactions imported after Feb 15, would have a Send to CC date of Mar 22. To export data, hover your mouse over the **Export Data** button.

Result: The system displays the three drop down options.

You can choose between exporting current month transactions, exporting all transactions, or exporting unresolved billing transactions. Exporting unresolved billing transactions displays transactions that couldn’t be sent to ConnectCarolina because they failed chartfield or budget checking and the default string also failed budget checking.

Result: The system displays the transactions in Excel.
Viewing and Modifying Department Defaults

You must have proper security access to see this tab. If you have access questions, contact one of the CBM Administrators from your MOU.

1. On the Department Defaults tab, enter the Department Number you wish to work with and click the **Go** button.

```
| My Favorite Chartfield Strings | Modify Current Charges | Department Defaults |
```

**Department Defaults**

```
Enter Department: [224710] Go
Press Go, Select a Billing Area/Source
```

Result: The system displays a list of all billing areas using the Customer Billing Application and/or Bill Presentation. Each billing area can have a different default chartfield string. The Campus chartfield string is used as a catch all if there are any problems with one or more of the billing area chartfield strings.

2. If you need to see the full name of the Billing Areas, hover your mouse over the Billing Area column or click the **View Source Descriptions** button. Otherwise, skip to step 4.
3. After reviewing the Source Descriptions, click the Close button.

4. You can then select the billing area you want to modify by clicking anywhere on that area’s line. In this example, the DPS Default is selected.

Note: If you can see this tab but can’t modify chartfields, it means your CBM Administrator has only given you access to view defaults.
5. Enter the values you want to assign at the bottom of the screen and then click the **Update Chartfields** button.

**Caution!** University [policy](#) limits use of state and F&A funds for meals and amenities. Please use non-state or non-F&A funds as the default chartfield string for the Rizzo Center, Carolina Inn, and Friday Center Catering.

![Chartfields Table]

Note: You can use a different Dept ID as a default. For the PRT example below, any PRT transaction coming into CBM for Dept 550501 will actually default to Dept 541000. This may be helpful if you have a valid dept id but do not want any charges posted to it.

![PRT Transaction Example]
Note: As you are entering, you may get messages to remind you the fields need to be a set size or an error message if you have tried to save an invalid string. If the web service is not working properly, you will also receive a message. If you would like to remove a message while you are working; simply click on it.

6. The new values will appear in the listing once valid and updated.
7. You can delete a string by selecting the Billing Area and then Delete Chartfields. The exception is the CAMPUS default. The Campus Default may be edited but cannot be deleted.

Note: The campus default is not the default chartfield string for all of campus, but rather the default string for the selected department in case one or more of the billing unit’s default strings are empty, invalid, or have a budget error. For example, if a particular billing area doesn’t have a default chartfield string, the CAMPUS string for that department will be used.
8. You can copy the values you entered into other empty fields. Select the Bill Area you want to copy, Select the Bill Area you want to copy to from the drop down box and Select “Copy XXXX to”. This feature will only appear if there is an area lacking a string. For example, CRC below.

9. You can also validate any saved string or one you are editing by selecting the Billing Area and clicking the Validate Chartfields button.
Result: The system displays a message in the upper right hand screen to confirm the string is valid.

10. If you would like to review the defaults for your departments, select Dept Range Report. You can also download to excel.

11. Select the appropriate range from the drop down menu. You can also download the report to Excel.