UNC | FINANCE AND OPERATIONS
Finance

Training Manual

Customer Billing Management

Purpose: To view and modify department default values and charges from billing areas that charge your department via Customer Billing Management (CBM).

Security Access Requirement: To request access, contact one of your Campus Unit Finance leads (formerly called MOU leads). They can grant access to a single department or range of departments for 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.

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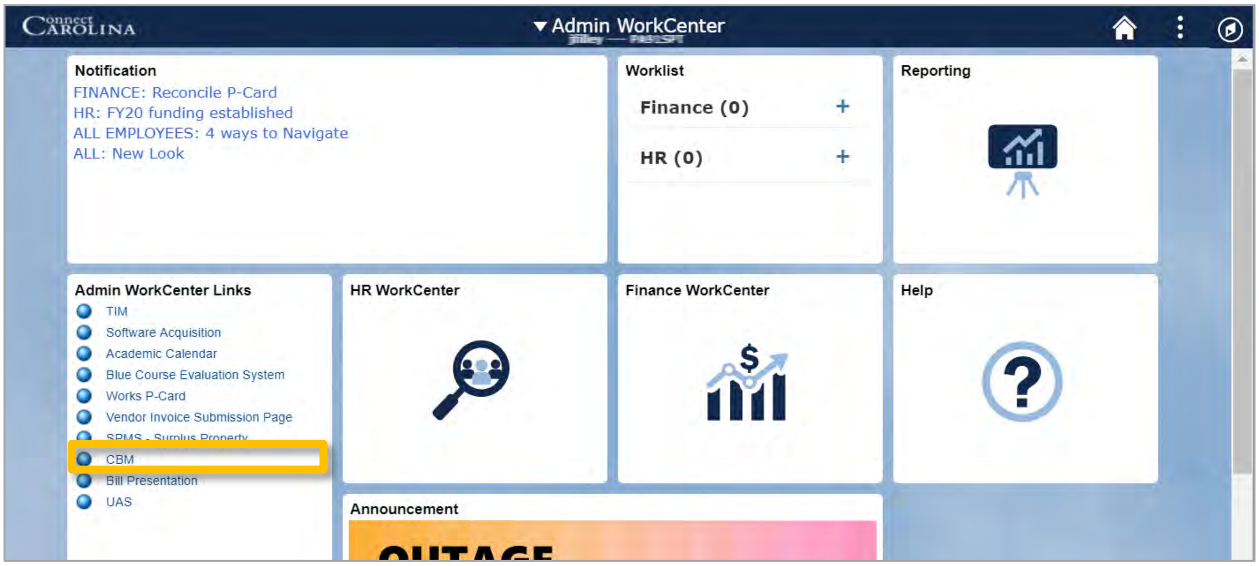
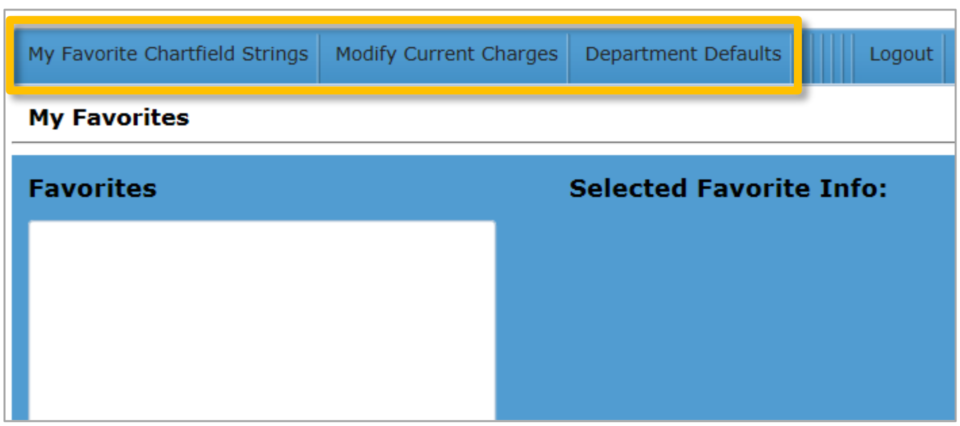
Signing In

1. Sign in to connectcarolina.unc.edu using your Onyen and password.
2. In the Admin WorkCenter Links tile click on **CBM**.



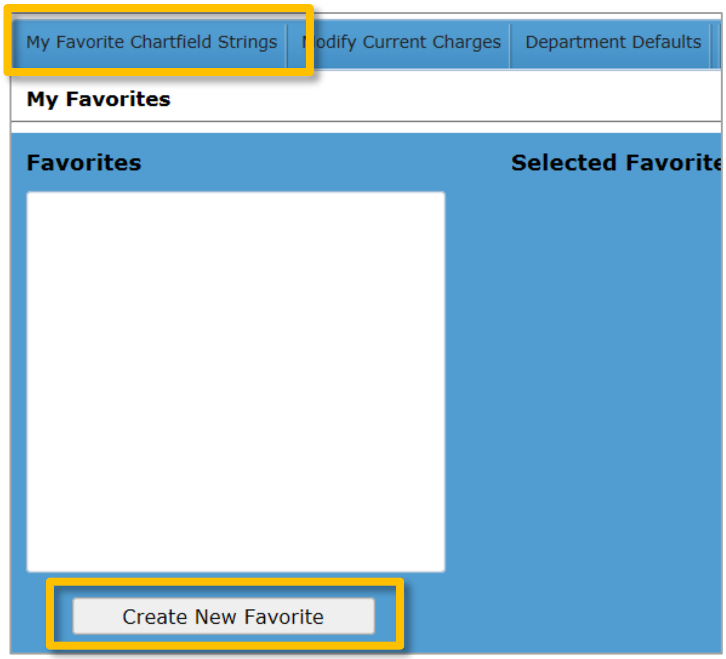
Result: The system will display the Customer Billing Management tabs that you have access to.



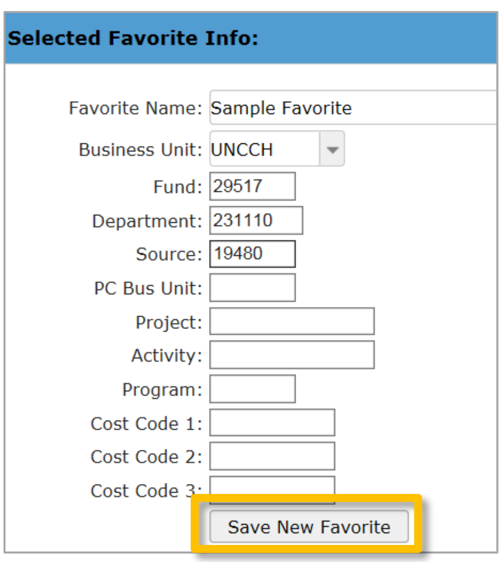
Setting Up Favorite Chartfield Strings

Favorites allow you to save the chartfield strings that you use frequently for easy access throughout CBM.

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

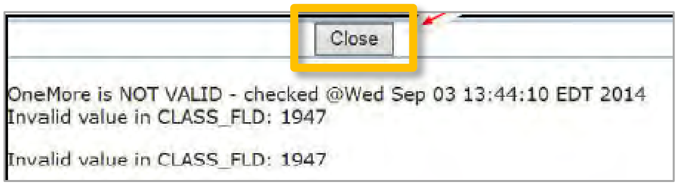


2. Enter the favorite name and chartfields. Do not enter the Account Number on this screen because it will be applied by the Billing Area based on the service provided.
3. Click the **Save New Favorite** button.

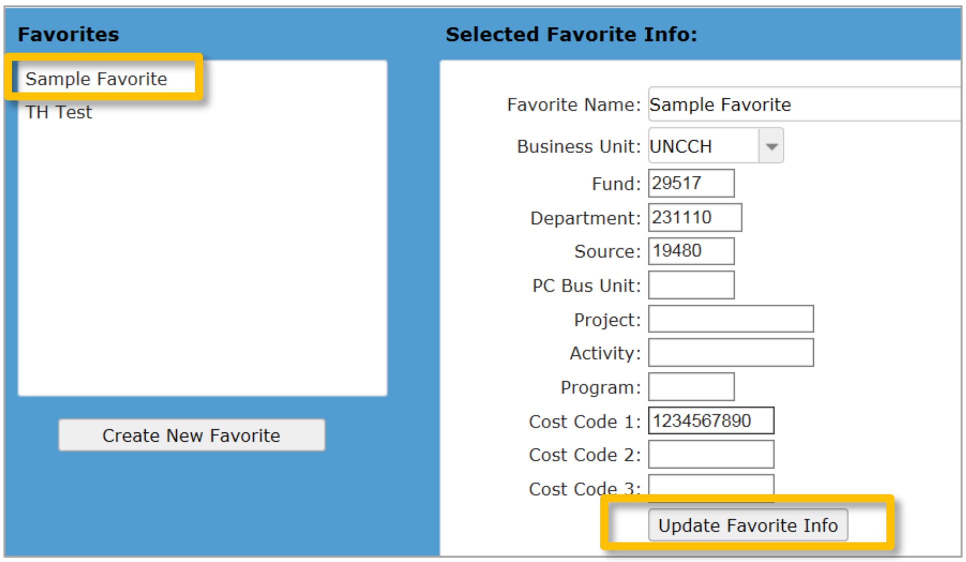


Result: The system saves the favorite chartfield string. If you entered an invalid string, the system displays a message.

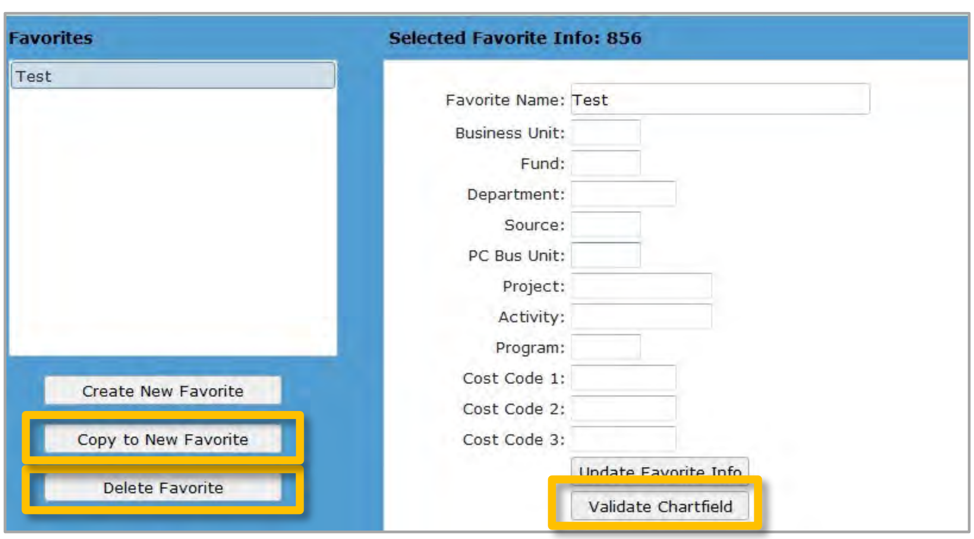
4. If you receive an error message, click the **Close** button and correct the invalid string. If the Close button is not visible, click **ESC**.



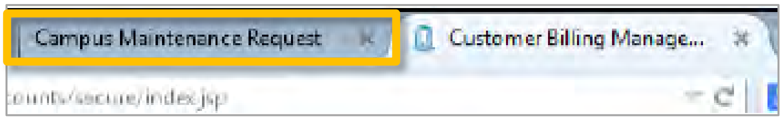
5. To update an existing favorite chartfield string, click the favorite that you want to update on the left, make the appropriate changes, and click the **Update Favorite Info** button.



6. After you select a Favorite, copy and delete buttons will appear. Copying a Favorite saves you time when you want a new favorite that is similar to an existing favorite. The Validate Chartfield button allows you to check the string before saving.



7. If you started your internet session in one of the billing area's websites, such as Dining or Energy Services, any favorites you create will automatically save into CBM.
8. You can click on the appropriate tab to return to the billing area's website.



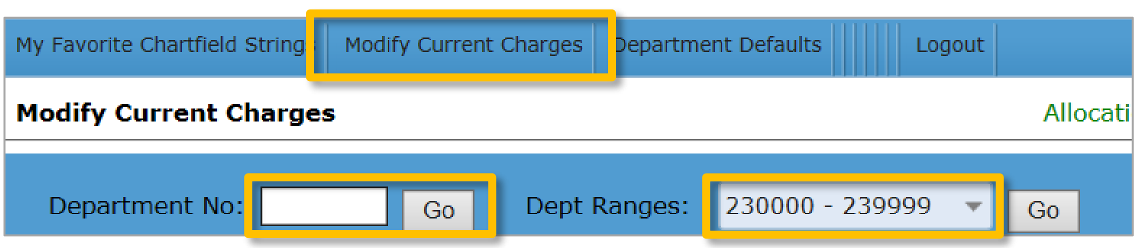
Viewing and Modifying Current Charges

You must have proper security access to see the Modifying Current Charges tab. If you have access questions, contact one of your Campus Unit Finance leads (formerly called MOU leads).

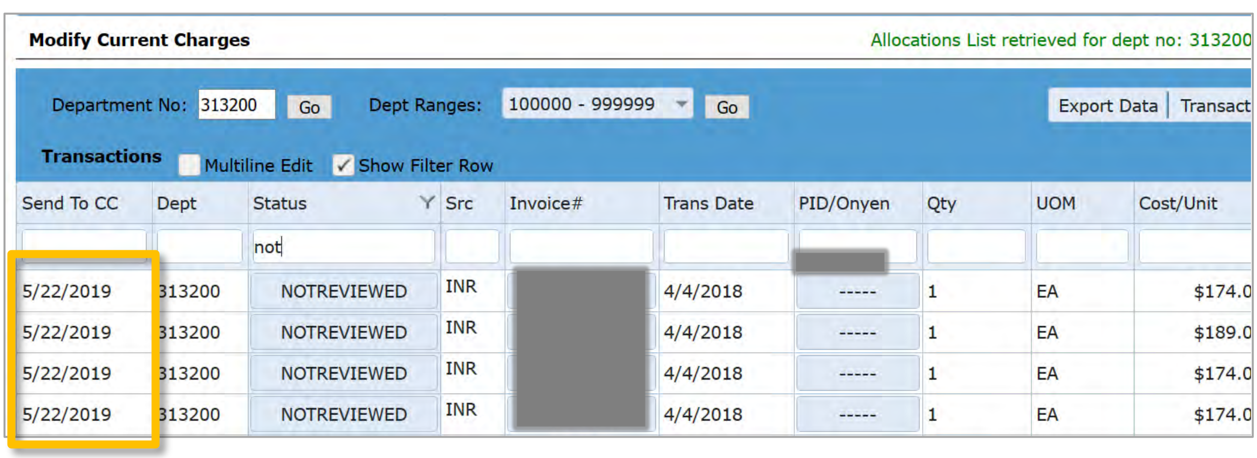
Viewing Current Charges

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 and click the **Go** button.



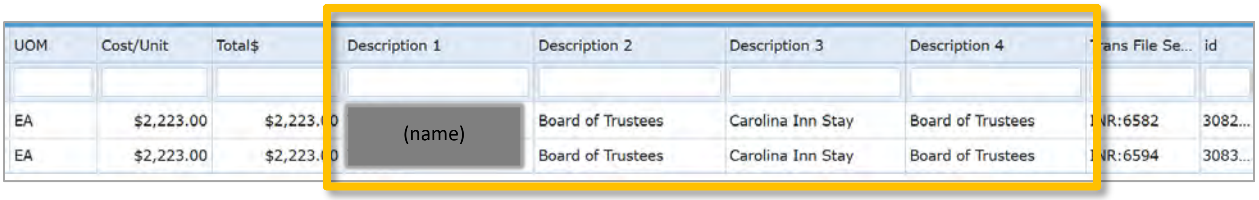
Result: The system displays transactions for that Department or Range for all Billing Areas using CBM. The Send To CC date is the day the transaction is scheduled to bill to ConnectCarolina.



2. You can scroll to the right to see Description 1 through Description 4. The information in these columns varies by biller. They will include information such as a description of the charge, who made

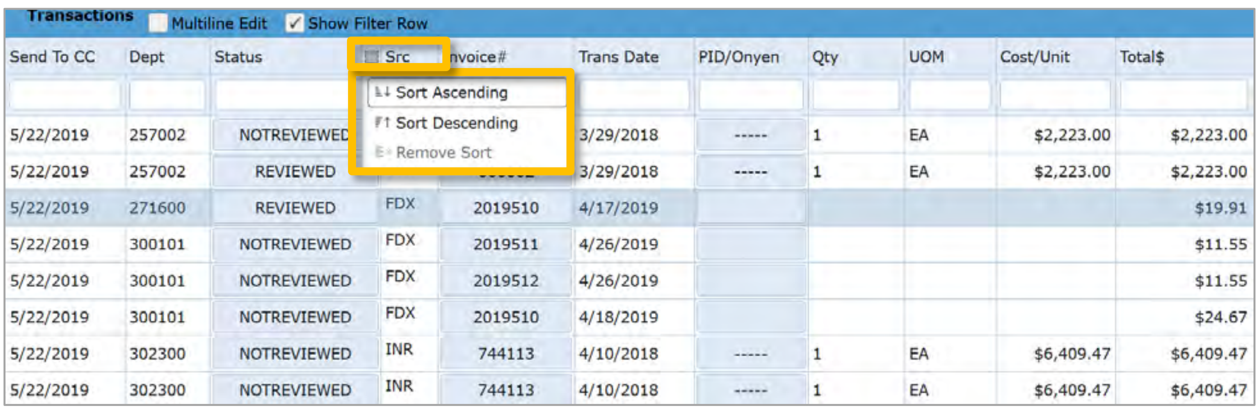
the reservation and who the charge is for so you can follow up with that person if they fail to turn in a receipt.

Note that 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.



UOM	Cost/Unit	Total$	Description 1	Description 2	Description 3	Description 4	Trans File Se...	id
EA	$2,223.00	$2,223.0	(name)	Board of Trustees	Carolina Inn Stay	Board of Trustees	INR:6582	3082...
EA	$2,223.00	$2,223.0		Board of Trustees	Carolina Inn Stay	Board of Trustees	INR:6594	3083...

3. To sort, hover your mouse over the heading of the column you want to sort, click column header and select **Sort Ascending**, **Sort Descending** or **Remove Sort**.

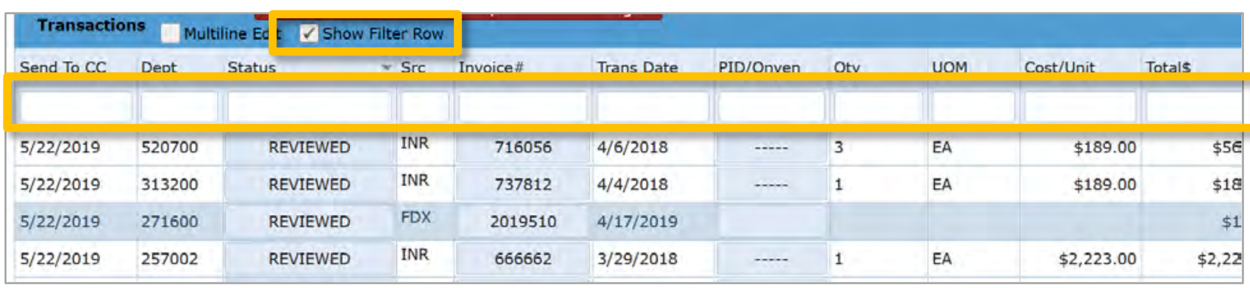


Transactions Multiline Edit Show Filter Row

Sort Ascending
Sort Descending
Remove Sort

Send To CC	Dept	Status	Src	Invoice#	Trans Date	PID/Onyen	Qty	UOM	Cost/Unit	Total$
5/22/2019	257002	NOTREVIEWED			3/29/2018	-----	1	EA	$2,223.00	$2,223.00
5/22/2019	257002	REVIEWED			3/29/2018	-----	1	EA	$2,223.00	$2,223.00
5/22/2019	271600	REVIEWED	FDX	2019510	4/17/2019					$19.91
5/22/2019	300101	NOTREVIEWED	FDX	2019511	4/26/2019					$11.55
5/22/2019	300101	NOTREVIEWED	FDX	2019512	4/26/2019					$11.55
5/22/2019	300101	NOTREVIEWED	FDX	2019510	4/18/2019					$24.67
5/22/2019	302300	NOTREVIEWED	INR	744113	4/10/2018	-----	1	EA	$6,409.47	$6,409.47
5/22/2019	302300	NOTREVIEWED	INR	744113	4/10/2018	-----	1	EA	$6,409.47	$6,409.47

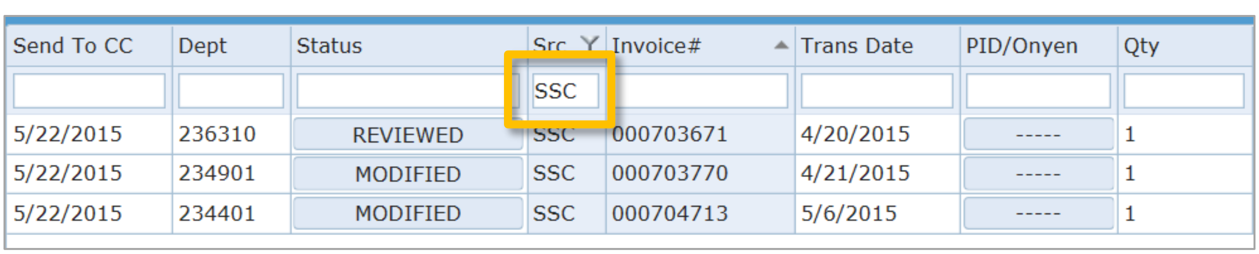
4. If you want to filter the list, select the **Show Filter Row** button. A filter row will appear above the data.



Transactions Multiline Edit Show Filter Row

Send To CC	Dept	Status	Src	Invoice#	Trans Date	PID/Onyen	Qty	UOM	Cost/Unit	Total$
5/22/2019	520700	REVIEWED	INR	716056	4/6/2018	-----	3	EA	$189.00	$56
5/22/2019	313200	REVIEWED	INR	737812	4/4/2018	-----	1	EA	$189.00	$18
5/22/2019	271600	REVIEWED	FDX	2019510	4/17/2019					$1
5/22/2019	257002	REVIEWED	INR	666662	3/29/2018	-----	1	EA	$2,223.00	$2,22

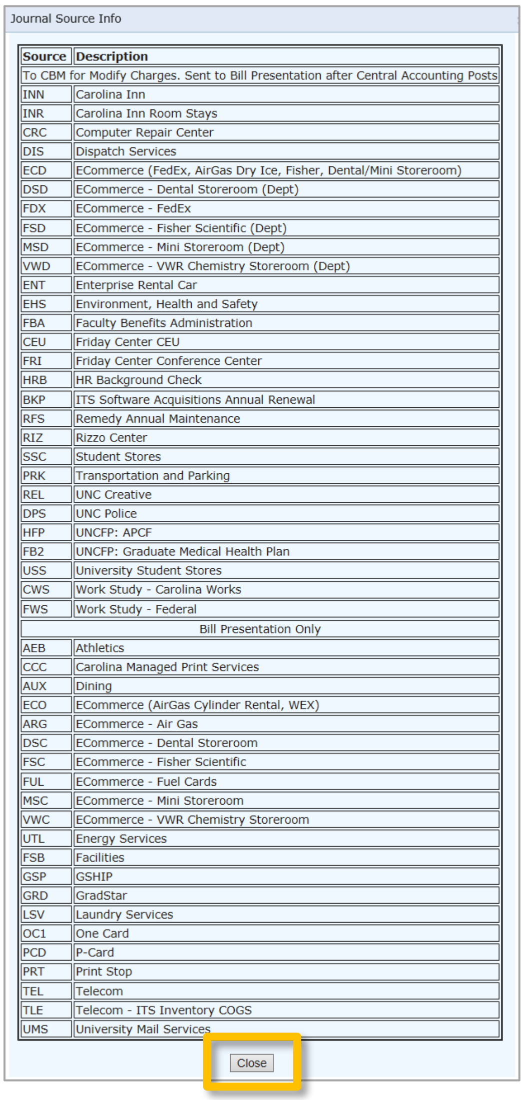
5. Type part or all of the word or number you are searching for in the filter row and press the **Enter** key on your keyboard.



Send To CC	Dept	Status	Src	Invoice#	Trans Date	PID/Onyen	Qty
			SSC				
5/22/2015	236310	REVIEWED	SSC	000703671	4/20/2015	-----	1
5/22/2015	234901	MODIFIED	SSC	000703770	4/21/2015	-----	1
5/22/2015	234401	MODIFIED	SSC	000704713	5/6/2015	-----	1

6. If you need to see the list of all sources, hover your mouse over the **Help** button, then from the dropdown list select **View Source Descriptions**.

7. After reviewing the source descriptions, click the **Close** button.

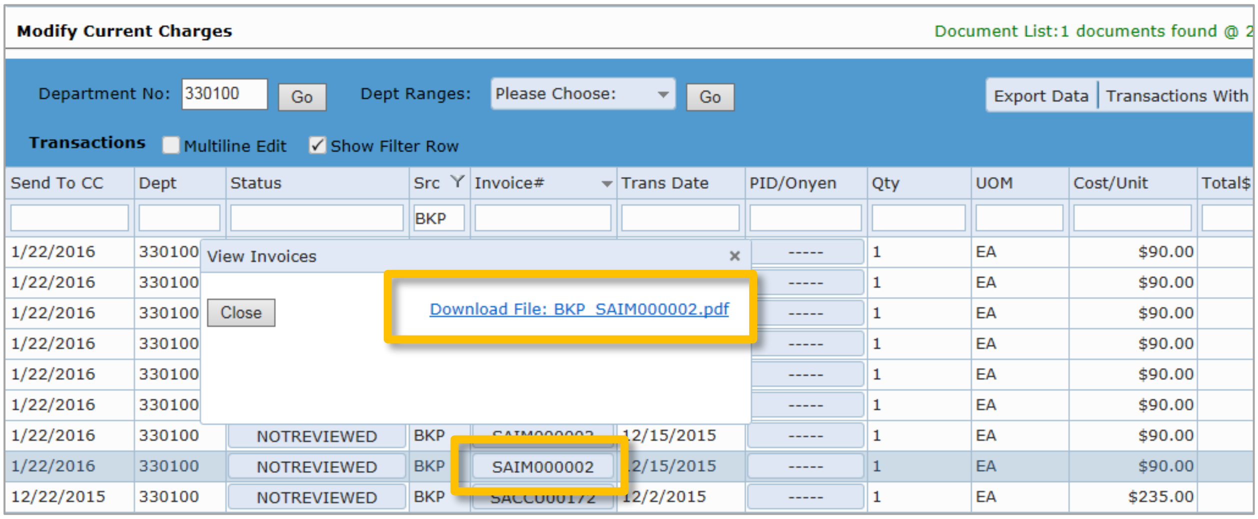


Journal Source Info

Source	Description
To CBM for Modify Charges. Sent to Bill Presentation after Central Accounting Posts	
INN	Carolina Inn
INR	Carolina Inn Room Stays
CRC	Computer Repair Center
DIS	Dispatch Services
ECD	ECommerce (FedEx, AirGas Dry Ice, Fisher, Dental/Mini Storeroom)
DSD	ECommerce - Dental Storeroom (Dept)
FDX	ECommerce - FedEx
FSD	ECommerce - Fisher Scientific (Dept)
MSD	ECommerce - Mini Storeroom (Dept)
VWD	ECommerce - VWR Chemistry Storeroom (Dept)
ENT	Enterprise Rental Car
EHS	Environment, Health and Safety
FBA	Faculty Benefits Administration
CEU	Friday Center CEU
FRI	Friday Center Conference Center
HRB	HR Background Check
BKP	ITS Software Acquisitions Annual Renewal
RFS	Remedy Annual Maintenance
RIZ	Rizzo Center
SSC	Student Stores
PRK	Transportation and Parking
REL	UNC Creative
DPS	UNC Police
HFP	UNCFP: APCF
FB2	UNCFP: Graduate Medical Health Plan
USS	University Student Stores
CWS	Work Study - Carolina Works
FWS	Work Study - Federal
Bill Presentation Only	
AEB	Athletics
CCC	Carolina Managed Print Services
AUX	Dining
ECO	ECommerce (AirGas Cylinder Rental, WEX)
ARG	ECommerce - Air Gas
DSC	ECommerce - Dental Storeroom
FSC	ECommerce - Fisher Scientific
FUL	ECommerce - Fuel Cards
MSC	ECommerce - Mini Storeroom
VWC	ECommerce - VWR Chemistry Storeroom
UTL	Energy Services
FSB	Facilities
GSP	GSHIP
GRD	GradStar
LSV	Laundry Services
OC1	One Card
PCD	P-Card
PRT	Print Stop
TEL	Telecom
TLE	Telecom - ITS Inventory COGS
UMS	University Mail Services

Close

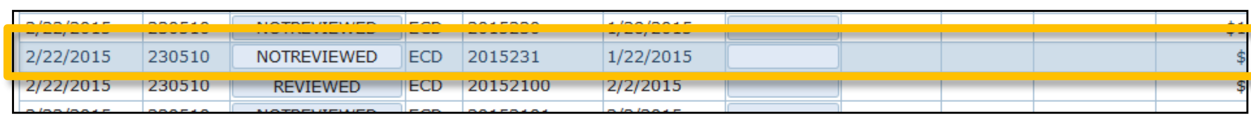
8. You can also view any attachments that may have been included with the charge by clicking on the Invoice Number and then clicking **Download File** in the pop-up box.



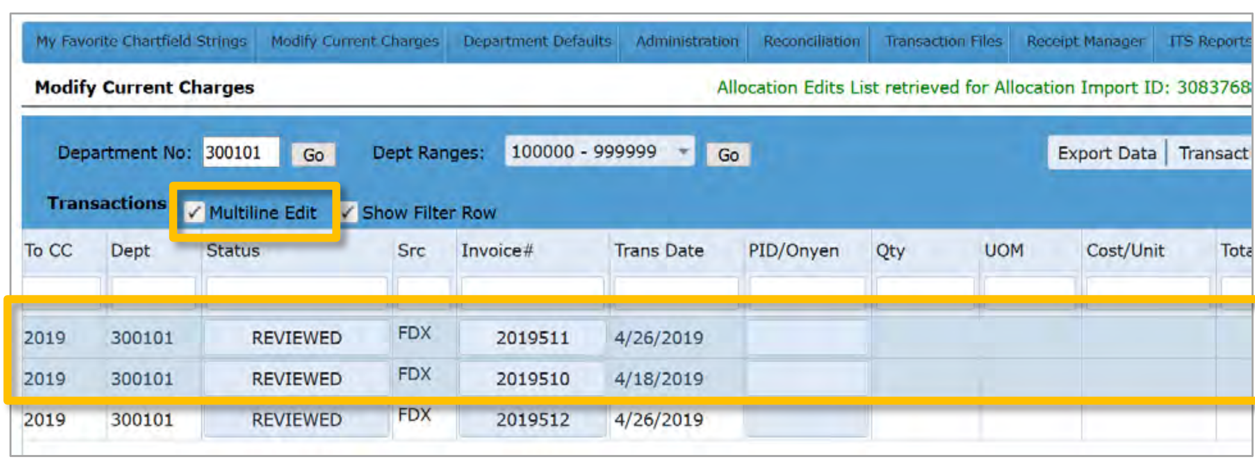
Note: While all Invoice Numbers appear as click buttons, not all of them will contain attachments. Those that do not contain attachments will say **No Documents Found** in the pop-up box when you click on the Invoice Number.

Modifying Transactions

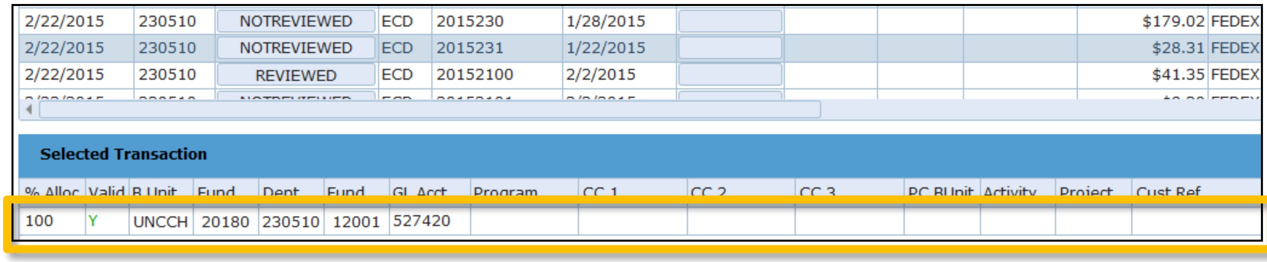
1. Click anywhere on the line of the transaction(s) you would like to modify.



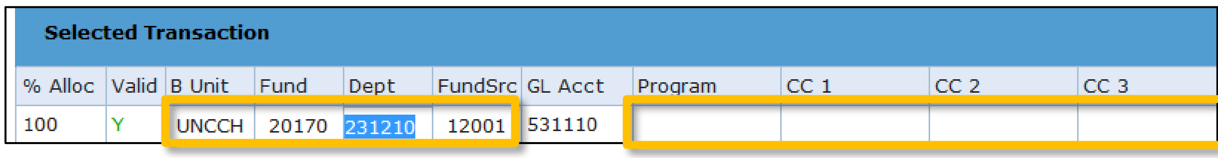
If you want to charge multiple lines to the same chartfield string, mark the **Multiline Edit** checkbox, then hold the **Ctrl** key on your keyboard while you click the lines that you want to edit. Multiline Edits can only be done if the charges are from the same billing unit. Otherwise, the system will display an error message.



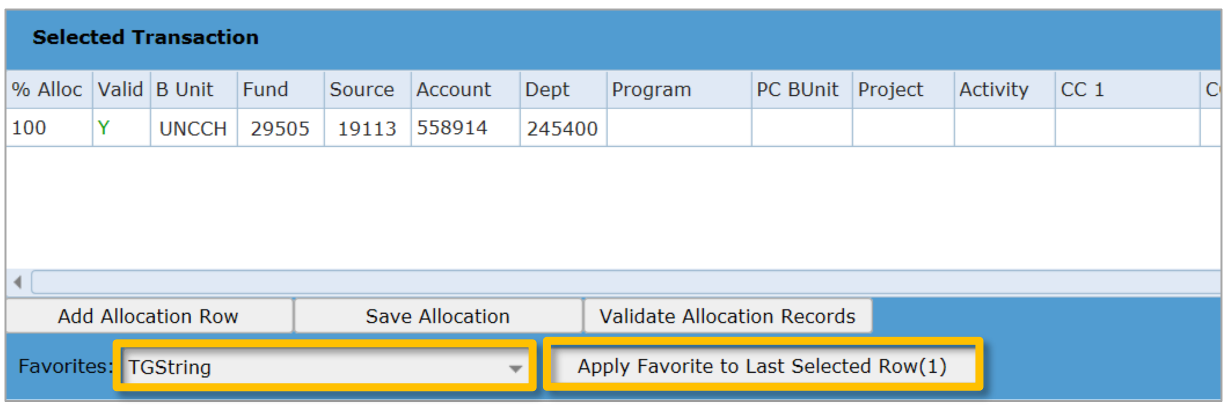
Result: The system displays the current bill to information at the bottom of the screen.



2. To modify any of the chartfields besides account, click in the field you want to modify and type in the new value.



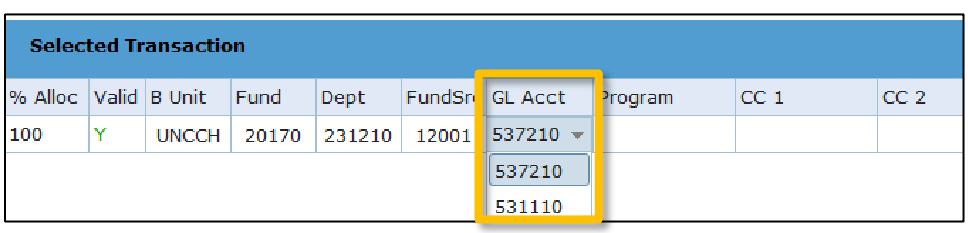
Or, if you want to apply a favorite chartfield string that you have already created, scroll to the bottom of the screen, select the appropriate favorite from the drop-down menu, and click the **Apply Favorite to Last Selected Row** button. For information on how to create favorites, see the Setting Up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



3. To modify the Account number, click the **GL Acct** field.

Result: The system displays a dropdown arrow.

4. Click the dropdown arrow and select from other limited but appropriate choices.



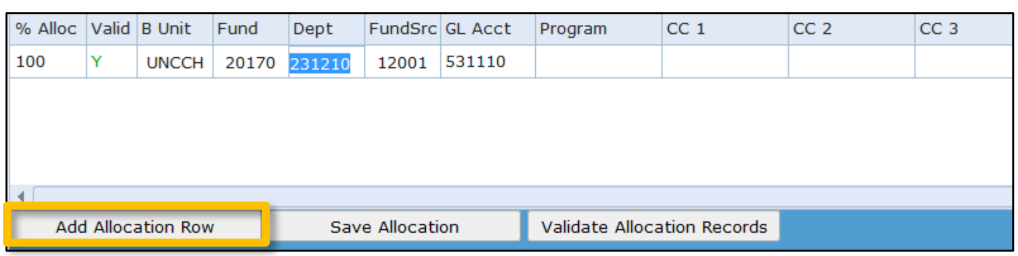
5. If you need to see the list of account descriptions, hover your mouse over the **Help** button, then from the dropdown list select **View Descriptions Descriptions**.

6. After reviewing the account descriptions, click the **Close** button.

Account	Description
515810	Emp Supp Life/Accd
522660	Security Svc Agree
522923	Non Inst Service
523120	Consultant: Acd/Res
524160	Repair: Comp Other
524210	Repair: Per Comp/Printer
526780	Travel: Recruitment
527190	Video Trans Chg
527420	Freight/Express
527510	Printing/Binding
531110	Office Equip: NonCap
537210	Supplies: Edu/Res
538110	Supplies: Non Educ Misc
546310	Library: Phy One Time
546320	Library: Phy Subscrip
558914	Miscellaneous Services
558921	Meetings/Amentities
569471	Grants: Other

Close

7. Another option is to allocate the charge to multiple chartfields. Select **Add Allocation Row.**



Result: The system adds another row.

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

9. 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%.

% Alloc	Valid	B Unit	Fund	Dept	FundSrc	GL Acct	Program	CC 1	CC 2	CC 3	PC B
50	Y	UNCCH	20170	231210	12001	531110					
50	Y	UNCCH	20170	200100	12001	531110					

Add Allocation Row | Remove Allocation Row | Save Allocation | Validate Allocation Records

Changing Transaction Status

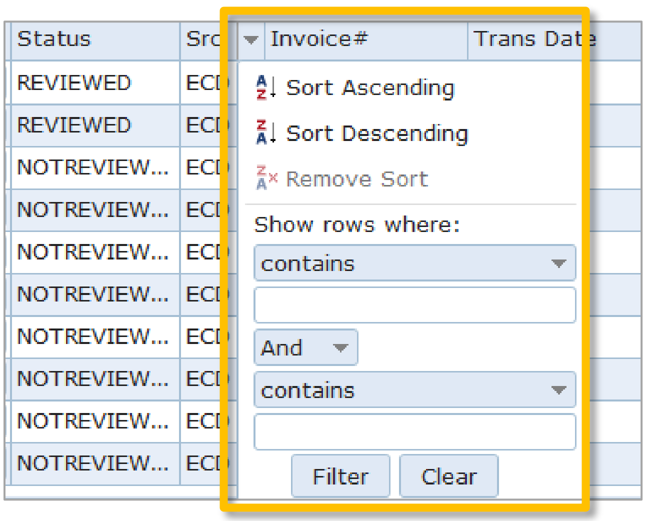
1. Another feature is that once you have reviewed a transaction you can click on the **NOTREVIEWED** field in the Status column and the system changes the status to **REVIEWED**. You can also change the status back to **NOTREVIEWED** by clicking on the field again. If you modify a string, the status 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.

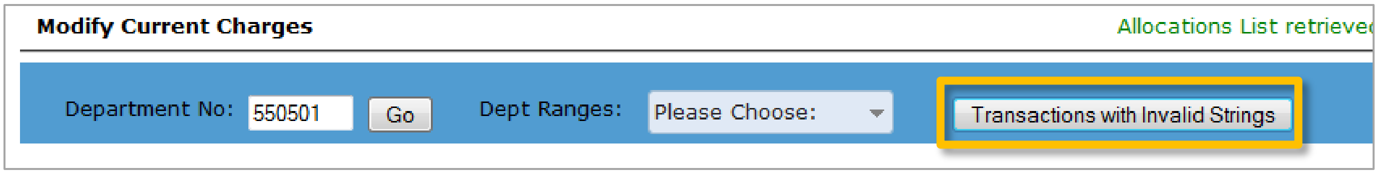
Send To CC	Dept	Status	Src	Invoice#	Trans Date	PID/Onyen	Qty	UOM
2/22/2015	230510	REVIEWED	INN	432471	10/31/2014	-----	1	EA
2/22/2015	230510	MODIFIED	PRT	1627	2/12/2015	abutler	1	EA
2/22/2015	230510	NOTREVIEWED	ECD	20151270	1/16/2015			

Sorting Transactions

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

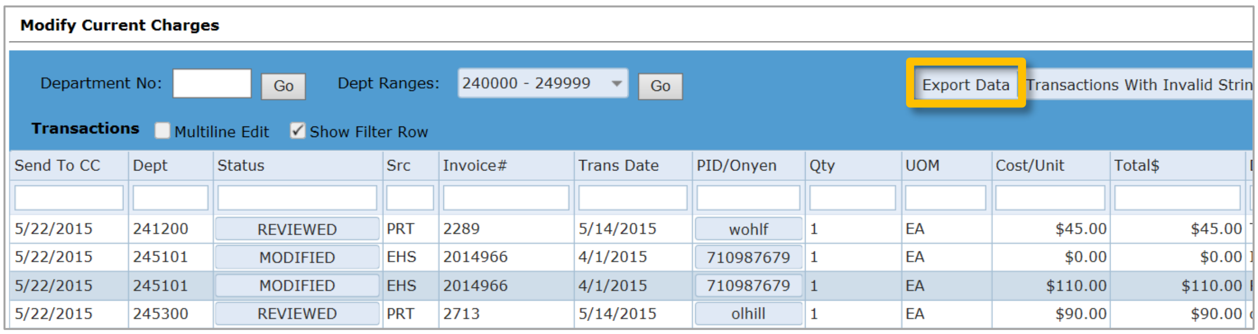


If for any reason a string that was posted to a transaction becomes invalid, users will be sent an email notification and you can use this feature to easily list and correct these transactions.



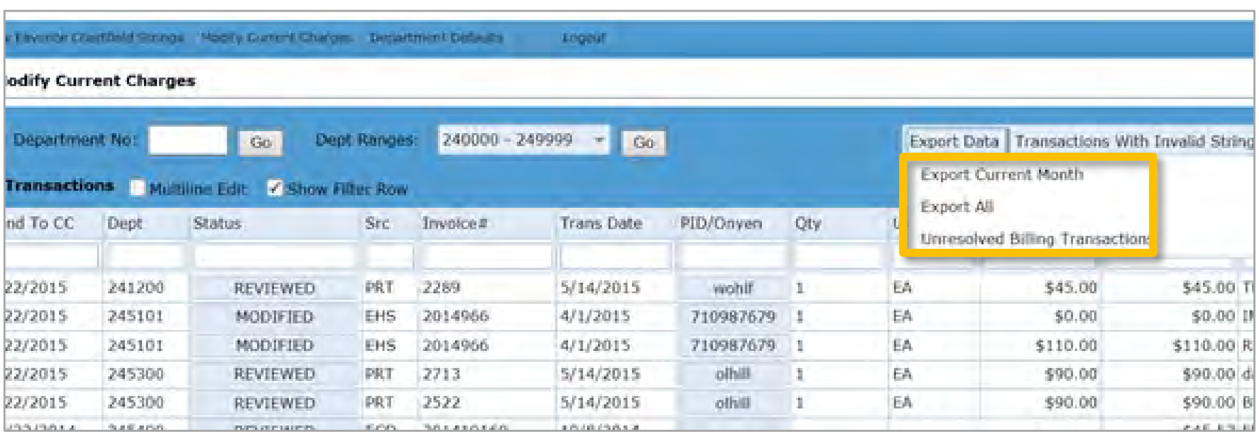
Exporting Transactions

1. You can 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.

2. Select **Export Current Month**, **Export All** or **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.



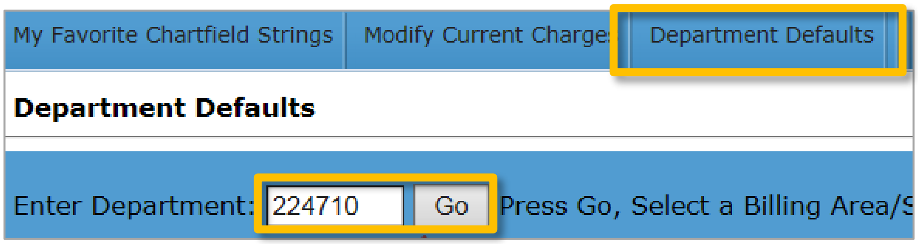
Result: The system displays the list of designated transactions in Excel.

Viewing and Modifying Department Defaults

You must have proper security access to see this tab. If you have access questions, contact one of your Campus Unit Finance leads (formerly called MOU leads).

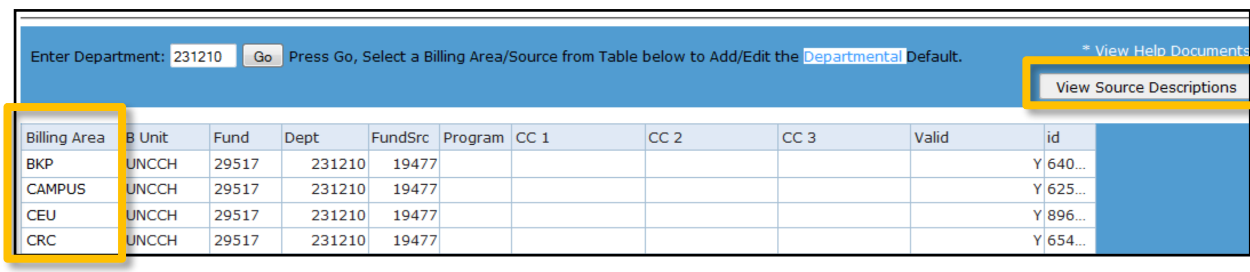
Viewing Department Defaults

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



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 to open the Source Description screen.



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

Journal Source Info

Source	Description
To CBM for Modify Charges. Sent to Bill Presentation after Central Accounting Posts	
INN	Carolina Inn
INR	Carolina Inn Room Stays
CRC	Computer Repair Center
DIS	Dispatch Services
ECD	ECommerce (FedEx, AirGas Dry Ice, Fisher, Dental/Mini Storeroom)
DSD	ECommerce - Dental Storeroom (Dept)
FDX	ECommerce - FedEx
FSD	ECommerce - Fisher Scientific (Dept)
MSD	ECommerce - Mini Storeroom (Dept)
VWD	ECommerce - VWR Chemistry Storeroom (Dept)
ENT	Enterprise Rental Car
EHS	Environment, Health and Safety
FBA	Faculty Benefits Administration
CEU	Friday Center CEU
FRI	Friday Center Conference Center
HRB	HR Background Check
BKP	ITS Software Acquisitions Annual Renewal
RFS	Remedy Annual Maintenance
RIZ	Rizzo Center
SSC	Student Stores
PRK	Transportation and Parking
REL	UNC Creative
DPS	UNC Police
HFP	UNCFP: APCF
FB2	UNCFP: Graduate Medical Health Plan
USS	University Student Stores
CWS	Work Study - Carolina Works
FWS	Work Study - Federal
Bill Presentation Only	
AEB	Athletics
CCC	Carolina Managed Print Services
AUX	Dining
ECO	ECommerce (AirGas Cylinder Rental, WEX)
ARG	ECommerce - Air Gas
DSC	ECommerce - Dental Storeroom
FSC	ECommerce - Fisher Scientific
FUL	ECommerce - Fuel Cards
MSC	ECommerce - Mini Storeroom
VWC	ECommerce - VWR Chemistry Storeroom
UTL	Energy Services
FSB	Facilities
GSP	GSHIP
GRD	GradStar
LSV	Laundry Services
OC1	One Card
PCD	P-Card
PRT	Print Stop
TEL	Telecom
TLE	Telecom - ITS Inventory COGS
UMS	University Mail Services

Close

4. 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.

Enter Department: 231210 Go Press Go, then Select a Billing Area or Source from Table below to Add/Edit the Departme

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC	UNCCH	20170	200100	12001				
DPS	UNCCH	20170	200100	12001				

Updating Department Chartfield Strings

1. 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.

DPS	UNCCH	20170	200100	12001				
ECD	UNCCH	20170	200100	12001				
EHS	UNCCH	20170	200100	12001				
FRI	UNCCH	20170	200100	12001				
INN	UNCCH	20170	200100	12001				
PRK	UNCCH	20170	200100	12001				
PRT	UNCCH	20170	200100	12001				
RIZ	UNCCH	20170	200100	12001				

Go to page: 1 Show row

Selected Billing Area or Source

Billing Area: DPS | Dept: 200100 | Cost Code 1:
Business Unit: UNCCH | Fund Source: 12001 | Cost Code 2:
Fund Code: 20170 | Program: | Cost Code 3:

Update Chartfields | Delete Chartfields | Validate Chartfields

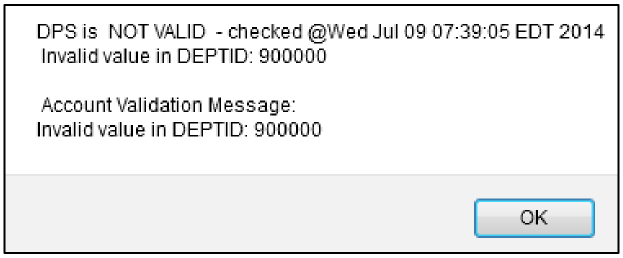
Note: You can use a different Dept ID as a default. For the PRT example below, any PRT transaction coming into CBM for Dept 550501 will actually default to Dept 541000. This may be helpful if you have a valid dept id but do not want any charges posted to it.

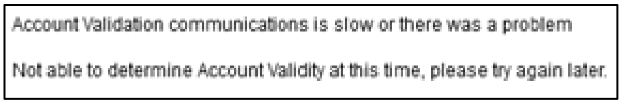
Enter Department: 550501 Go Press Go, then Select a Billing Area or Source from Table below to Add/

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2
PRK	UNCCH	20151	550501	12001	L5505	LB15505600	
PRT	UNCCH	24160	541000	14309	PAD01		

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.

Billing Area: DPS | Dept: 22400 | Cost Code 1:
Business Unit: UNCCH | Fund Source: 12001 | Department Number too short, it should be 6 digits!
Fund Code: 20170 | Program: | Cost Code 3:





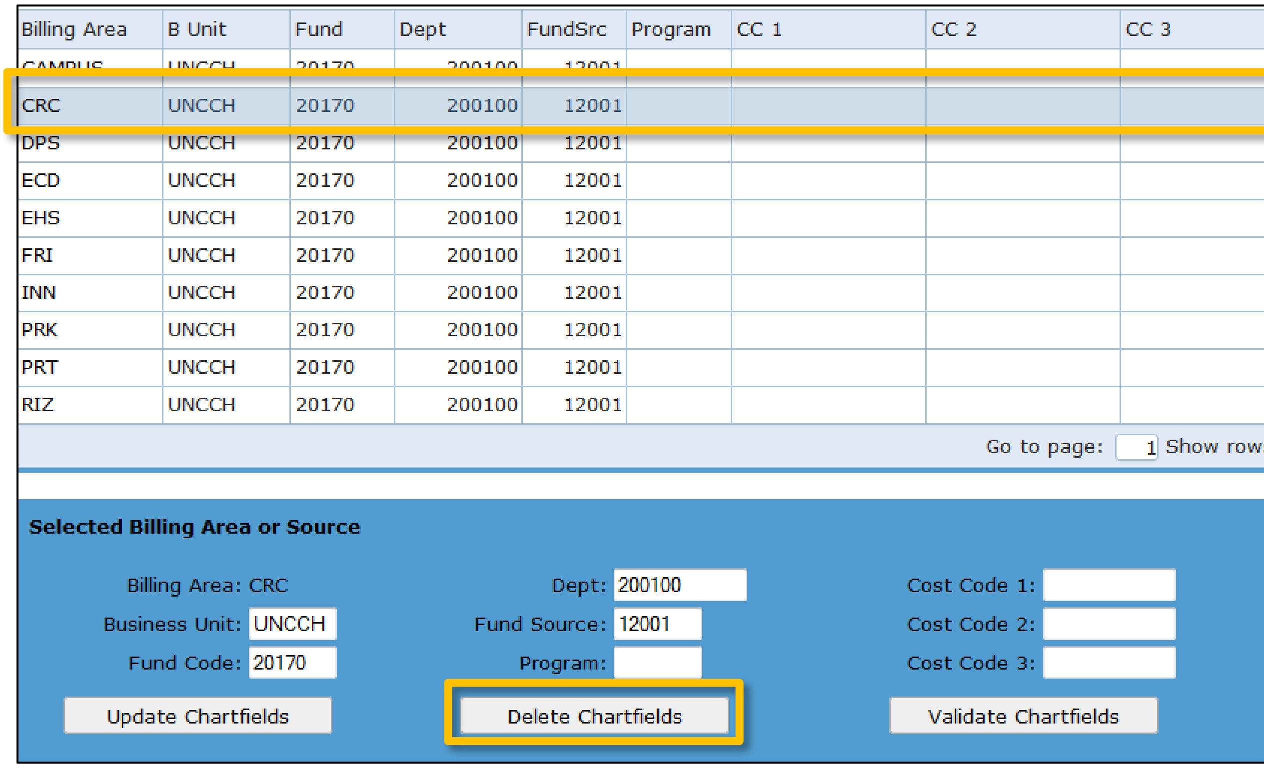
2. The new values will appear in the list once validated and updated.

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC	UNCCH	20170	200100	12001				
DPS	UNCCH	20170	200100	12001				
ECD	UNCCH	20170	200100	12001				
EHS	UNCCH	20170	200100	12001				
FRI	UNCCH	20170	200100	12001				
INN	UNCCH	20170	200100	12001				
PRK	UNCCH	20170	200100	12001				
PRT	UNCCH	20170	200100	12001				
RIZ	UNCCH	20170	200100	12001				

Go to page: 1 Show rows

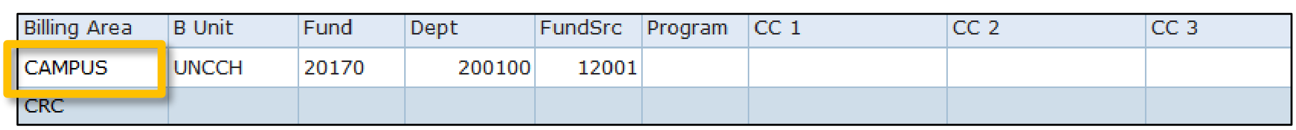
Deleting Department Chartfield Strings

1. You can delete a string by selecting the billing area from the list and then click **Delete Chartfields**. The exception is the CAMPUS default. The Campus Default may be edited but cannot be deleted.



Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC	UNCCH	20170	200100	12001				
DPS	UNCCH	20170	200100	12001				
ECD	UNCCH	20170	200100	12001				
EHS	UNCCH	20170	200100	12001				
FRI	UNCCH	20170	200100	12001				
INN	UNCCH	20170	200100	12001				
PRK	UNCCH	20170	200100	12001				
PRT	UNCCH	20170	200100	12001				
RIZ	UNCCH	20170	200100	12001				

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.



Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC								

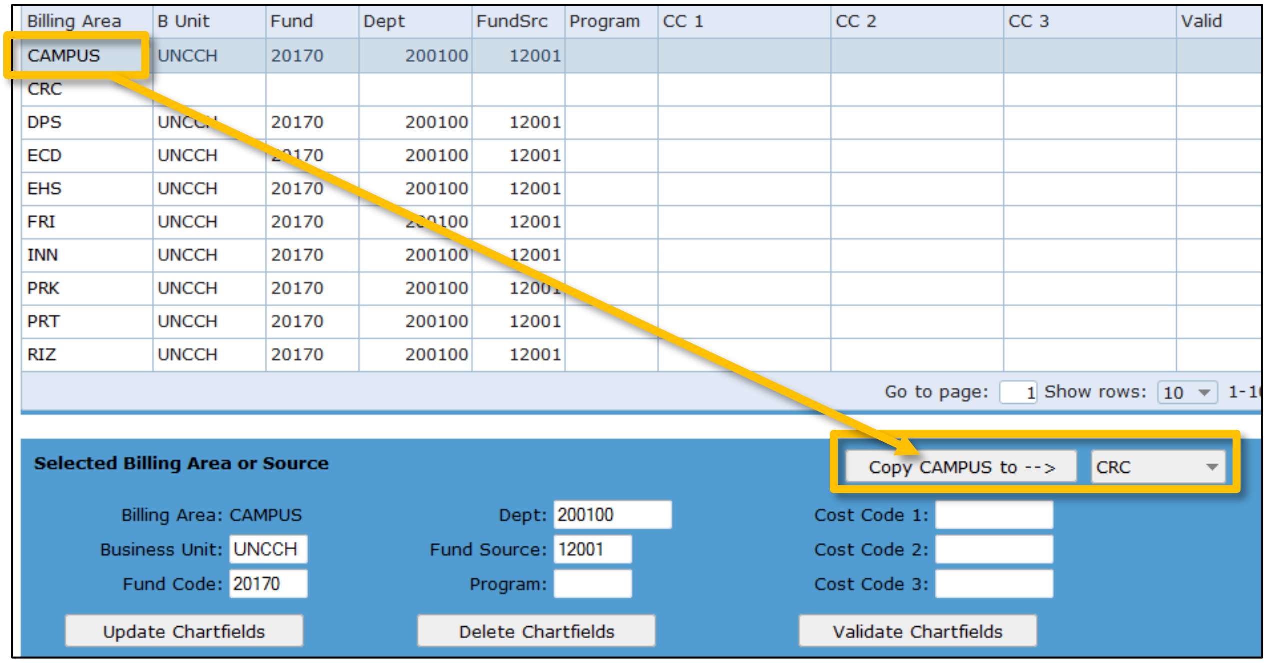
Copying Department Chartfield Strings

You can copy values entered into other **empty** fields.

1. Select the bill area you want to copy.

If there is an empty chartfield string field in your list a "**Copy <name of selected bill area> to -- >**" drop-down list will appear. .

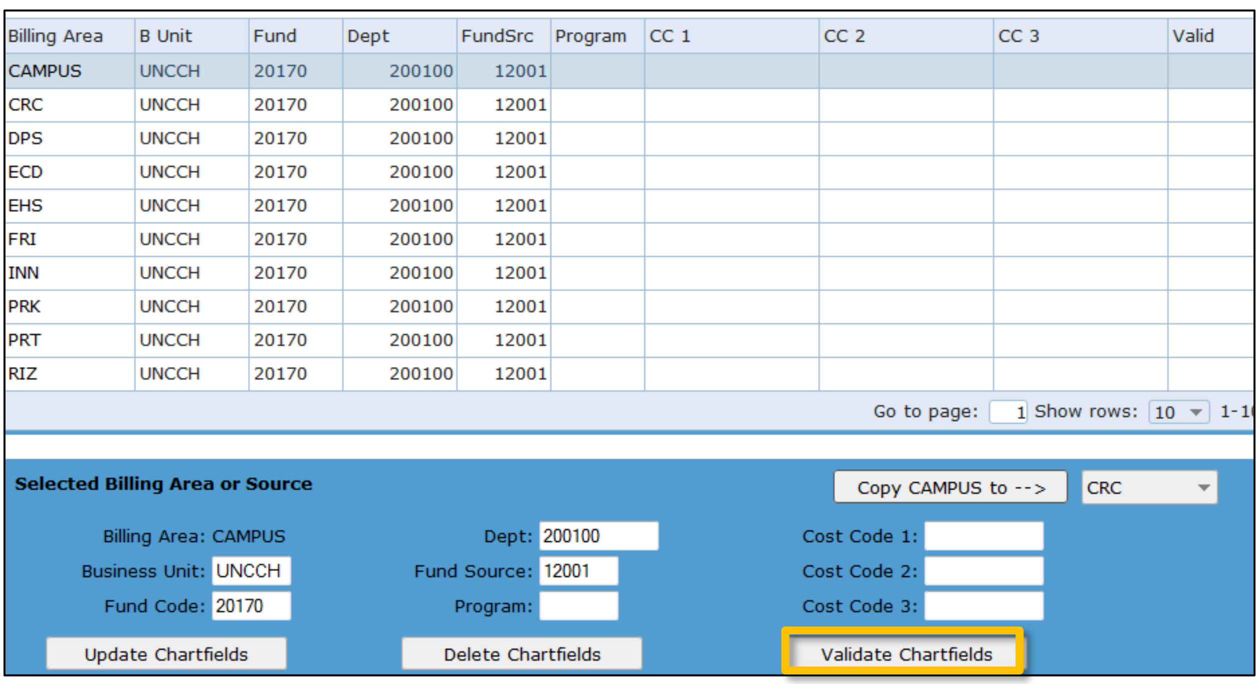
2. Select the bill area you want to copy to from drop-down list.



Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
CAMPUS	UNCCH	20170	200100	12001					
CRC									
DPS	UNCCH	20170	200100	12001					
ECD	UNCCH	20170	200100	12001					
EHS	UNCCH	20170	200100	12001					
FRI	UNCCH	20170	200100	12001					
INN	UNCCH	20170	200100	12001					
PRK	UNCCH	20170	200100	12001					
PRT	UNCCH	20170	200100	12001					
RIZ	UNCCH	20170	200100	12001					

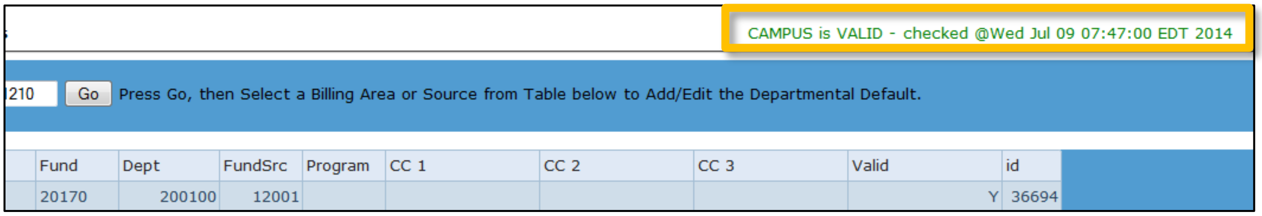
Validating Department Chartfield Strings

1. You can validate any saved string or one you are editing by selecting the billing area and clicking the **Validate Chartfields** button.



Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
CAMPUS	UNCCH	20170	200100	12001					
CRC	UNCCH	20170	200100	12001					
DPS	UNCCH	20170	200100	12001					
ECD	UNCCH	20170	200100	12001					
EHS	UNCCH	20170	200100	12001					
FRI	UNCCH	20170	200100	12001					
INN	UNCCH	20170	200100	12001					
PRK	UNCCH	20170	200100	12001					
PRT	UNCCH	20170	200100	12001					
RIZ	UNCCH	20170	200100	12001					

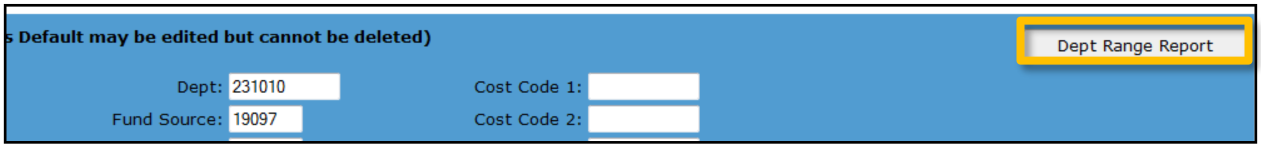
Result: The system displays a message in the upper right corner of the screen to confirm the string is valid.



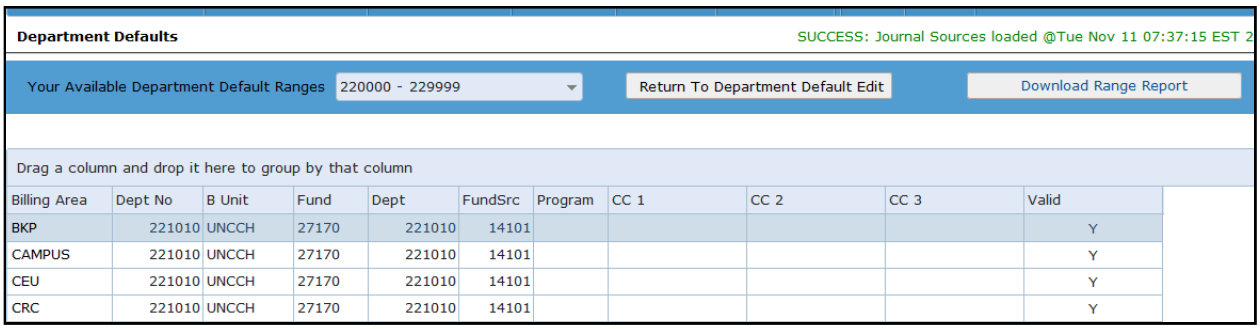
Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid	id
20170	200100	12001					Y	36694

Reviewing Department Chartfield Strings

1. If you would like to review the defaults for your departments, select **Dept Range Report**.



2. Select the appropriate range from the drop-down menu. View on the screen or select Download Range Report to export the report to Excel.



Billing Area	Dept No	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
BKP	221010	UNCCH	27170	221010	14101					Y
CAMPUS	221010	UNCCH	27170	221010	14101					Y
CEU	221010	UNCCH	27170	221010	14101					Y
CRC	221010	UNCCH	27170	221010	14101					Y