

# **FINANCIAL INFORMATION SYSTEM**

## **Transaction Processing**

### **Service Billing Document**

#### **Financial Documents Group**

**Financial Management Support Department  
INDIANA UNIVERSITY**



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## **SECTION A. Basic Information**

The Service Billing (SB) document is a restricted use document (see *Section 3: Who Uses It?*). Like the Internal Billing document, it is used for the billing of goods or services provided by a university department to another internal department, reflecting income to the provider and expense to the customer. These transactions are generated by the servicing department.

However, the Service Billing document differs from the Internal Billing document in that it **DOES NOT** route for approval. Approval is by a formal pre-agreement between the service provider and the department being billed, and is based on a service provider's ability to provide documentation for all transactions. This pre-agreement ensures that only authorized organizations can create a billing without approval routing. The agreement must meet Internal Audit and State Board of Accounts requirements.

The Service Billing document also differs from the Internal Billing document in that it allows for more information to be included in the document (in the accounting line "Description" fields), it allows for the daily submission of billings, and it allows multiple accounts to be billed on one document, in both the income and the expense zones.

### **1. WHAT IS IT?**

The Service Billing document is used to generate billing transactions for goods or services provided to internal university organizations. It is a more convenient and more expedient method of billing than the Internal Billing document, since it does not require approval. The SB document replaces the old key master and other data entry systems of billing.

### **2. WHY IS IT USED?**

The Service Billing is used to bill goods or services provided by a university department to another internal department, reflecting income to the provider and expense to the customer. This process replaces the former Miscellaneous ID billing system.

### **3. WHO USES IT?**

Special certification from Financial Management Support (FMS) is required for access to the Service Billing document. This certification is obtained by providing evidence of the service provider's formal pre-agreement process with departments.

To gain access to the Service Billing document, the service provider must provide proof of the formal agreement, the account numbers receiving revenue from the billing, and the names of those individuals in the service provider organization who will be using the SB document.

Organizations that create a large volume of transactions with their local computer systems should continue to FTP data to Transaction Processing (TP) via the IUIS.

Contact Customer Service at the FMS Help Desk (812/855-0375; e-mail [fmshelp@indiana.edu](mailto:fmshelp@indiana.edu)) for more information on the use of the Service Billing document.

#### 4. WHEN IS IT USED?

The SB is used in situations in which a service provider needs to bill a department or organization for services or goods for which a formal pre-agreement exists. The document can also be used to reverse or correct an earlier SB billing.

#### 5. ROUTING/APPROVAL

The Service Billing document **DOES NOT** route for approval. Approval is by 'pre-agreement' between the service provider and FMS, and is based on a department's ability to provide documentation for all transactions (i.e. an audit trail). This pre-agreement ensures that only authorized departments can create a billing without approval routing.

#### 6. HOW IS IT USED?

In the TP system, the SB document looks like this:

**Service Billing**

Service Billing  
Document #: 01-WC7263396 Status: ?  
Initiator: JUCLARK  
Created: 05/01/1996  
Amount: 0.00  
Description: \_\_\_\_\_ Explanation: \_\_\_\_\_

**Income**

Chart	Account	Object	Description	Org	Ref #	Amount
1						0.00

Total: 0.00

**Expense**

Chart	Account	Object	Description	Org	Ref #	Amount
-------	---------	--------	-------------	-----	-------	--------

Total: 0.00

OK  
CANCEL  
ROUTE  
BALANCE  
NOTES  
SUBACCT  
ITEMS

The SB document is composed of three zones.

## 6.1 The Document Information Zone

<b>Service Billing</b> <b>Document #:</b> 01-WC7263396 <b>Status:?</b> <b>Initiator:</b> JUCLARK <b>Created:</b> 05/01/1996 <b>Amount:</b> 0.00 <b>Description:</b> _____	<b>Departmental-Information</b>  <b>Explanation:</b> _____
--	--

This zone is composed of two sections. The information in the first half of the zone is similar to that of other TP documents. The information that goes in the “Departmental Information” section is used by the department for its own record keeping purposes. NOTE: The “Org Ref” field which appears in the “Document Information” zone in most TP documents appears in the “Income” and “Expense” zones in the Service Billing document (see below).

## 6.2 The Income Zone

Income					
Chart	Account	Object	Description	Org Ref #	Amount
1	↓	↓			N
<input type="checkbox"/>					
<input type="button" value="Insert Line"/>		<input type="button" value="Delete Line"/>		<b>Total:</b>	<b>0.00</b>

This zone reflects the amount of revenue generated by the corresponding expenses in the “Expense” zone. There may be multiple accounting lines and object codes in the “Income” zone.

## 6.3 The Expense Zone

Expense					
Chart	Account	Object	Description	Org Ref #	Amount
	↓	↓			
<input type="checkbox"/>					
<input type="button" value="Insert Line"/>		<input type="button" value="Delete Line"/>		<b>Total:</b>	<b>0.00</b>

This zone reflects the amount of expenses billed to the appropriate account(s) and object code(s) of the department or organization which received the service or goods. There may be multiple accounting lines and object codes in the “Expense” zone for multiple organizations.

## 6.4 Service Billing Field Requirements

The following table provides a breakdown of field requirements specific to this document:

<b>Field Name</b>	<b>Title &amp; Description</b>	<b>Other information</b>
<b>Description</b>	<p><b>Description</b> This field requires the user to provide a brief description of the purpose of the document. If no other description is provided in the “Description” fields in the “Income” and “Expense” zones, the description from this field will be printed on the monthly standard report.</p>	Up to forty alphanumeric characters. <b>Required.</b>
<b>Explanation</b>	<p><b>Explanation</b> This field allows the initiator to provide justification for the billing, and to meet external and internal auditing requirements.</p>	Up to four hundred characters. Double-click on empty field for an expansion window. Double-click on filled-in field to see the complete text in the expansion window. <b>Optional.</b>
<b>Chart</b>	<p><b>Financial COA Code</b> This code identifies the chart of accounts for the account which is to be credited for the provided service.</p>	Two characters. This field is automatically generated when a valid account number is entered in the account field. <b>Required.</b>
<b>Account</b>	<p><b>Account Number</b> This is the account number for the account which is to be credited for the provided service.</p>	Seven alphanumeric characters. Double-click on empty field for look-up screen. Double-click on filled-in field for more information about that account number. <b>Required.</b>
<b>Object</b>	<p><b>Financial Object Code</b> This field provides a specific classification identifier within the account that is to be credited.</p>	Four characters. Double-click on empty field for look-up screen. Double-click on filled-in field for more information about that object code. <b>Required.</b>

<b>Field Name</b>	<b>Title &amp; Description</b>	<b>Other information</b>
<b>Amount</b>	<b>Amount</b> This field provides the amount to be credited to the service providers account.	Up to twelve numbers, including two numbers separated by a decimal point. Negative numbers are not allowed. <b>Required.</b>
<b>Description</b>	<b>Description</b> This field allows the user to provide a brief description of the transaction or reason for the billing. If this field is left blank, it will duplicate the information from the "Description" field of the "Document Information" zone when you "tab" out of the field.	Up to forty alphanumeric characters. <b>Required.</b>
<b>Org Ref #</b>	<b>Organization Reference Number</b> This field provides a reference number for the service provider.	Up to eight alphanumeric characters. <b>Optional.</b>
<b>Amount</b>	<b>Amount</b> This field provides the amount of the transaction which is being billed.	Up to twelve numbers, including two numbers separated by a decimal point. Negative numbers are not allowed. <b>Required.</b>



When income or expense needs to be billed to an existing sub account (or sub accounts), sub object codes, or projects associated with an account, placing the cursor on the accounting line you wish to distribute and then clicking on the "Sub Account" button will access the "Sub Accounting Distribution" window.

COA Account	SubAcct	Object	SubObj	Project	Reference	Amount

OK Cancel

## 6.5 Sub Accounting Field Requirements

<b>Field Name</b>	<b>Title &amp; Description</b>	<b>Other information</b>
<b>COA</b>	<b>Financial COA Code</b> This code identifies the chart of accounts for an account.	Two characters. System retrieved. <b>Display only.</b>
<b>Account</b>	<b>Account Number</b> This is an identifier for a pool of funds assigned to a specific university division, for a specific function.	Seven alphanumeric characters. System retrieved. <b>Display only.</b>
<b>Sub Account</b>	<b>Sub Account Number</b> This is an identifier specified by the account manager to further break down the billing income/expense. Reports to the account.	Five alphanumeric characters. Click on down arrow for a lookup screen. <b>Optional.</b>
<b>Object</b>	<b>Financial Object Code</b> This field provides a specific classification identifier used in a particular financial transaction.	Four characters. System retrieved. <b>Display only.</b>
<b>SubObj</b>	<b>Sub Object Code</b> This is an identifier for further breakdown of the object code. Reports to the object code.	Three alphanumeric characters. <b>Optional.</b>
<b>Project</b>	<b>Project</b> This field tracks individual projects or specific items across an account or several accounts, units or RCs.	Ten alphanumeric characters. <b>Optional.</b>
<b>Reference</b>	<b>Reference</b> This is an additional reference field for any further information that needs to be added to the document.	Eight characters. <b>Optional.</b>
<b>Amount</b>	<b>Amount</b> This field provides the amount of the transaction referenced on an individual line of the "Income" or "Expense" zones.	Up to fifteen characters, plus two characters separated by a decimal point. Negative numbers are not allowed. <b>Display only.</b>

## 7. DOCUMENT RULES AND RESTRICTIONS

- Total **INCOME** must equal total **EXPENSE** (based on object type)
- Generally, income object codes should not be used in the expense zone (based on object type), except to correct an error (see example 8.2D)
- Accounts with the associated fund group of LF (Loan Fund) are prohibited
- Accounts with the associated sub-fund group of PFRI (Retirement of Indebtedness) and PFIP (Investment in Plant) are prohibited in this document
- Object codes associated with the object consolidation of FDBL (Fund Balance), ASST (Asset) and LIAB (Liability) are prohibited
- Object codes associated with an object level of "C&G" (Contract and Grants Sponsored Programs) are prohibited
- Other restrictions on object code sub-type use:

Object codes with the following object sub-types are prohibited on this document:	To perform transactions involving these object codes and object sub-types, use the following document:
FR Fringe Benefits	Benefits Expense Transfer
SF Student Fees	Budget Adjustment
ST State Appropriations	Budget Adjustment
MT Mandatory Transfers	Transfer of Funds
SW Salaries and Wages	Salary Expense Transfer
GI Gifts	Cash Receipts
IV Investments	Journal Voucher
CP Construction in Process	Call the campus Capital Asset office for instructions on use
WO Write-off Expenses	Distribution of Income/ Expense
TF Transfer of Funds	Transfer of Funds

## 8. EXAMPLES OF ITS USE

### 8.1 Billing of goods from a general account to other departmental accounts

Situation	Steps	Results
The Biology department general fund account needs to bill for goods provided to other Biology department accounts.	<p>Enter the account number and object code of the account which is billing the goods in the "Income" zone.</p> <p>Enter the accounts and object codes of the accounts which are being charged for the goods in the "Expense" zone.</p>	The individual accounts and object codes will be billed for the charges.

**Service Billing**

Document #: 01-LD8885996 Status:A  
 Initiator: CJEFFERS  
 Created: 04/26/1996  
 Amount: 111.91  
 Description: Miscellaneous Billing

**Departmental-Information**  
 Explanation: Stockroom,

**Income**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL 1024600	1800	Biology Bi			111.91
<input type="checkbox"/>	GENFND BI		DEPT OF BIOLOGY			LAB SUPPLIES N
<b>Total:</b>						<b>111.91</b>

**Expense**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL 4624569	4967	SLIDES		FEB-96	3.00
<input type="checkbox"/>	FEDERH BI	PHS R37 GM	34527-12 PACE			PHOTO XRAY N
2	BL 4624569	4166	APPLE COLO		FEB-MAR 96	1.50
<input type="checkbox"/>	FEDERH BI	PHS R37 GM	34527-12 PACE			PRINT/DUP N
3	BL 4624569	4035	DRY ICE		MAR-APR 96	9.90
<input type="checkbox"/>	FEDERH BI	PHS R37 GM	34527-12 PACE			LAB SUPPLIES N
<b>Total:</b>						<b>111.91</b>

NOTE: In the example above, not all of the lines in the "Expense" zone can be seen, since each of the zones can only show three lines at a time. However, the scroll bar at the right of the "Expense" zone indicates that there are more than three lines of data available. Use the scroll bar to maneuver between lines.

You can use the "Zoom" function under the "Edit" menu to see up to ten lines of data. To zoom in on a zone, the cursor must be resting on a line in that zone.

NOTE: There are several keystrokes that duplicate the Zoom function. Pressing the F8 key will access a reduced-size Zoom window. Pressing Shift-F8 will access the full-size Zoom window.

Income			
Chart	Account	Object	Amount
1	BL 4624569	4967	3.00
	FEDERH BI PHS R37 GM 34527-12	PACE PHOTO XRAY	N
2	BL 4624569	4166	1.50
	FEDERH BI PHS R37 GM 34527-12	PACE PRINT/DUP	N
3	BL 4624569	4035	9.90
	FEDERH BI PHS R37 GM 34527-12	PACE LAB SUPPLIES	N
4	BL 4824663	4035	1.35
	FEDERA BI NSF IBN-9596186	HANGARTER LAB SUPPLIES	N
5	BL 4624678	4035	3.60
	FEDERH BI PHS R01 GM43930-07	ZOLAN LAB SUPPLIES	N
6	BL 4824663	4035	27.00
	FEDERA BI NSF IBN-9596186	HANGARTER LAB SUPPLIES	N
7	BL 4624678	4035	3.15
	FEDERH BI PHS R01 GM43930-07	ZOLAN LAB SUPPLIES	N
8	BL 4624526	4035	2.25
	FEDERE BI PHS F32GM13595-2	BLUMENTH LAB SUPPLIES	1
9	BL 4624678	4035	4.86
	FEDERH BI PHS R01 GM43930-07	ZOLAN LAB SUPPLIES	N
10	BL 4624525	4166	1.40
	FEDERH BI PHS R01 GM 46295-05	SAXTO PRINT/DUP	N

### Effect of document on General Ledger

Each individual billing is posted separately in the General Ledger. To check the effect on the General Ledger:

- click on the “Inquiries” menu
- click on “Balances”
- click on the “General Ledger Balances” button
- enter the appropriate fiscal year, the account number, and the object codes (if known)
- click on the “Report” button

If you wished you see the effect of line 3 in the “Expense” zone of this example, following the above steps would take you to the General Ledger Balance screen:

General Ledger Balance				
Fiscal Year: 1996		Account: 4624569	Object Cd: 4035	Balance Type: AC
Chart: BL	Sub Acct: -----	Sub Obj Cd: ---	Object Type: EX	
Jul:	3,451.78	Jan:	2,608.57	Annual: 50,098.09
Aug:	4,135.76	Feb:	5,704.00	Begin: 0.00
Sep:	4,576.98	Mar:	1,845.10	C & G: 79,160.17
Oct:	733.89	Apr:	<b>8,930.70</b>	
Nov:	9,374.64	May:	2,900.63	Yr End
Dec:	5,836.04	Jun:	0.00	Close: 0.00
Fiscal Year:	Account:	Object Cd:	Balance Type:	
Chart:	Sub Acct:	Sub Obj Cd:	Object Type:	
Jul:	Jan:	Annual:		
Aug:	Feb:	Begin:		
Sep:	Mar:	C & G:		
Oct:	Apr:			
Nov:	May:	Yr End		
Dec:	Jun:	Close:		
<input type="button" value="OK"/> <input type="button" value="Accumulate"/>				

Clicking on the month of April will drill down to the entry report for that month. You will be able to see the billing for this particular line located on the third line from the bottom of this screen.

The column headed "Type" indicates the document type: "SB" stands for Service Billing.

General Ledger Entry Report											
Fisc	Pd	BT	Ch	Account	Sub	Obj	Sobj	OT	Project	Amount	D/C
				Doc Number/Org Ref				Type	Ref Number	Tran	Dt
1996/10	AC	BL	4624569	-----	4035----	EX	-----			1,868.50	D
DU-1641				01-MX8987696/Z065/05327-				IB	-	04/27/96	
1996/10	AC	BL	4624569	-----	4035----	EX	-----			220.00	D
DS-96011/DN				01-NZ9097996/Z063/05296-				IB	-	04/29/96	
1996/10	AC	BL	4624569	-----	4035----	EX	-----			1,136.50	D
LAB SUPPLIE				LG-731502 /				IDBL	-	04/30/96	
1996/10	AC	BL	4624569	-----	4035----	EX	-----			9.90	D
DRY ICE				01-LD8885996/MAR-APR 96-				SB	-	04/26/96	
1996/10	AC	BL	4624569	-----	4035----	EX	-----			3,226.00	D
STOCKROOM				01-OY8584396/JAN-MAR 96-				SB	-	04/23/96	
1996/10	AC	BL	4624569	-----	4035----	EX	-----			13.50	D
DRY ICE				01-OY8584396/FEB-MAR 96-				SB	-	04/23/96	

OK

## 8.2 To correct errors made on a previous Service Billing document

Occasionally, an error may be realized after a Service Billing document has been created.

There are two ways to correct an error to the Service Billing document:

- via the "Error Correction" function (to reverse an entire document)
- by using the General Error Correction (GEC) document (to correct individual income or expense lines)

## 8.2A To reverse an entire document

Situation	Steps	Results
<p>A billing error was made on a previous Service Billing document, and all entries made in this document need to be reversed.</p>	<p>Retrieve the original document via document search.</p> <p>Click on the “Workflow” option of the menu bar. Click on “Error Correction.” Click on the “OK” button.</p> <p>When the dialog window appears, click on “Yes” if you wish to continue with the reversal. A further dialog box will appear asking if you wish to edit the original document. Press “OK” to complete the transaction by reversing the original document, or press “Edit Original” to edit the original Service Billing document.</p>	<p>There are two possible choices when performing an error correction:</p> <p>You may reverse the original transaction. The reversal will appear on the General Ledger, completely voiding the original transaction.</p> <p>You may also edit the document, once it has been reversed, to reflect any corrections to the original document (in the example below, the billing has been made to a different object code in the “edited” document).</p>

### Original Service Billing Document

The screenshot shows a window titled "Service Billing" with the following content:

**Service Billing**  
 Document #: 01-UJ0775097 Status:A  
 Initiator: JUCLARK  
 Created: 07/11/1996  
 Amount: 500.00  
 Description: test

**Departmental Information**  
 Explanation: test

**Income**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL 1042600	1800	test			500.00
<input type="checkbox"/> GENFND MUAD MUSIC						OTHR INC N
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>						Total: 500.00

**Expense**

Chart	Account	Object	Description	Org	Ref #	Amount
2	BL 1042600	5000	test			500.00
<input type="checkbox"/> GENFND MUAD MUSIC						SUPP EXP N
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>						Total: 500.00

On the right side of the window, there is a vertical toolbar with icons for OK, CANCEL, ROUTE, BALANCE, NOTES, Sub Acct, and a bar chart icon.

## Reversing the Original Document

When you use the “Error Correction” function to reverse entries to an SB document, a new corrected document is generated by the system and therefore will show negative amounts in order to reverse the original document.

The screenshot shows a window titled "Service Billing" with the following information:

- Service Billing**
  - Document #: 01-CN0796197 Status: ?
  - Initiator: JUCLARK
  - Created: 07/29/1996
  - Amount: 500.00
  - Description: Reversed entries to:
- Departmental Information**
  - Explanation: test
- Income**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL	1042600	1800	test		-500.00
<input type="checkbox"/> GENFND MUAD MUSIC						OTHR INC N

Buttons: Insert Line, Delete Line. Total: -500.00
- Expense**

Chart	Account	Object	Description	Org	Ref #	Amount
2	BL	1042600	5000	test		-500.00
<input type="checkbox"/> GENFND MUAD MUSIC						SUPP EXP N

Buttons: Insert Line, Delete Line. Total: -500.00

On the right side of the window, there are several icons: OK (green checkmark), CANCEL (red X), ROUTE (arrow), BALANCE (money bag), NOTES (notepad), sub Acct (document with arrow), and ITEMS (list).

Clicking on “OK” will access a dialog box asking whether you wish to continue reversing the entries at this point.

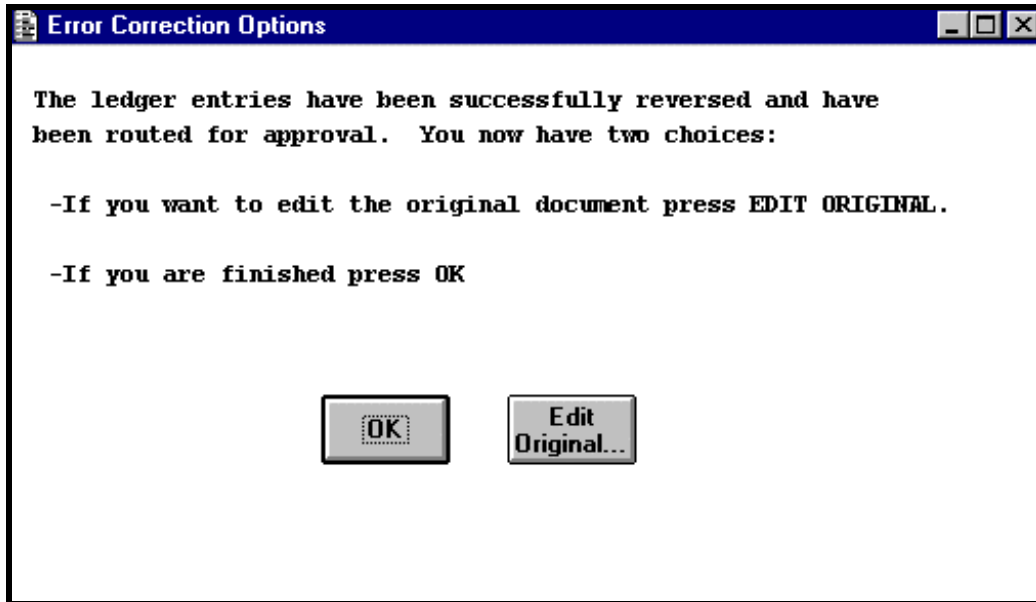
The screenshot shows a dialog box titled "FIS Transaction Processing" with the following text:

unif<sup>ace</sup>  
**A** Reversing entries: continue with this operation?

Buttons: Yes, No

Click on “Yes” or “No” as applicable. Clicking on “No” cancels the reversal. Clicking on “Yes” will reverse the original document and will route it for approval.

If, at this point, you wish to edit the original Service Billing document, click on the “Edit Original” button.



The transaction as it appeared on the original Service Billing document will return to the screen. However, the new document will have a new document number and today’s date.

## Editing the Original Document

Make changes to the document as necessary. In the document below, the expense has been applied to a different object code within the same account.

**Service Billing**

Document #: 01-PQ0796297 Status: ?

Initiator: JUCLARK

Created: 07/29/1996

Amount: 500.00

Description: Correction to: 01-UJ

**Departmental Information**

Explanation: test

OK  
 CANCEL

ROUTE  
 BALANCE  
 TOYES  
 iub Accf  
 STEPI5

---

**Income**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL 1042600	1800	test			500.00
<input type="checkbox"/> GENFND MUAD MUSIC						OTHER INC N
<b>Total:</b>						500.00

---

**Expense**

Chart	Account	Object	Description	Org	Ref #	Amount
2	BL 1042600	5200	test			500.00
<input type="checkbox"/> GENFND MUAD MUSIC						EXPEND EQUIP N
<b>Total:</b>						500.00

NOTE: The description field now states "Correction to:" followed by the reversed document number. While this is the preferred description, it may be modified as necessary.

When you have finished editing the new document, click on "OK" to approve the transaction.

## 8.2B To correct an individual billing (expense) line from an original SB document

Situation	Steps	Results
A billing error was made on an individual expense line of the original Service Billing document, and the entry needs to be corrected using the General Error Correction document.	<p>Open a new General Error Correction (GEC) document via the Document Select screen.</p> <p>Enter an explanation of why the correction is necessary in the "Explanation" field of the "Departmental Information" zone.</p> <p>Enter the account number, object code, and amount of the incorrect billing line (from the "Expense" zone of the original SB document) in the "From" zone of a new GEC document.</p> <p>Enter the correct account number, object code and amount in the "To" zone of the GEC.</p> <p>Enter the document number of the original SB document in the "Prior Doc" fields of the GEC (in both the "From" and "To" zones).</p>	<p>The expense will be transferred from the original account and object code (which appeared in the "Expense" zone of the original SB document) to a new account and object code.</p> <p>The original account and object code (which were incorrectly billed in the prior document) will be credited, and the expense will be charged to the correct account.</p>

### Original SB Document

The screenshot displays the 'Service Billing' window with the following sections:

- Service Billing:** Document #: 01-FM7226396 Status: A, Initiator: JUCLARK, Created: 03/22/1996, Amount: 2,593.74, Description: AVC GRAPHICS.
- Departmental-Information:** Explanation: 05-30-95.
- Income Table:**

Chart	Account	Object	Description	Org	Ref #	Amount
1	BL 2320710	1500	AVC GRAPHI			2,593.74
Total:						2,593.74
- Expense Table:**

Chart	Account	Object	Description	Org	Ref #	Amount
29	BL 1042600	5000	BARNELL	A03220		189.60
30	BL 1029300	5000	BOTNE	VO1408		36.80
31	BL 1023899	5000	PICKETT	VO2059		22.70
Total:						2,593.74

GEC Document (to correct an individual line from an original SB document)

General Error Correction		Departmental Information	
Document #:	01-CM0780797	Status:	P
Initiator:	ELLIOTW		
Created:	07/16/1996		
Amount:	189.60	Org Ref #:	SB-13456
Description:	to correct erroneous	Explanation:	an incorrect

From						
Chart Account	Object	Prior Doc	Description	Amount		
1 BL 1042600	5000	01 FM7226396	to correc	189.60		
<input type="checkbox"/>	GENFND MUAD MUSIC		SUPP EXP	N		
				<b>Total:</b>	<b>189.60</b>	

To						
Chart Account	Object	Prior Doc	Description	Amount		
1 BL 1029300	5215	01 FM7226396	to correc	189.60		
<input type="checkbox"/>	GENFND LING LINGUISTICS		EXPEND CMPTR	N		
				<b>Total:</b>	<b>189.60</b>	

NOTE: Unlike the Service Billing document, the General Error Correction document **WILL** route to each account manager/delegate for approval. The adjustment will thus be brought to the attention of the account managers for the accounts involved, because an error was made.

## 8.2C To correct multiple billing (expense) lines from an original SB document

Situation	Steps	Results
A billing error was made on two expense lines of the original Service Billing document.	Open a new General Error Correction (GEC) document via the Document Select screen.	The expense will be transferred from the original accounts and/or object codes (which appeared in the "Expense" zone of the original SB document) to the new accounts and/or object codes.
One billing line needs to be moved to a different object code for the same account.	Enter an explanation of why the correction is necessary in the "Explanation" field of the "Departmental Information" zone.  Enter the account numbers, object codes, and amounts of the two incorrect billing lines (from the "Expense" zone of the original SB document) in the "From" zone of a new GEC document.	The original accounts and/or object codes (which were incorrectly billed in the original document) will be credited.
One billing line needs to be moved to different account and a different object code.	Enter the correct account numbers, object codes, and amounts in the "To" zone of the GEC.  Enter the document number of the original SB document in the "Prior Doc" fields of the GEC (in both the "From" and "To" zones).	

### Original Service Billing Document

The screenshot shows the 'Service Billing' window with the following data:

**Service Billing**  
 Document #: 01-FM7226396 Status: A  
 Initiator: JUCLARK  
 Created: 03/22/1996  
 Amount: 2,593.74  
 Description: AVC GRAPHICS

**Departmental-Information**  
 Explanation: 05-30-95

**Income**

Chart	Account	Object	Description	Org Ref #	Amount
1	BL 2320710	1500	AVC GRAPHI		2,593.74
<input type="checkbox"/> DOFDS ISS ISS INSTRUCTIONAL MEDIA SALES SERV N					
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total: 2,593.74

**Expense**

Chart	Account	Object	Description	Org Ref #	Amount
29	BL 1042600	5000	BARNELL	A03220	189.60
<input type="checkbox"/> GENFND MUS MUSIC SUPP EXP N					
30	BL 1029300	5000	BOTNE	VO1408	36.80
<input type="checkbox"/> GENFND LING LINGUISTICS SUPP EXP N					
31	BL 1023899	5000	PICKETT	VO2059	22.70
<input type="checkbox"/> GENFND AST CONTINUATION ACCT - ASTRO SUPP EXP N					
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total: 2,593.74

GEC Document (to correct multiple billing lines from an original SB document)

**General Error Correction**

<b>General Error Correction</b> Document #: 01-XM0786497    Status: P Initiator: ELLIOTW Created: 07/17/1996 Amount: 212.30 Description: to correct erroneous		<b>Departmental Information</b> Org Ref #: SB 7890 Explanation: to move	
--	--	---	--

From						
Chart	Account	Object	Prior Doc	Description	Amount	
1	BL 1042600	5000	01 FM7226396	to move e	189.60	
<input type="checkbox"/>	GENFND MUAD MUSIC			SUPP EXP	N	
2	BL 1023899	5000	01 FM7226396	to move e	22.70	
<input type="checkbox"/>	GENFND AST CONTINUATION ACCT - ASTRO			SUPP EXP	N	
					<b>Total:</b>	212.30

To						
Chart	Account	Object	Prior Doc	Description	Amount	
1	BL 1042600	5300	01 FM7226396	to move e	189.60	
<input type="checkbox"/>	GENFND MUAD MUSIC			PUR RESALE	N	
2	BL 1023897	5200	01 FM7226396	to move e	22.70	
<input type="checkbox"/>	GENFND AST ASTRONOMY - EQUIP			EXPEND EQUIP	N	
					<b>Total:</b>	212.30

NOTE 1: If there are more than two lines of information in either the “From” or “To” zones, a scroll bar will appear to the right of the zones. Clicking on the “Zoom” option under “Edit” on the menu bar while the cursor is resting on that zone, will provide a more detailed view of the lines in the zone. There are several keystrokes that duplicate the Zoom function. Pressing the F8 key will access a reduced-size Zoom window. Pressing Shift-F8 will access the full-size Zoom window.

NOTE 2: Unlike the Service Billing document, the General Error Correction document **WILL** route to each account manager/delegate for approval. The adjustment will thus be brought to the attention of the account managers for the accounts involved, because an error was made.

## 8.2D To correct an income line error from an original SB document

Situation	Steps	Results
<p>Income was applied to the wrong Chemistry account.</p> <p>The income needs to be applied to the correct Chemistry account using the General Error Correction document.</p>	<p>Open a new General Error Correction (GEC) document via the Document Select screen.</p> <p>Enter an explanation of why the correction is necessary in the "Explanation" field of the "Departmental Information" zone.</p> <p>Enter the account number, object code, and amount of the incorrect income line (from the "Income" zone of the original SB document) in the "From" zone of a new GEC document.</p> <p>Enter the correct account number and object code in the "To" zone of the GEC.</p> <p>Enter the document number of the original SB document in the "Prior Doc" fields of the GEC (in both the "From" and "To" zones).</p>	<p>The income will be transferred from the original account and object code (which appeared in the "Income" zone of the prior SB document) to the new account and object codes.</p> <p>The original account and object code (which were incorrectly credited in the prior document) will be debited.</p>

### Original Service Billing Document

The screenshot shows the 'Service Billing' window with the following data:

**Service Billing**  
 Document #: 01-UZ0796697 Status:A  
 Initiator: JUCLARK  
 Created: 07/30/1996  
 Amount: 201.50  
 Description: Bill for account #

**Departmental Information**  
 Explanation: Billing fo

**Income**

Chart	Account	Object	Description	Org Ref #	Amount
1	BL 1024799	1800	Smith	CHEM-124	201.50
<input type="checkbox"/> GENFND CHEM CONTINUATION ACCT - CHEMI OTHR INC N					
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total: 201.50

**Expense**

Chart	Account	Object	Description	Org Ref #	Amount
1	BL 2624755	5000	Research	CHEM-980	201.50
<input type="checkbox"/> RESFEL CHEM MISC FELLOWSHIPS-CHEMISTR SUPP EXP N					
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total: 201.50

Navigation icons on the right: OK, CANCEL, ROUTE, BALANCE, NOTES, i/b Acc't, ETEPIS.

GEC Document (to correct an income line error from an original SB document)

General Error Correction						
<b>General Error Correction</b> Document #: 01-EV0796897    Status: P Initiator: JUCLARK Created: 07/30/1996 Amount: 201.50 Description: to correct an income			<b>Departmental Information</b> Org Ref #: SB-7/30/96 Explanation: to correct			
<b>From</b>						
	Chart	Account	Object	Prior Doc	Description	Amount
1	BL	1024799	1800	01	UZ0796697 correctio	201.50
<input type="checkbox"/>	GENFND CHEM CONTINUATION ACCT - CHEMI    OTHR INC					N
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total:	201.50
<b>To</b>						
	Chart	Account	Object	Prior Doc	Description	Amount
1	BL	1024797	1800	01	UZ0796697 correctio	201.50
<input type="checkbox"/>	GENFND CHEM CHEMISTRY - EQUIP    OTHR INC					N
<input type="button" value="Insert Line"/> <input type="button" value="Delete Line"/>					Total:	201.50

NOTE: Unlike the Service Billing document, the General Error Correction document **WILL** route to each account manager/delegate for approval. The adjustment will thus be brought to the attention of the account managers for the accounts involved, because an error was made.

## SECTION B. Chapter Summary

### Summary

The Service Billing document (SB) allows for the electronic billing of services or goods by a provider. It also allows for the complete reversal of earlier billings in the event of an error. Partial error corrections are accomplished by using the General Error Correction (GEC) document.

The Service Billing document consists of three zones:

- the document information zone
- the **INCOME** zone (reflects income to the service provider)
- the **EXPENSE** zone (reflects an expense to the department which received, and is billed for, the service)

### Overview of SB document Requirements

- Prohibited object codes

Fringe Benefits	Gifts
Student Fees	Investments
State Appropriations	Construction in Process
Mandatory Transfers	Write-off Expenses
Salaries and Wages	Transfer of Funds

The Service Billing document **DOES NOT** route for approval. Approval is by ‘pre-agreement’ between the service provider and FMS, and is based on a department’s ability to provide documentation for all transactions (i.e. an audit trail). This pre-agreement ensures that only authorized departments can create a billing without approval routing.

To gain access to the Service Billing document, the service provider must provide proof of the formal agreement, the account number receiving revenue from the billing, and the names of those individuals in the service provider organization who will be using the SB document.

Contact Customer Service at the FMS Help Desk (812/855-0375; e-mail [fmshelp@indiana.edu](mailto:fmshelp@indiana.edu)) for more information on the use of the Service Billing document.