



# Smart Internal Billing Manual

## Contents

Overview .....	3
Smart Internal Billing Process .....	3
Security and User Roles .....	4
Defining an Item .....	6
Modifying an Existing Item .....	11
Creating an Invoice .....	14
Re-submit Denied Smart Bills .....	20
Smart Bill and Workflow Statuses .....	21
Smart Bill Workflow Approval Process .....	22
Smart Bills Not Approved .....	22
How to Approve Smart Bills .....	23
How to Deny Smart Bills .....	26
Smart Gadgets (Icons) .....	27
Creating an Invoice from a Template .....	29
Copy Smart Bill from Template .....	32
Glossary of SIB Terminology .....	35
Smart Bill Notifications, Auto Cancellation and Approval Guide .....	36

## Overview

This manual will introduce you to the Smart Internal Billing process within PantherSoft Financials. Many departments across FIU provide services to each other for a specified fee. To properly collect revenue and process billing, the Smart Internal Billing tool serves as an electronic invoicing tool. It assists in facilitating revenue collection from internal customers.

Benefits of the tool include:

- ✓ Improved revenue collection by the enterprise (department) performing the service.
- ✓ Reduction of data-entry errors and labor costs by eliminating the need for double entry into the units' software (Excel) and PantherSoft.
- ✓ Automated approval workflow process

## Smart Internal Billing Process

The Receiving Department “customer” will contact a Billing Department “seller” to purchase a good or service for their area. The Billing Department “seller” will provide the service or good and initiate the billing process. This department will have to define the items in the PantherSoft Financials system. The item needs to be approved and activated by the Office of Auxiliary and Enterprise Development before it can be used to create an invoice for billing. The Billing Department’s approver reviews and approves the invoice. The Receiving Department’s approver reviews and approves the invoice and finally a journal is created posting expenses.



## Security and User Roles

The current roles and their definitions for Smart Internal Billing are:

**018 Smart Billing Item Creator:** Allows a user to create items for specific activity numbers in which they have access and to update existing items on those activity numbers.

**017 Smart Billing Bill Creator:** Allows user to be able to bill other activity numbers from those activity numbers in which the user has access.

Expense Managers for both the Billing and Receiving Departments automatically have access to the Smart Internal Billing tool for creating invoices (Role 017) and the ability to approve. Other users must fill-out an access request form in-order to gain access to a specific billing departments items and/or invoices.

**Note:** The default roles assigned dynamically to an organizational department approver are to approve and create invoices only. These roles allow departmental approvers to be able to bill for services performed. If the approver wishes to add or update items in the system, they must fill-out an Access Request Form for role 018 Item Creator. Also, it is up to these approvers to decide who in their organization (department) will be allowed to bill and modify/add items.

Individuals within the Receiving Department or customer do not need any special roles, except for the Receiving Department Approver(s). Those individuals are the expense/project managers for the activity number or project number receiving the good or service.

### To request access:

1. Go to <http://financials.fiu.edu> and follow the navigation **Main Menu> Access Request System> Access Request**.
2. Click the **Add a New Value** tab. The default Employee ID is that of the user who is logged in. If requesting on behalf of another FIU employee enter their PID in this field.

**Access Request**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value **Add a New Value**

▼ Search Criteria

Search by: Request ID begins with

Limit the number of results to (up to 300):

Search [Advanced Search](#)

- Enter the business reason the role(s) are being requested into the **Description** box. Then select either Access Role 017 for Smart Billing **Bill** Creator and/or 018 Smart Billing **Item** Creator.

**Access Request**

Request ID: NEXT Request Status: Not Submitted

Description:

Empl ID: TRNAM01 TRNAM01,AMUSER

Access Group: CM Community Roles

Select 1 of 9

Access Role	Role Description	Access Description
<input type="checkbox"/> 001	Inquiry and Reporting	Inquiry access to vendor, voucher, requisition, purchase order, general ledger, asset, grants and budget data; and ability to run Queries.
<input type="checkbox"/> 002	Requester / Super Receiver	This role gives the user the ability to create requisitions and create receipts for any requisitions /purchase orders. If you are an expense manager approving transactions in PeopleSoft, you must select this role.
<input type="checkbox"/> 002A	Requester / Casual Receiver	This role gives the user the ability to, create requisitions and create receipts only for their own requisitions/purchase orders.
<input type="checkbox"/> 007	Budget Transfer Approver	Approve or post budget transfers entered by the Budget Managers for the Departments selected.
<input type="checkbox"/> 012	Student Assistance / Grants & External Award Mgmt	Process grants and external awards to students.
<input type="checkbox"/> 015	Payroll Detail Report / Payroll Transfer	Run payroll detail report and initiate payroll expense transfers.
<input type="checkbox"/> 017	Smart Billing Bill Creator	Create and update bills for Departments selected.
<input type="checkbox"/> 018	Smart Billing Item Creator	Create and update billing items for Departments selected.
<input type="checkbox"/> 019	Smart Billing Fund 350	Access for fund 350. Must have SM_DC_IBILLING_ITEM role prior to requesting this access.

Comments:

- Enter the Department Number associated with the billing department. Users will get access to all Activity Numbers that belong to that department. Additional departments can be added by clicking the plus sign to add a new line and enter the department number.

017 Smart Billing Bill Creator Create and update bills for Departments selected.

Enter Additional Information for this Access Role

1-1 of 1

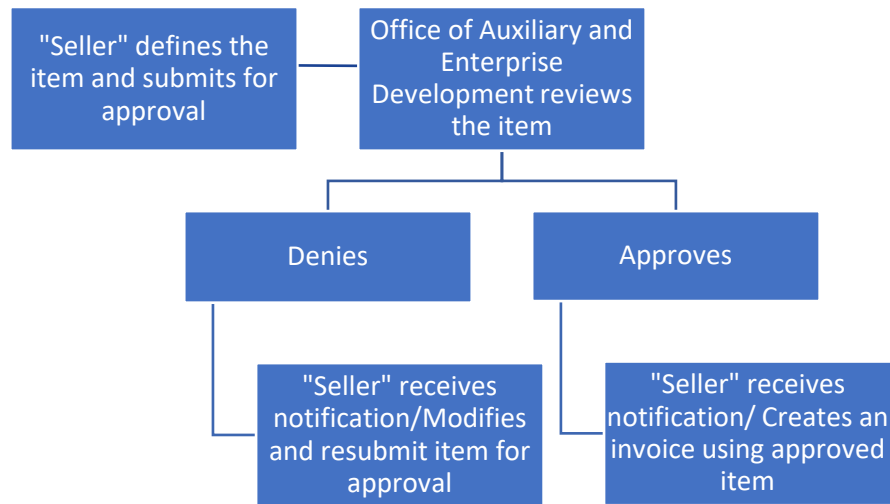
Department		
1 100500000	<input style="border: 2px solid red;" type="button" value="+"/>	<input type="button" value="-"/>

- Click **Submit**. Access Request forms route to an employee's HR supervisor for approval and then to Financial Systems and Support Services for processing.

## Defining an Item

Items represent the product or service offered by a department for a fee. **Items must be defined by the selling department and approved by the Office of Auxiliary and Enterprise Development to be active as an option when creating a bill.** Some of the attributes that need to be defined for each item offered include the description, the accounting information (accounts for revenue and expenses), unit of measure and most importantly, price. As previously mentioned, the ability to define items is controlled through security role 018 Smart Bill Item Creator.

**Smart Internal Billing is used for department-to-department billing only (revenue collection) and only with business unit FIU01.**



Defining an item is done through the **Define Items** page. This page can be accessed through PantherSoft Financials by using the following navigation:

**Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items**

1. Click the **Add a New Value** tab.

**Define Items**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | **Add a New Value**

▼ Search Criteria

Activity Nbr: begins with [ ] [Q]

Item ID: begins with [ ]

Correct History

Limit the number of results to (up to 300): 300

Search | Clear | Basic Search | Save Search Criteria

Find an Existing Value | Add a New Value

2. Enter the Billing Activity Number for which the item will be created, then click **Add**.

The screenshot shows the 'Define Items' form. At the top, there are two buttons: 'Find an Existing Value' and 'Add a New Value'. Below them, the 'Activity Nbr' field contains '11000130003' and has a search icon. The 'Item ID' field contains 'NEXT'. At the bottom, the 'Add' button is highlighted with a red box.

3. Enter a short description for the item in the open text field. After entering it, the **Long Description** will auto-populate. This field can be modified with a longer description for the item.

The screenshot shows the 'Define Items' form with the 'Activity Nbr' set to '1100130001' and 'Item ID' set to 'NEXT'. The 'Long Descr' field is populated with 'Miscellaneous Cont Educ Projs'. Below this, the 'Item Details' section shows 'Type: Internal', 'Status: Inactive', and '\*Eff Date: 01/01/1901'. The 'Accounting Distribution' section has '\*Billing Account: Revenue' and '\*Customer Account: Expense'. 'Notify' and 'Refresh' buttons are at the bottom.

4. Leave the default of 01/01/1901 as the effective date, **Eff Date**.

The screenshot shows the 'Define Items' form with the 'Long Descr' field empty. The '\*Eff Date: 01/01/1901' field in the 'Item Details' section is highlighted with a red box. The 'Accounting Distribution' section remains the same as in the previous screenshot.

- Select an appropriate unit of measure (**UOM**) using the lookup glass as well as the **Price** per unit. The unit of measure represents how units of the item/service will be billed.

- Enter the **Billing Account**, the General Ledger (GL) account of the seller in which money will be received or deposited. Then add the **Customer Account**, the GL account of the customer in which the money will be paid from. The billing department determines the accounts related to what they are selling when completing an item.

Accounts will either be Revenue or Expense accounts based on the type of budget(s) a department has. Revenue-based budgets have auxiliary funding sources and revenue accounts that begin with a '6'. Expense-based budgets have mostly E&G funding sources and expense accounts that begin with a '7'.

The **Billing Account** is either Revenue or Expense. However, if Expense is chosen as the type of account from the **Billing Account** or billing department, the **Customer Account** automatically greys out to expense.

The account signifies the type of good/service such as *sale of services, event revenue, clothing and uniforms, airfare- in state.*

Sample for Revenue-Based Budgets (Billing Account = Revenue, Customer Account = Expense)

Sample for Expense-Based Budgets (Billing Account = Expense, Customer Account = Expense)



7. Click **Save**. An **Item ID** will generate with a status of Pending & Inactive until submitted for approval.

**As of July 1, 2022**, all new items and those modified will need to be approved by the Office of Auxiliary & Enterprise Development before they may be used on an invoice.

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: NEXT      Conference

Status Pending

---

**Item Details**      1 of 1      View All

Type: Internal      Status Inactive      \*Eff Date: 01/01/1901

\*Long Descr: Conference

\* UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences

\*Customer Account: Expense      711602      Events

8. Submit the Item for Approval by clicking on the **Submit** icon

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010471      Conference

Status Pending

---

**Item Details**      1 of 1      View All

Type: Internal      Status Inactive      \*Eff Date: 01/01/1901

\*Long Descr: Conference

\* UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences

\*Customer Account: Expense      711602      Events

Return to Search      Notify      Refresh

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010471      Conference

Status Submitted

---

**Item Details**      1 of 1      View All

Type: Internal      Status Inactive      \*Eff Date: 01/01/1901

\*Long Descr: Conference

\* UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences



\*Customer Account: Expense      711602      Events

Return to Search      Notify      Refresh

The Office of Auxiliary and Enterprise Development will approve or deny the and the submitted will receive a notification via email once the decision is made.

Item ID 000010436 has been Approved

 fin-panther@fiu.edu  
To:  Gloria Guzman

 Reply
  Reply All
  Forward
 


Mon 6/13/2022 1:23 PM



The following Item ID has been approved :






Activity : 1440020003  
Item ID: 000010436  
Description: Pencils

Use the link below to review the request

[https://fsdevweb-oci.fiu.edu:8200/psp/psfstst\\_7/EMPLOYEE/ERP/c/SM\\_DC\\_IBILLING\\_MNU\\_SM\\_DC\\_CATEGORY\\_CMP.GBL?Page=SM\\_DC\\_CATEGORY\\_PG&Action=U&SETID=FIU01&DEPTID=1440020003&SM\\_DC\\_CAT\\_ITEM\\_ID=000010436](https://fsdevweb-oci.fiu.edu:8200/psp/psfstst_7/EMPLOYEE/ERP/c/SM_DC_IBILLING_MNU_SM_DC_CATEGORY_CMP.GBL?Page=SM_DC_CATEGORY_PG&Action=U&SETID=FIU01&DEPTID=1440020003&SM_DC_CAT_ITEM_ID=000010436)

Item ID 000010437 has been Denied

 fin-panther@fiu.edu  
To:  Gloria Guzman

 Reply
  Reply All
  Forward
 


Mon 6/13/2022 1:28 PM

The following Item ID has been denied :

Activity : 1440020003  
Item ID: 000010437  
Description: phones  
Denial Comments: You are using the incorrect Billing Account

Please contact the Office of Auxiliary and Enterprise Development at [auxiliaries@fiu.edu](mailto:auxiliaries@fiu.edu) if you have questions or need additional information.

Once the item is approved, its statuses change to **Approved** and **Active** and it is ready to be applied to an invoice.

If the item's status is **Denied**, the submitter may make corrects following the steps outlined in the [Modifying an Existing Item](#) section of this document.

## Modifying an Existing Item

Approved, or Denied items can be modified by adding a new effective-dated row to the item.

To modify an existing item, navigate to:

**Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Define Items**

1. Click the **Find an Existing Value** tab and search using either the **Activity Number** or **Item ID**.

**Define Items**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value
Add a New Value

**Search Criteria**

Activity Nbr begins with  Q

Item ID begins with

Correct History

Limit the number of results to (up to 300):

Search
Clear
[Basic Search](#)
[Save Search Criteria](#)

2. Select the item to be modified from the results.

**Define Items**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value
Add a New Value

**Search Criteria**

Activity Nbr begins with  Q

Item ID begins with

Correct History

Limit the number of results to (up to 300):

Search
Clear
[Basic Search](#)
[Save Search Criteria](#)

Search Results

View All 1-16 of 16

Activity Nbr	Descr	Item ID	Description
1100130001	Miscellaneous Cont Educ Projs	0000010441	Conference Talk
1100130001	Miscellaneous Cont Educ Projs	0000010442	Conference Training
1100130001	Miscellaneous Cont Educ Projs	0000010443	Conference Training 2
1100130001	Miscellaneous Cont Educ Projs	0000010448	Conference

3. Add a new effective-dated row by clicking the **plus (+)** sign.

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010449      Conference  
 Status: Approved

**Item Details** | 1 of 1 | View All

Type: Internal      Status: Active      \*Eff Date: 01/01/1901 **+** -

\*Long Descr: Conference

\* UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences  
 \*Customer Account: Expense      711602      Events

Return to Search    Previous in List    Next in List    Notify    Refresh

**Note:** The effective date of the new row defaults to the current system date. It is recommended to change this to the first day of the current fiscal year when modifying the item, ex: 07/01/2022.

4. Click the **Save** button to confirm changes. The item will be in Pending & Inactive status until it is submitted for approval.

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010449      Conference  
 Status: Approved

**Item Details** | 1 of 2 | View All

Type: Internal      Status: Active      \*Eff Date: 07/01/2022 **+** -

\*Long Descr: Conference

\* UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences  
 \*Customer Account: Expense      772102      Professional Services

Return to Search    Previous in List    Next in List    Notify    Refresh

5. Submit the Item for Approval by clicking on the **Submit** icon.

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010449      Conference  
 Status: Pending

**Item Details**      1 of 2      View All

Type: Internal      Status: Inactive      \*Eff Date: 07/01/2022

\*Long Descr: Conference

\*UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences

\*Customer Account: Expense      772102      Professional Services

Return to Search      Notify      Refresh

**Define Items**

Activity Nbr: 1100130001      Miscellaneous Cont Educ Projs  
 Item ID: 0000010449      Conference  
 Status: Submitted

**Item Details**      1 of 2      View All

Type: Internal      Status: Inactive      \*Eff Date: 07/01/2022

\*Long Descr: Conference

\*UOM: HR      \*Price: 1,000.00

**Accounting Distribution**

\*Billing Account: Revenue      672221      Conferences

\*Customer Account: Expense      772102      Professional Services

Return to Search      Notify      Refresh

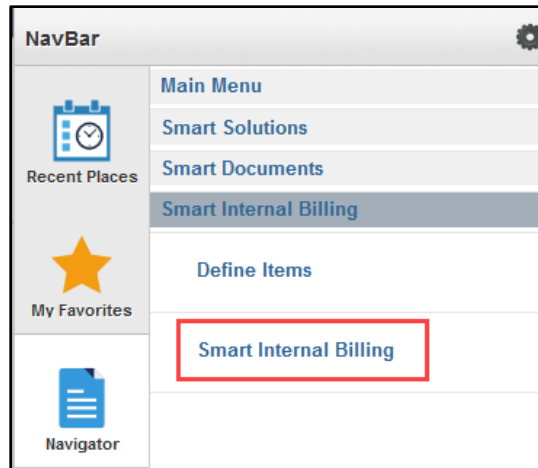
The Office of Auxiliary and Enterprise Development will approve or deny the item and the submitter will receive a notification via email once the decision is made.

Once the item is approved, its statuses change to **Approved** and **Active**, and it is ready to be applied to an invoice.

## Creating an Invoice

After items are created, a smart internal bill or invoice can be created. Creating the invoice is done through the **Smart Internal Billing** page. This page can be accessed through PantherSoft Financials by using the following navigation:

**Main Menu > Smart Solutions > Smart Documents > Smart Internal Billing > Smart Internal Billing.**



1. Click the **Add a New Value** Tab. Enter the **Billing Activity** (the Activity Number that will collect the revenue or that is providing the good/service) and the **Receiving Activity** (the activity number of the customer or receiving department/project that will pay for the provided good/service). Then click **Add**.

Please note, that only those Activity Numbers within the Department(s) the requester has been granted access are available. To request access to additional Activity Numbers (an additional Department), a requester must submit an Access Request Form for the Department. See the [Security Roles](#) section for instructions.

The image shows the 'Smart Internal Billing' form. At the top, there are two tabs: 'Find an Existing Value' and 'Add a New Value' (highlighted with a red box). Below the tabs are four input fields: 'Business Unit' with the value 'FIU01', 'Bill ID' with the value 'NEXT', 'Billing Activity' with the value '1000130003', and 'Receiving Activity' with the value '1104120006'. The 'Billing Activity' and 'Receiving Activity' fields are highlighted with a red box. At the bottom left, there is a green 'Add' button highlighted with a red box.

- Enter the date the good/service was or will be performed/delivered in the **Date From** field. If the good/service is over a period of time, date can also be entered into the **Date To** field, but it is not required.

**Smart Internal Billing**

Business Unit: FIU01      Bill ID: NEXT      Entered by: TRNAM01,AMUSER  
 Bill Status: Open      WorkFlow Status: None      Entered On: 02/21/20 11:25AM  
 \*Date From:       Date To:       Billing: 1000130003 Football - Bowl Games  
 Last Updated By:      Last Updated On:      Receiving: 1104120006 Office of the Controller

\*Descr:       **Billing Dept Use Only**  
 254 characters remaining      Internal Ref:

**Item Details**

*Item ID	Description	*Quantity	UOM	Price	Extended Amount
1	<input type="text"/>	<input type="text"/>			

Total Extended Amount:

- Enter any additional information into the **Descr** field. This should be more specific information regarding the good or service. Also, if a department has an Internal Reference numbering system, that can be entered into the **Internal Ref** field. Some billing departments use this field for internal record keeping in case the invoice number is insufficient or not descriptive enough.

**Smart Internal Billing**

Business Unit: FIU01      Bill ID: NEXT      Entered by: TRNAM01,AMUSER  
 Bill Status: Open      WorkFlow Status: None      Entered On: 02/21/20 11:25AM  
 \*Date From:       Date To:       Billing: 1000130003 Football - Bowl Games  
 Last Updated By:      Last Updated On:      Receiving: 1104120006 Office of the Controller

\*Descr:       **Billing Dept Use Only**  
 254 characters remaining      Internal Ref:

**Item Details**

*Item ID	Description	*Quantity	UOM	Price	Extended Amount
1	<input type="text"/>	<input type="text"/>			

Total Extended Amount:

- In the **Item Details** section click the search glass next to the **Item ID** field.

*Item ID	Description	*Quantity	UOM	Price	Extended Amount		
1						Add	-

Total Extended Amount:

- Only items already created and approved for that billing activity number will appear. Select the intended **Item ID**.

**Look Up Item ID**

Item ID begins with

Description begins with

[Search](#) [Clear](#) [Cancel](#) [Basic Lookup](#)

Search Results

View 100 1-1 of 1

Billing Activity	Item ID	Description
1000130003	0000009740	sponsorship gift package 1

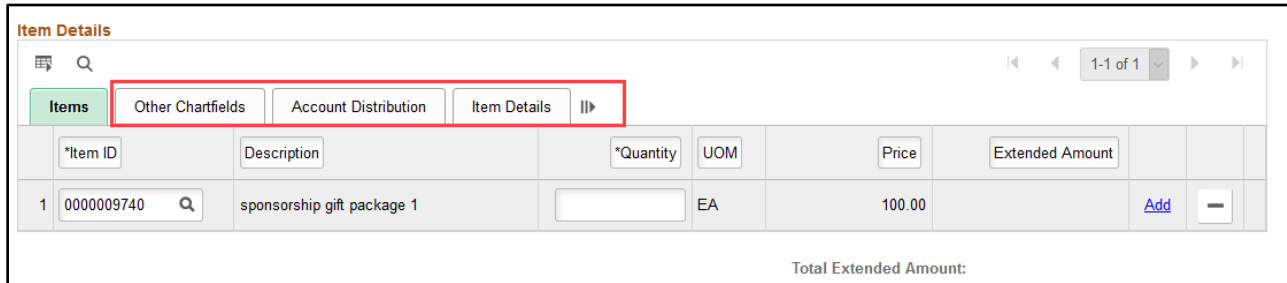
- After selecting an item, the associated information will populate within the item details section. Next, add the quantity to be billed. Additional items can be added by clicking the [Add](#) link. Items can also be deleted with the **minus button**.

*Item ID	Description	*Quantity	UOM	Price	Extended Amount		
1	0000009740	sponsorship gift package 1	EA	100.00		Add	-

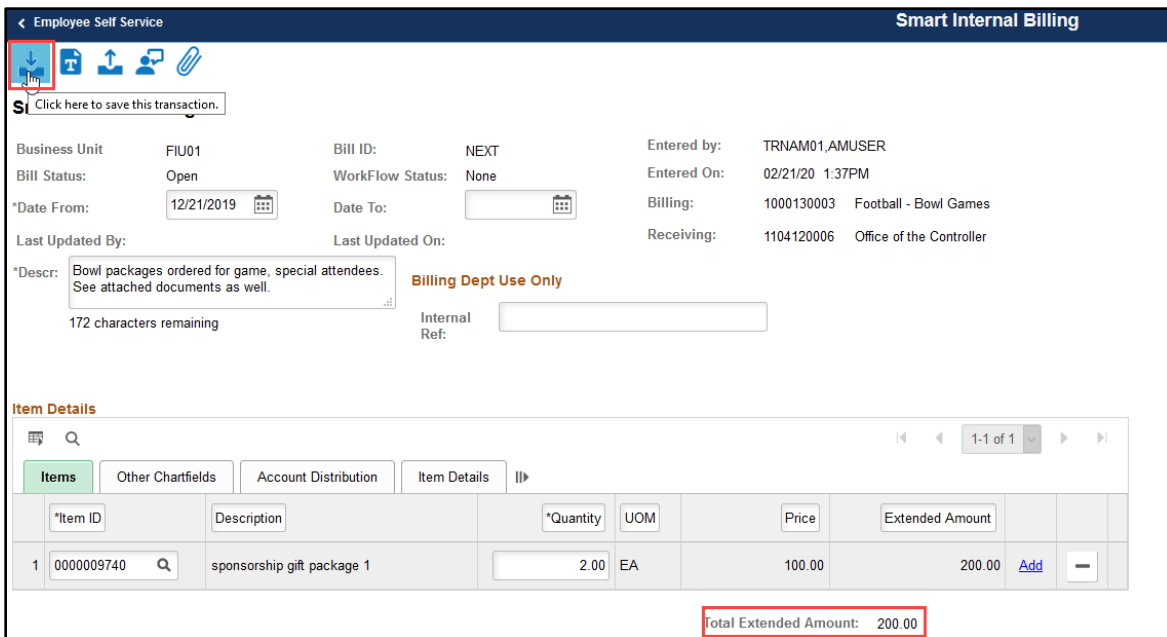
Total Extended Amount:



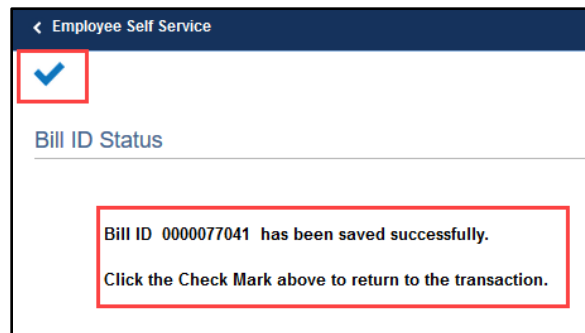
7. Details about the chartfields or account distribution can be viewed by the **Tabs** or **Show All Columns**



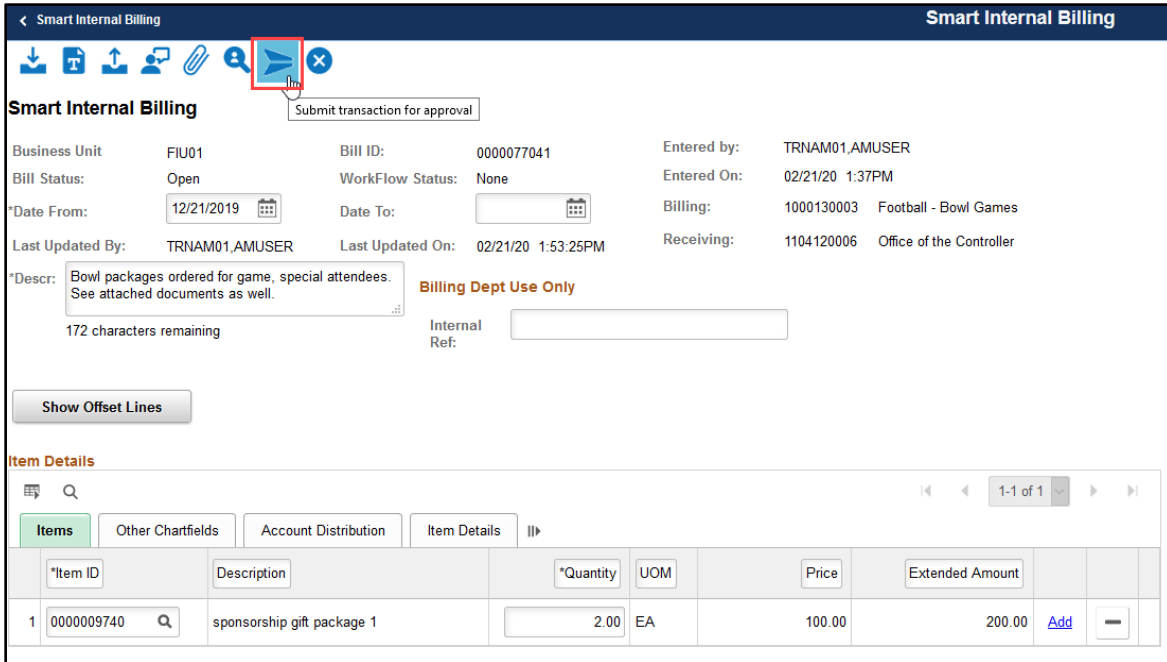
8. Once the basic information for the smart bill is entered within the fields, click the **Save** icon at the top.



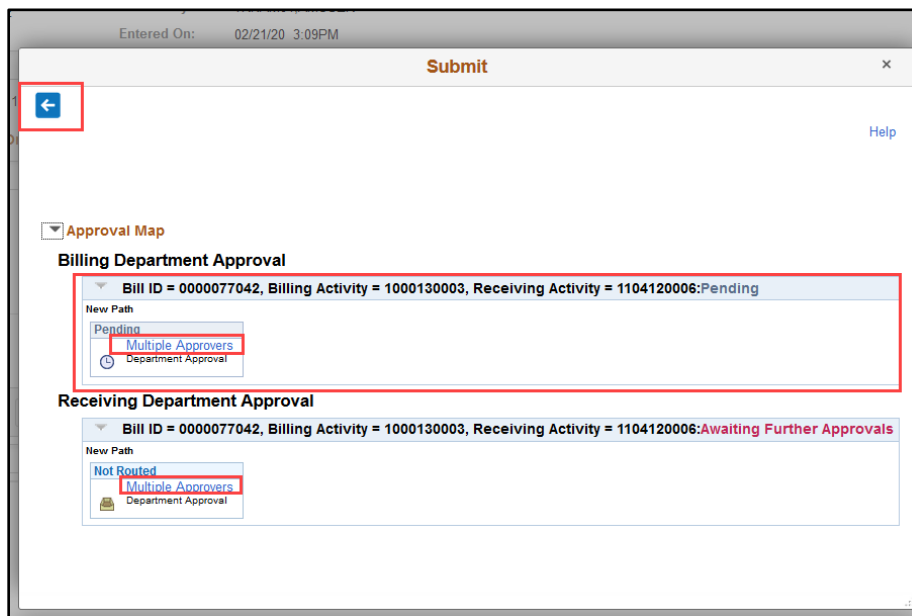
9. After saving the invoice, a unique number will be assigned to the invoice as the Bill ID. Click the checkbox icon to return.



- Once the bill is saved, the bill can be submitted for approval workflow. Click on the **Submit Transaction** icon in the top of the page.

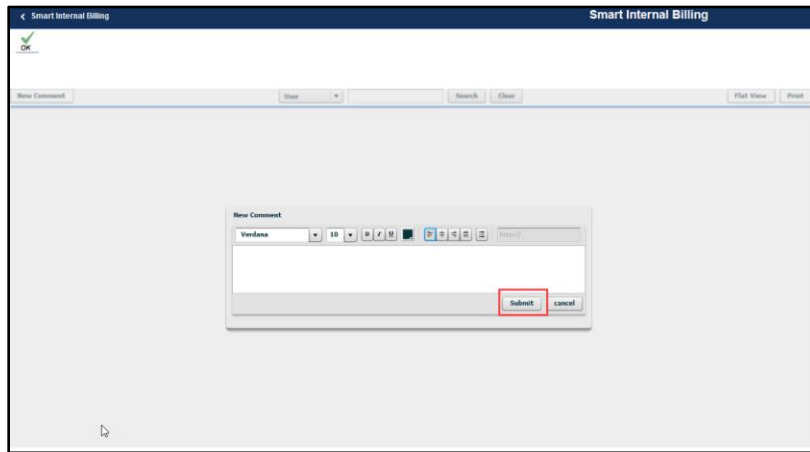


The submit screen will open displaying the approval workflow. After submission Smart Bills go to the billing department's expense approver(s). After the billing department approves, it routes to the receiving department's expense/project approver(s). Users can click on the [Multiple Approvers](#) link to view the names and contact information for the actual approvers.

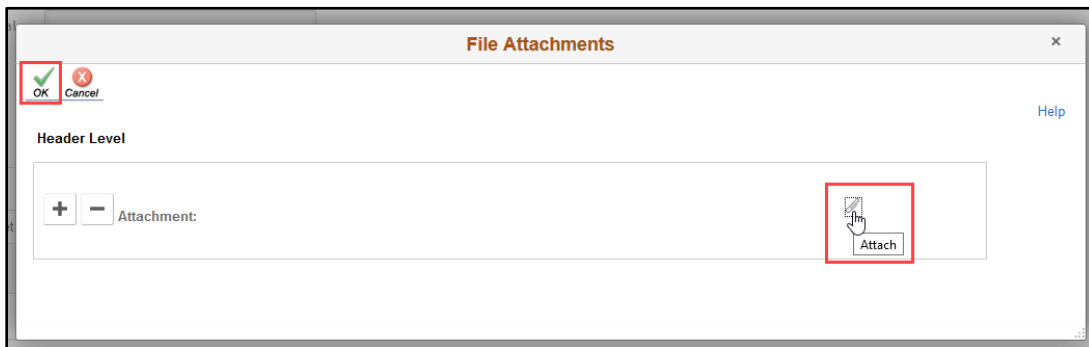


11. Other options and icons are also available prior to submission. See the [Smart Gadgets \(icons\) section](#).

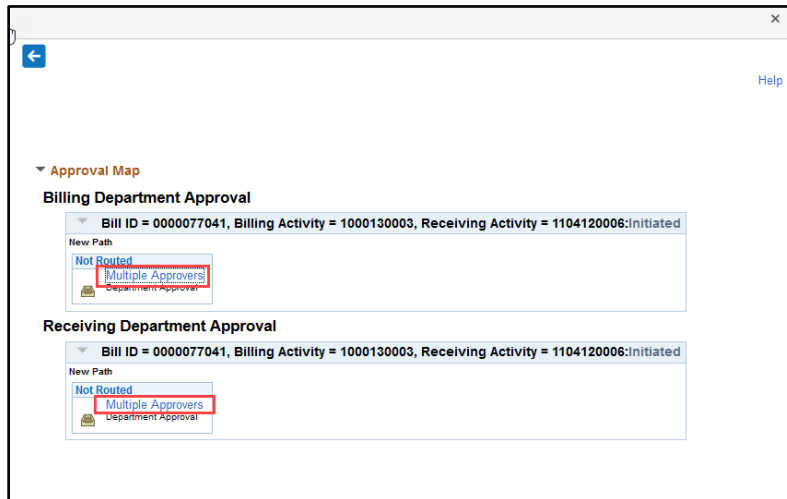
**Collaboration:** Allows users to submit comments to their approvers.



**Attachments:** Users can attach any support documents such as quotes or emails.



**Preview Workflow:** Users are able to see the approvers listed for both the billing and receiving side

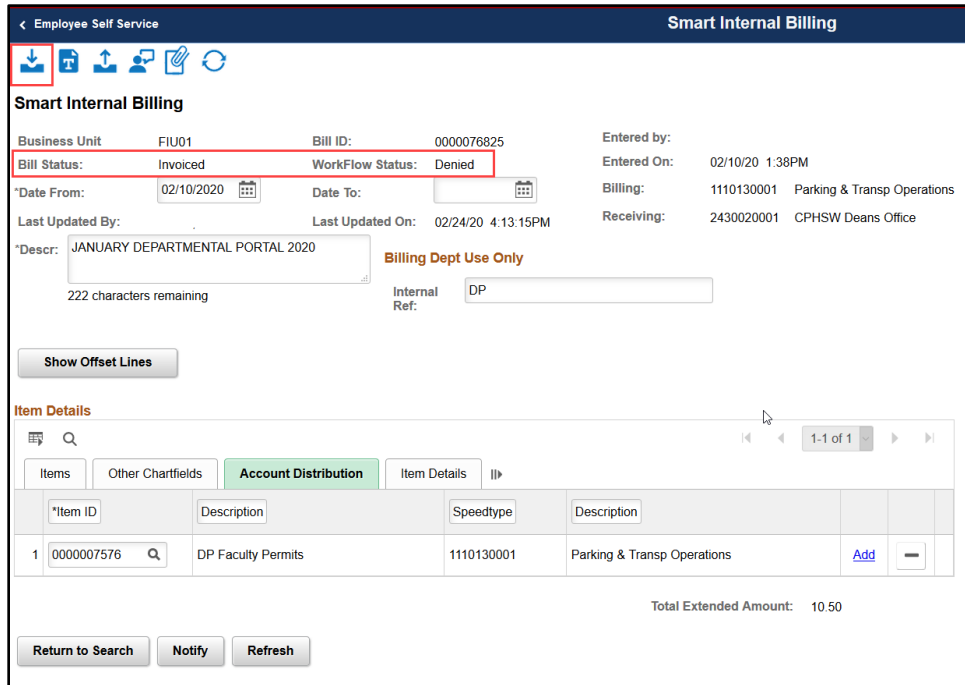


**Cancel Bill:** Allows users to cancel or delete the smart bill if it is not needed.

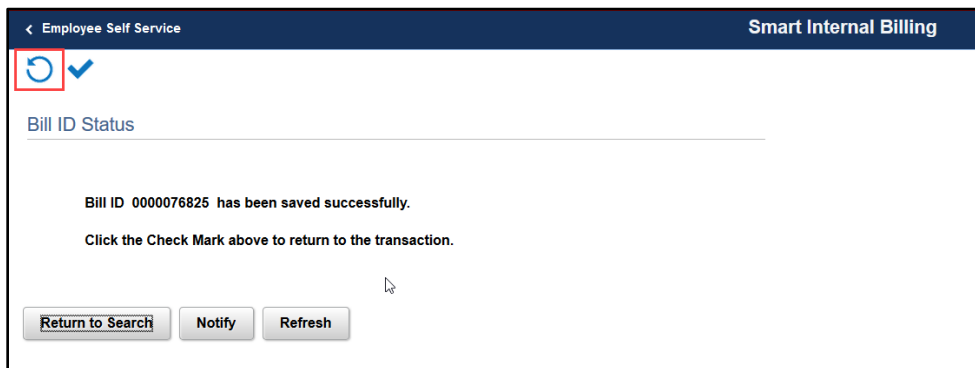
**Re-submit Denied Smart Bills**

In the circumstance that either approver (billing or receiving) denies a smart bill, it returns to the creator for editing. The workflow status will be “Denied”, and the bill status will be “invoiced.” The creator can make changes to the smart bill such as updating quantity, changing the item, adding attachments etc. The creator should search for the smart bill, open it and make changes.

1. After changes are made the first step is to **Save**.



2. The Bill ID Status page opens. To re-submit the smart bill again to approval workflow, click the **Re-submit** icon.



The smart bill page opens again with the Workflow status updated to “Pending.”

The screenshot shows the 'Smart Internal Billing' form with the following details:

- Business Unit: FIU01
- Bill ID: 000076825
- Entered by: [Redacted]
- Bill Status: Invoiced
- WorkFlow Status: Pending (highlighted in red)
- Entered On: 02/10/20 1:38PM
- Date From: 02/10/2020
- Date To: [Redacted]
- Billing: 1110130001 Parking & Transp Operations
- Last Updated By: [Redacted]
- Last Updated On: 02/24/20 4:28:02PM
- Receiving: 2430020001 CPHSW Deans Office
- Descr: JANUARY DEPARTMENTAL PORTAL 2020
- Billing Dept Use Only: [Redacted]
- Internal Ref: DP

## Smart Bill and Workflow Statuses

The Bill Status and the Workflow Status are interrelated. The Bill Status dictates the workflow status

Bill Status	Workflow Status
Open	None
Invoiced	Pending/Denied
Completed	Approved
Cancelled	None

The **Bill Status** is the current status of the smart bill.

- **Open:** The default status of an invoice after it has been created and when saved.
- **Invoiced:** The tool changes the status to “*invoiced*” once the invoice has been submitted to workflow.
- **Completed:** A status of “*completed*” indicates that the invoice has been fully approved by both the receiving and billing approvers and it is ready for journal generation.
- **Cancelled:** A status of “*cancelled*” indicates that the invoice has been cancelled by either the person who initially entered the invoice or by a billing Activity Number approver. An invoice can never be deleted, just “cancelled.”

**Workflow Status:** The current status of an invoice for approval.

- **None:** The default workflow status of the invoice, before submission or if a bill was cancelled.
- **Pending:** Workflow status after the invoice has been submitted and is waiting for approval
- **Approved:** Workflow status after the invoice has been fully approved by both billing and receiving.
- **Denied:** Workflow status that indicates the invoice has been denied by an approver in either party, billing or receiving.

## Smart Bill Workflow Approval Process

Once the invoice has been submitted, it routes through the workflow approval process. Invoices will route first to the **Billing Approver**. The Billing Approver is the individual responsible for approving expenses related to the Billing Activity Number (Department initiating the Bill). Once approved by the Billing Approver, it routes to the **Receiving Approver**. The Receiving Approver is the individual responsible for approving expenses for the activity/project number receiving the good/service. Approvers are the *Expense or Project Managers* for specific Activity/Project numbers.



### Smart Bills posting to sponsored projects that require Project Manager supplemental approval:

- If the Smart Bill is **less than \$10,000 and outstanding for 90 days**, then the project manager, i.e. receiving department approver, will be notified and the Smart Bill will be auto approved and posted.
- If the Smart Bill is **greater than \$10,000 and outstanding for 90 days**, then the project manager will be notified, and the Smart Bill will be auto approved.

The Smart Bill will then be routed to the grant's manager in ORED for final approval. The grants manager will be given 30 days to approve. If the Smart Bill is still pending grants manager approval after 30 days, then it will be auto approved and posted with e-mail confirmations to the grant's manager and Smart Bill creator. A comment to this effect will be added to the Smart Bill as well.

Once approved by both the Billing and Receiving departments, a journal is automatically created and posted to the general ledger.

## Smart Bills Not Approved

If a Smart Bill is **created and saved** but not submitted or cancelled, then after 90 days the Smart Bill will be considered obsolete and **deleted**. The creator of the Smart Bill will be notified via e-mail. All email notifications come from [fin-panthersoft@fiu.edu](mailto:fin-panthersoft@fiu.edu).

If a Smart Bill is not approved by the Billing Approver, the Smart Bill will eventually be **AUTO-CANCELLED**. Smart Bills in the billing (seller) department approver's queue that are 90 or more days old will be **cancelled**. The billing (seller) department approver will be notified via e-mail. Users can re-create the Smart Bill if required.

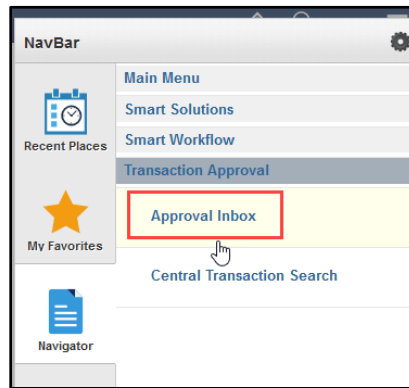
If the Smart Bill is not approved by the Receiving Approver, it will eventually be **AUTO-APPROVED** and **POSTED**. Smart Bills in the receiving (buyer) department approver's queue that are 90 days old will be **auto**

**approved and posted.** The receiving (buyer) department approver will be notified via e-mail. **Note:** Only after three notifications (0/30/60 days) will the pending Smart Bill be cancelled or auto posted. See the [Smart Bill Notification Guide](#) at the end of this manual.

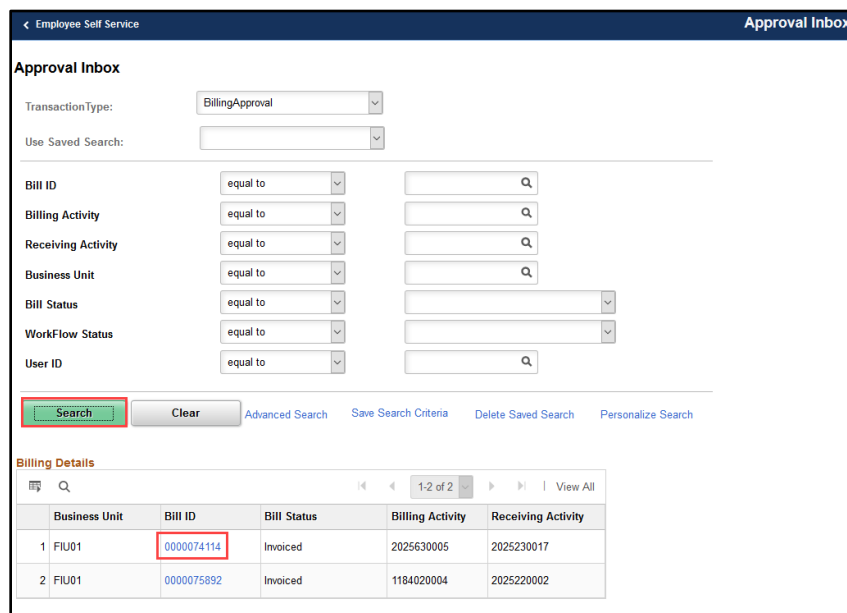
## How to Approve Smart Bills

In order to approve a smart bill, the expense approver (billing and/or receiving) will receive an email notification. Approvers can Approve, Deny, or Hold, Smart Internal Bills. Pending Smart Internal Bills for approval are **only found** through the Smart Internal Billing Approval Inbox or on the Invoice itself.

1. Navigate to the Smart Internal Billing Approval Inbox through **Main Menu> Smart Solutions> Smart Workflow> Transaction Approval> Approval Inbox.**



2. Once in the approval inbox click on **Search** and any pending invoices will be displayed below. Select the invoice to be reviewed and approved.



- Once in the Smart Bill, review information for accuracy of bill. The following actions are available at the top of the screen: Save, Collaboration, Attachments, Preview Workflow, Approve, and Deny.

**Smart Internal Billing**

Business Unit: FIU01      Bill ID: 0000074114      Entered by: [User]  
 Bill Status: Invoiced      WorkFlow Status: Pending      Entered On: 11/01/19 12:04PM  
 \*Date From: 10/18/2019      Date To: 10/22/2019      Billing: 2025630005 Physics Machine and Elec Lab  
 Last Updated By: [User]      Last Updated On: 01/15/20 8:38:18AM      Receiving: 2025230017 Chemistry Labs Equip Use Fee

\*Descr: Repair 3 Comparison Microscope  
 Repair 3 Temperature Control Apparatus      **Billing Dept Use Only**  
 185 characters remaining      Internal Ref: Chemistry

Show Offset Lines

**Item Details**

*Item ID	Description	*Quantity	UOM	Price	Extended Amount		
1 0000005702	Physics Electrical Shop Work	24.00	HR	35.00	840.00	Add	-

Total Extended Amount: 840.00

Return to Search    Notify    Refresh

- For either the billing or receiving approver, select the **Approve** icon to approve the transaction. Approval comments can be added by either approver during approve actions. Once the bill has been approved by both parties an e-mail notification is sent to the user who created the invoice.

**Smart Internal Billing** Approve Transaction

Business Unit: FIU01      Bill ID: 0000076826      Entered by: [User]  
 Bill Status: Invoiced      WorkFlow Status: Pending      Entered On: 02/10/20 1:41PM  
 \*Date From: 02/10/2020      Date To: [Date]      Billing: 1110130001 Parking & Transp Operations  
 Last Updated By: [User]      Last Updated On: 02/24/20 4:03:10PM      Receiving: 1529430003 COUNSELING SERV MMC

\*Descr: JANUARY DEPARTMENTAL PORTAL 2020      **Billing Dept Use Only**  
 222 characters remaining      Internal Ref: DP

Show Offset Lines

**Item Details**

*Item ID	Description	*Quantity	UOM	Price	Extended Amount		
1 0000007576	DP Faculty Permits	3.15	EA	1.00	3.15	Add	-

Total Extended Amount: 3.15

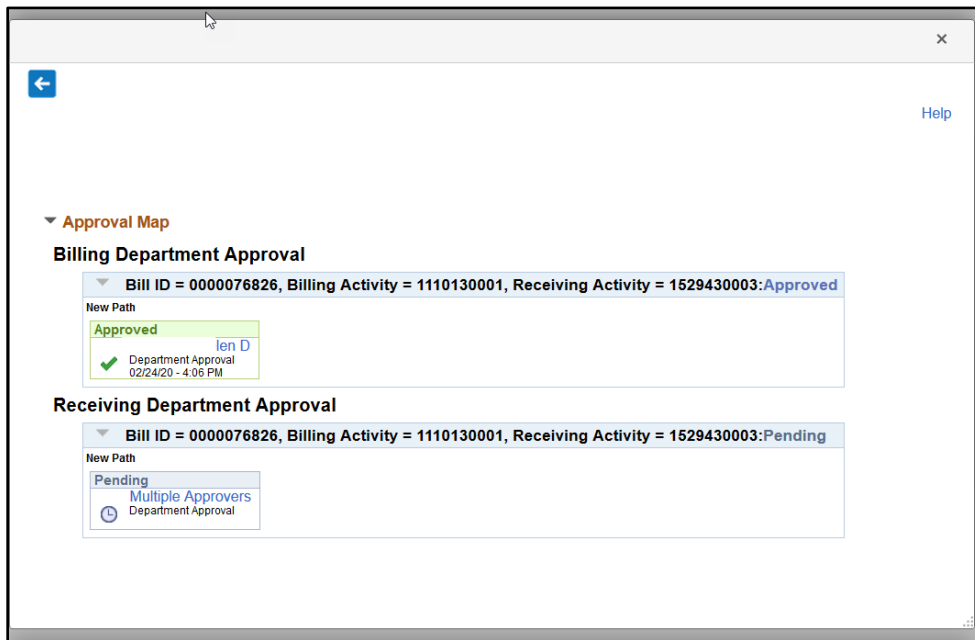
Return to Search    Notify    Refresh



5. Click the **Approve** green checkbox.



The approval workflow screen will appear displaying the status and where in the approval routing the smart bill currently is.



## How to Deny Smart Bills

If any approver (billing or receiving) denies a smart internal bill it will return to the smart bill creator. The creator is notified via email that it was denied and are given the Smart Bill ID. The creator can then edit the bill and re-submit if needed.

Denying an invoice should only be done when any one of the approvers does not agree with the contents of the invoice. Examples of when an invoice should be denied include incorrect receiving Activity Number, incorrect items, incorrect item price, or incorrect quantities. To deny an invoice follow the steps below.

1. Follow the same instructions as approving smart bills, except instead of approving, click the **Deny** icon.

**Smart Internal Billing**

Business Unit: FIU01      Bill ID: 0000076825      Entered by:

Bill Status: Invoiced      WorkFlow Status: Pending      Entered On: 02/10/20 1:38PM

\*Date From: 02/10/2020      Date To:

Billing: 1110130001 Parking & Transp Operations

Last Updated By:      Last Updated On: 02/10/20 1:39:02PM      Receiving: 2430020001 CPHSW Deans Office

\*Descr: JANUARY DEPARTMENTAL PORTAL 2020      Billing Dept Use Only

222 characters remaining      Internal Ref: DP

[Show Offset Lines](#)

**Item Details**

Items    Other Chartfields    Account Distribution    Item Details

*Item ID	Description	*Quantity	UOM	Price	Extended Amount	
1 000007576	DP Faculty Permits	10.50	EA	1.00	10.50	<a href="#">Add</a> <input type="button" value="-"/>

Total Extended Amount: 10.50

[Return to Search](#)    [Notify](#)    [Refresh](#)

2. Click the **Deny** green checkbox. Approval Comments are required. Enter a comment in the **comments box**.





**Deny**    [Go Back](#)




**Approval Comments**

Comments

**Smart Gadgets (Icons)**

The icons on the top of the Smart Internal Billing pages are called Smart Gadgets. They facilitate the navigation to a specific function. These icons change depending on the status of a smart bill.

Smart Gadget (Icon)	Description
	<b>Save:</b> Once clicked, this icon will save any changes to a smart bill.
	<b>Save Smart Bill as Template:</b> Clicking on this icon will save a created smart bill as a template for future use.
	<b>Collaboration (Comments Empty):</b> This icon provides the ability to make comments related to the smart bill. It also means that there are currently no comments entered.
	<b>Collaboration (Comments Entered):</b> This icon displays once a comment has been added to a smart bill document. It provides access to the comment.
	<b>Attachments:</b> No attachments exist within a document. Click this icon to attach a document.
	<b>Attachments:</b> Attached documents exist within a smart bill. To view existing attachments, use this icon.
	<b>Preview Workflow, Not Yet Pending:</b> Click this icon to view the approval workflow, workflow status, and pending approvers.
	<b>Preview Workflow, Already Pending Workflow:</b> Click this icon to view the approval workflow, workflow status, and pending approvers.
	<b>Approve Transaction:</b> This icon appears for expense/project approvers when a smart bill is pending their approval. Clicking this icon will take the approver to a window. Click the <b>Approve</b> green checkbox to approve a smart bill.
	<b>Deny Transaction:</b> This icon appears for expense/project approvers when a smart bill is pending approval. Clicking this icon will take the approver to a window. Click the <b>Deny</b> green checkbox to deny a smart bill.
	<b>Load Transaction from a Template:</b>

	<p><b>Submit transaction for Approval:</b> Click this icon to launch smart bill along approval workflow.</p>
	<p><b>Re-submit for Approval Workflow:</b> After a transaction has been denied by either approver (billing or receiving), this icon becomes available. The requester must first save the smart bill with any changes, then this icon will appear on a pop-up window.</p>
	<p><b>Cancel:</b> Cancel a smart bill</p>

## Creating an Invoice from a Template

If a department creates similar smart bills frequently then it is recommended that the billing department create templates in order to reduce data entry. Templates can be saved publicly to be used by anyone or simply by a user's Panther ID. To create a template, follow these steps:

1. Create a smart bill that can be used over and over as a template. This particular smart bill cannot be submitted for approval. The Billing and Receiving Activity Numbers should be ones needed frequently as they cannot be changed on a future bill.

After adding a new value and entering the Billing and Receiving Activity/Project Numbers, either enter details within the bill and/or click the **Save as Template** icon. Make sure to input something into all mandatory fields: **Date From, Descr, Item ID, Quantity**.

The screenshot displays the 'Smart Internal Billing' interface. At the top, there are navigation icons, with the 'Save as Template' icon (a document with a plus sign) highlighted by a red box. Below the icons, the form contains the following fields:

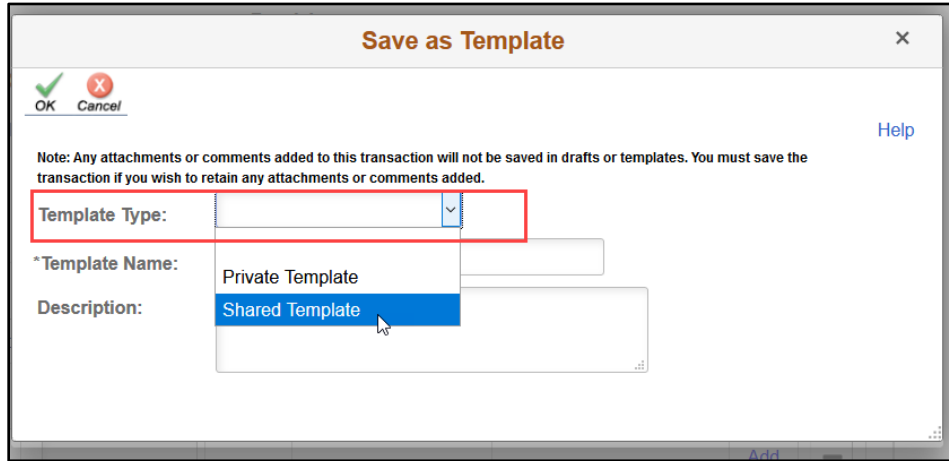
- Business Unit:** FIU01
- Bill Status:** Open
- Bill ID:** NEXT
- WorkFlow Status:** None
- Entered by:** (empty)
- Entered On:** 02/25/20 9:42AM
- \*Date From:** 02/25/2020 (highlighted with a red box)
- Date To:** (empty)
- Billing:** 1110130001 Parking & Transp Operations
- Receiving:** 1029020002 External Rel Special Events
- Last Updated By:** (empty)
- Last Updated On:** (empty)
- \*Descr:** Special Events Template (highlighted with a red box)
- 231 characters remaining**
- Billing Dept Use Only** (Section header)
- Internal Ref:** (empty)

Below the form is the **Item Details** section, which includes a search bar and a table with the following columns: Item ID, Description, Quantity, UOM, Price, and Extended Amount.

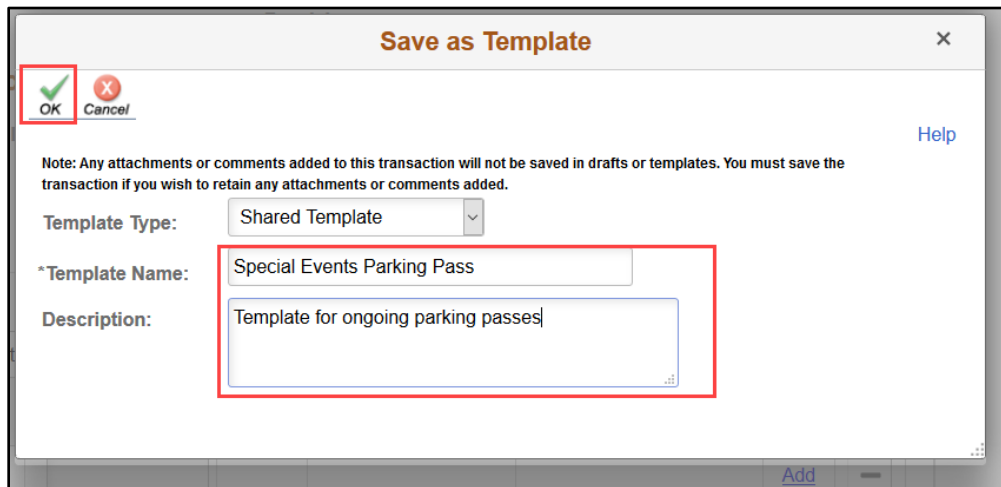
*Item ID	Description	*Quantity	UOM	Price	Extended Amount
1 000009444	Reserved Spaces	1	EA	2.00	

At the bottom right of the table, there is a 'Total Extended Amount:' label.

2. Select a "Template Type" by selecting it from the Template Type drop-down menu. A **Private Template** indicates that it is saved specifically to the user creating it. A **Shared Template** indicates that it will be public for other users to use.



3. Type a **Template Name** and a **Description** in the appropriate fields. Click on the **OK** button.



4. Click the **Save** icon.

The screenshot shows the 'Smart Internal Billing' interface. At the top left, there is a navigation bar with a back arrow and the text 'Employee Self Service'. Below this, there are several icons: a blue checkmark, a document, an upload arrow, a person, and a paperclip. A tooltip above the checkmark icon says 'Click here to save this transaction.' The main form area contains the following fields:

- Business Unit: FIU01
- Bill ID: NEXT
- Entered by: Mancebo, Olivia Nicole
- Bill Status: Open
- WorkFlow Status: None
- Entered On: 02/25/20 9:42AM
- \*Date From: 02/25/2020
- Date To: [empty]
- Billing: 1110130001 Parking & Transp Operations
- Last Updated By: [empty]
- Last Updated On: [empty]
- Receiving: 1029020002 External Rel Special Events
- \*Descr: Special Events Template (231 characters remaining)
- Billing Dept Use Only: [empty]
- Internal Ref: [empty]

Below the form is the 'Item Details' section, which includes a search bar and a table with the following data:

*Item ID	Description	*Quantity	UOM	Price	Extended Amount	
1 0000009444	Reserved Spaces	1.00	EA	2.00	2.00	<a href="#">Add</a> -

At the bottom right of the table, it says 'Total Extended Amount: 2.00'. There are also 'Notify' and 'Refresh' buttons at the bottom left.

Click the **Checkmark** icon. A Bill ID has been created and this bill can be used as a template in the future.

The screenshot shows a success message in the 'Smart Internal Billing' interface. At the top left, there is a navigation bar with a back arrow and the text 'Employee Self Service'. Below this, there is a blue checkmark icon inside a red square. The main text area contains the following message:

**Bill ID Status**

Bill ID 000076941 has been saved successfully.

Click the Check Mark above to return to the transaction.

At the bottom, there are 'Notify' and 'Refresh' buttons.

## Copy Smart Bill from Template

To use a previously made smart bill saved as a template, first create a new smart bill by clicking the **Add a New Value** tab on the **Smart Internal Billing** page.

1. Enter the Billing and Receiving Activity/Project Numbers. Click **Add**.

**Smart Internal Billing**

Find an Existing Value    **Add a New Value**

Business Unit: FIU01

Bill ID: NEXT


Billing Activity: 1110130001

Receiving Activity: 1029020002

**Add**

2. Click the **Copy from Template** icon.

Employee Self Service    **Smart Internal Billing**


Load a transaction from an existing Template

Business Unit: FIU01    Bill ID: NEXT    Entered by:    Entered On: 02/25/20 10:05AM  
 Bill Status: Open    WorkFlow Status: None    Billing: 1110130001 Parking & Transp Operations  
 \*Date From:    Date To:    Receiving: 1029020002 External Rel Special Events  
 Last Updated By:    Last Updated On:

\*Descr:     **Billing Dept Use Only**  
 254 characters remaining    Internal Ref:

**Item Details**

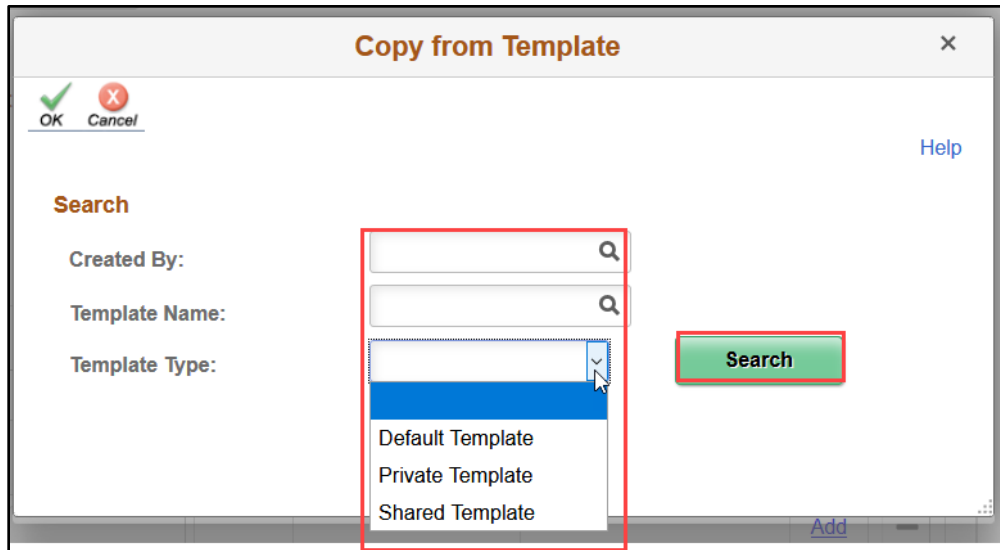
   1-1 of 1

*Item ID	Description	*Quantity	UOM	Price	Extended Amount	
1	<input type="text"/>	<input type="text"/>				Add -

Total Extended Amount:



- Use the search fields to find the previously created template. Search by the Panther ID of the user who created the template in the **Created By** field. Search by the **Template Name** or the **Template Type** (private or shared).



- From the search results, select the template and click **Ok** green checkbox.

Copy from Template					
<input checked="" type="checkbox"/>				red Template	Jacques, Kerland
<input type="checkbox"/>	10	fema	salaries	Shared Template	Cabrera, Leidy E
<input type="checkbox"/>	11	COM		Shared Template	Baute, Carmen
<input type="checkbox"/>	12	troxler truck		Shared Template	Gardinai, Mariana
<input type="checkbox"/>	13	troxler truck2		Shared Template	Gardinai, Mariana
<input type="checkbox"/>	14	209 nutrient lab		Shared Template	Gardinai, Mariana
<input type="checkbox"/>	15	ross-adam tamiami		Shared Template	Gardinai, Mariana
<input type="checkbox"/>	16	CWGS012214		Shared Template	Valenzuela, Vicente D
<input type="checkbox"/>	17	Nair	Text	Shared Template	Murga, Alexander
<input type="checkbox"/>	18	14-15 Advan. Rent		Shared Template	Pernaris, Arion Gigani
<input type="checkbox"/>	19	14-15 HCN Rent		Shared Template	Pernaris, Arion Gigani
<input type="checkbox"/>	20	14-15 P-Tech Rent		Shared Template	Pernaris, Arion Gigani
<input type="checkbox"/>	21	AMSF Bill		Shared Template	Jeon, Junho
<input type="checkbox"/>	22	Metro Rent	Total rent charge	Shared Template	Orindare, Olufolarin
<input checked="" type="checkbox"/>	23	Special Events Parking Pass	Template for ongoing parking passes	Shared Template	Mancebo, Olivia Nicole

- All the mandatory fields that were completed from the template will populate into the new smart bill. Edit any fields. Continue to process the smart bill by saving and then submitting.

Employee Self Service
Smart Internal Billing

**Smart Internal Billing**

Business Unit: FIU01

Bill Status: Open

Date From: 02/25/2020

Last Updated By:

\*Descr: Special Events Template  
231 characters remaining

Bill ID: NEXT

WorkFlow Status: None

Date:

Last Updated On:

**Billing Dept Use Only**

Internal Ref:

Entered by: Mancebo, Olivia Nicole

Entered On: 02/25/20

Billing: 1110130001 Parking & Transp Operations

Receiving: 1029020002 External Rel Special Events

**Item Details**

1-1 of 1

Item ID	Description	*Quantity	UOM	Price	Extended Amount	
0000009444	Reserved Spaces	1.00	EA	2.00	2.00	Add -

Total Extended Amount: 2.00

**Item Offset Details**

1-1 of 1

## Glossary of SIB Terminology

**Bill Approver** – User in billing department responsible for approving outgoing invoices.

**Bill Creator** – User from billing department who creates the invoices; may also be an approver

**Billing Department** – Department “selling” a service/good; initiates the billing process

**Billing Activity** – Activity number that provided the service/good, benefitting department.

**Invoice** – the financial document formally requesting payment

**Item** – the product or service offered by a department for a fee

**Receiving Activity** – Activity number that received the service/good; needs to pay billing department.

**Receiving Approver** – User in Receiving Department responsible for approving incoming invoices.

**Receiving Department** – Department “the customer” getting a service/good

**Smart Gadgets** – Graphics or icons visible during the smart internal billing process

**Smart Bill Notifications, Auto Cancellation and Approval Guide**

	Billing Department (Seller)	Receiving Department (Customer)
<b>Billing Status = OPEN</b>		
Day 90	If a Smart Bill is created and saved but not submitted or cancelled, then after 90 days the Smart Bill will be considered obsolete and <b>DELETED</b> . The creator of the Smart Bill will be notified via email.	<b>NO ACTION</b>
<b>BILLING DEPARTMENT APPROVAL</b> Bill Status = INVOICED // Workflow Status = PENDING		
Day 0	Billing Department Approver receives an email notification immediately following submission of Smart Bill by creator	<b>NO ACTION</b>
Day 30	Billing Department Approver receives 2 <sup>nd</sup> email notification, if Invoiced Smart Bill is still in Pending workflow status.	
Day 60	Billing Department Approver receives <b>FINAL</b> email notification if Invoiced Smart Bill is still in Pending workflow status.	
Day 90	Smart Bill is <b>AUTO-CANCELLED</b> , and the Billing Department Approver is notified via email. User can re-create Smart Bill if needed.	
<b>RECEIVING DEPARTMENT APPROVAL</b> Bill Status = INVOICED // Workflow Status = PENDING		
Day 0	<b>NO ACTION</b>	Receiving Department Approver receives an email notification immediately following approval of Smart Bill by Billing Department Approver
Day 30		Receiving Department Approver receives 2 <sup>nd</sup> email notification for Smart Bill (Approved by Billing Department) in their queue and not yet approved
Day 60		Receiving Department Approver receives <b>FINAL</b> email notification for Smart Bill (Approved by Billing Department) in their queue and not yet approved.
Day 90		Smart Bill is <b>AUTO-APPROVED</b> and <b>POSTED</b> . The Receiving Department Approver will be notified via email.

\*All emails send from fin-panthersoft@fiu.edu

**Smart Bills posting to sponsored projects that require Project Manager supplemental approval:**

- If the Smart Bill is less than \$10,000 and outstanding for 90 days, then the project manager, i.e. receiving department approver, will be notified and the Smart Bill will be auto approved and posted.

- If the Smart Bill is greater than \$10,000 and outstanding for 90 days, then the project manager will be notified, and the Smart Bill will be auto approved. The Smart Bill will then be routed to the grant's manager in ORED for final approval. The grants manager will be given 30 days to approve. If the Smart Bill is still pending grants manager approval after 30 days, then it will be auto approved and posted with e-mail confirmations to the grant's manager and Smart Bill creator. A comment to this effect will be added to the Smart Bill as well.