

Core Facility's Guide for External Customer Billing

This document provides information to assist Cores with the billing of external customers in iLab, which includes setting up customer accounts and designating preferred payment options for customers.

Setting up an External Customer Account in SAP

The following information is needed from the customer to set up their account in SAP:

- Billing contact name (person who receives the invoice and processes payment)
- Billing Contact Name
- Billing contact email address
- Billing contact mailing address
- Billing contact phone number

The information should be sent to an iLab Administrator. The administrator will subsequently search for an existing account in SAP. If the external customer does not have an account, a new one will be requested through AR Billings.

AR Billings will provide a customer number and in most cases a Bill-To number that links the customer in iLab to JHU Accounts Receivable Shared Services. If the information is missing, the service request in iLab will be highlighted in red on your core's "View All Requests" tab and should not be billed until the SAP account information is entered in iLab by the iLab Administrator.

****Please note University of Maryland, Baltimore and the NIH customers are already set up in SAP and have standardized their billing process. Their customer and bill-to numbers will be the same for each external PI for those institutions.***

Setting up an External Customer Account in iLab

An external PI will need to set up an iLab account in order to access services for billing purposes. The following information is needed from the customer to set up their personal "PI lab" account in iLab if they are a new external customer:

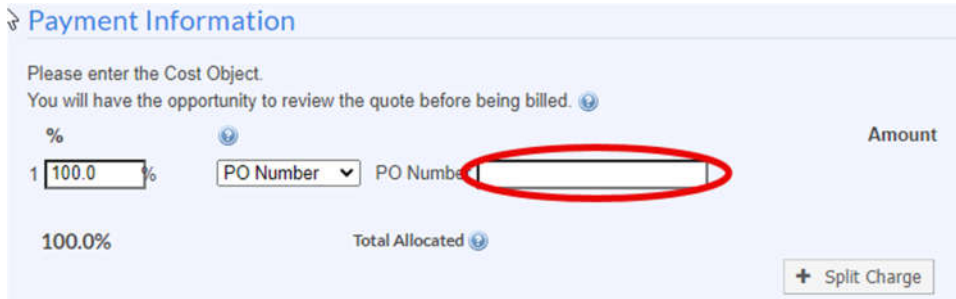
- PI Name
- PI Institution
- PI email address

****The customer can either set the account up themselves by contacting iLab support (<https://agilent-ilab.na1.teamsupport.com/createticket>) or by providing the information to the core or to an iLab University administrator.***

Customer Payment Options

Purchase Order

Purchase order numbers should be obtained from the customer and entered into the Payment Information section of the service request or scheduled reservation prior to creating a billing event.



Payment Information

Please enter the Cost Object.
You will have the opportunity to review the quote before being billed.

%	PO Number	PO Number	Amount
1 100.0 %			
100.0%	Total Allocated		

+ Split Charge

If the customer provides a PO number based on a quote by the core and the final amount for services is different, the customer will need to revise the purchase order amount with their purchasing department so that the amount on the invoice matches the amount on the P.O.

In cases where a PO is generated after the billing event has been sent to SAP and a JHU/SAP invoice has been created, the PO should be sent to billings@jhu.edu by the core.

Check

Once the customer is issued the JHU invoice from AR Billings and is paying by check, remittance should be sent to:

Johns Hopkins University Central Lockbox
Bank of America
12529 Collections Center Drive
Chicago, IL 60693

****The JHU Invoice number should be included on the check.***

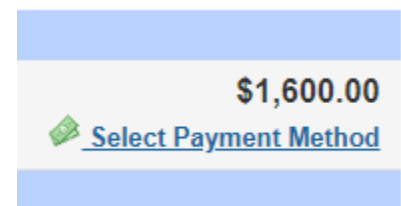
Credit Card and Google/Apple Pay

Credit Card and Google/Apple Pay are processed through Paywire via the iLab invoice.

A link will be emailed from iLab to the PI and the invoice owner. Paywire can be accessed via this link to the live invoice. From the open invoice, the customer can select credit card as payment by clicking on the Select Payment Method link which is located on the lower right side of the invoice beneath the invoice total. From there the customer will be redirected to PayWire and will have the option to pay by Google Pay, Apple Pay or credit card.

Specific instructions for credit card payment will be provided by the core or an iLab administrator.

****Remember that the iLab invoice can only be accessed by the PI or invoice owner.***



Wire Transfer

Once the customer is issued the JHU invoice from AR Billings and is paying by wire transfer, remittance should be sent to:

FEDWIRE – Domestic

Johns Hopkins University
Bank of America
100 S. Charles Street
Baltimore, MD 21201
Transit/routing/ABA Number: 052001633
Account Number: 003936830516
Type of Account: Depository
CTX format is preferred; CCD+ is also accepted.

FEDWIRE – International

Johns Hopkins University Central Lockbox
Bank of America
100 W. 33rd Street
New York, NY 10001
SWIFT Code; BOFAUS3N
Account Number: 003936830516
Routing Number Wires: 026009593
Type of Account: Depository
CHIPS ABA Number: N/A
IBAN Number: N/A

Billing Event Overview

Once a billing event file is sent from iLab to SAP, a Parked Invoice (FV70 document in SAP) will be created and documented by Accounts Receivable. From the FV70 the official JHU invoice is created.

**Keep in mind that the JHU/SAP invoice and iLab invoices are two separate documents.*

SAP Invoice

Accounts receivable will send the official JHU invoice along with the iLab invoice to the billing contact of the customer with the information generated from the Customer and Bill-To numbers that have been set up in SAP.

iLab Invoice

The iLab invoice will be sent to the PI and invoice owner from iLab (no-replay@ilabsolutions.com)

- This email will contain a PDF attachment of the invoice as well as a link to access a “live” invoice. The live invoice provides the customer option to pay by credit card (see Credit Card under payment options)
- If the customer did not receive the invoice, please ask them to check their spam/junk mail folders.
- The customer can also login to their iLab account to view their invoices.

Collection of Outstanding Receivables

Accounts Receivable may reach out to the core for additional contact information regarding overdue invoices. It is important that Accounts Receivable is provided with accurate user contact information. If contacted by AR the core needs to partner with them, providing assistance when needed in collecting past due revenue.

- On occasion when the invoice goes unpaid and there is no response from the billing contact, AR may request the PI contact information to follow up with the PI and also verify the billing contact information.

Aging reports are periodically received by the Office for Faculty Research Resources. The OFRR will send the report to the appropriate cores listing the outstanding receivables.

- These reports will outline the total outstanding receivables for each core including the number of days past due.
- If past due invoices go uncollected these revenues may be subject to an accounting write-off and subsequently impact the core finances and thus the department finances.
- It is critical that the core works with AR Billings and provide assistance to the AR team with any information that may be needed in the collection of this revenue.