
iLab Core Facilities Management System

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Overview

The JHU/iLab Financial Integration automates the KB15N internal billing process, facilitates the FV70 external billing process, and allows researchers, PIs, and core managers to ensure that they are using valid payment information at each step of the request and billing process for core facilities. PIs assign cost objects (Internal Orders and Cost Centers) to individuals who should be able to order services from Johns Hopkins University core facilities. Researchers can order services with valid cost objects and Core Managers can bill for these services knowing that they are using valid billing information. Valid cost objects are uploaded into iLab through a nightly feed of our active sponsored and non-sponsored cost objects and billing files generated by the core facilities are sent directly to SAP for automated processing. The purpose of this guide is to provide you with an overview of the internal and external billing processes through iLab as well as associated billing practices.

If you experience any problems using iLab, do not hesitate to click the 'leave iLab feedback' link in the upper right hand corner once you are logged in. Alternatively, send an email to support@ilabsolutions.com with your question and we will respond as soon as we can.
2. How are cost objects assigned to PI’s and users in their labs?

All sponsored Cost Objects that are imported in the nightly file will automatically be assigned to the PI that they’re imported with. Any sponsored or non-sponsored Cost Objects that are requested through the fund request workflow will need to be manually assigned to the PI. Additionally, any lab members will need to be assigned Cost Objects that they are allowed to use for payment of charges. This assigned must be done by the PI or Lab Manager (if elected) within the lab. Institution administrator and department administrators (if enabled) also have the ability to make Cost Object assignments.

For sponsored cost objects (IOs and CCs), the system will pull the responsible person from the grant master data tables in SAP. Typically this is the Principal Investigator. For non-sponsored cost objects, the system will use the existing SRM Purchasing approval process and lookup the authorized individual (Cost Object Approver) for the non-sponsored CC or IO at the cost center level. The identified Cost Object approver will then receive an email with the requestor’s information similar to our current SAP shopping cart process. Please note, this approval process is outside of the SAP Inbox process.

Note: Any ‘Center-Assigned Funds’ (core coins) also need to be assigned to the PI and lab members (if applicable).

2a. How do I add the SAP vendor number to an external customer request for services?

1. Log in to ilab

2. Click on “my labs” in the left-hand panel

3. Click the lab with the name of the PI

4. Click the “Membership Requests & Cost Objects” tab
5. In the Cost Object grid, the PI and lab members will be displayed on the y-axis and the Cost Objects will displayed across the top of the x-axis. For every member/cost-object pair, there is a check-box. Check the box to make the assignment of the cost-object to the member. Once checked, a green highlight will appear indicating which Cost Object was assigned. Hovering over the check-box will highlight the member for that Cost Object row. To remove access to a Cost Object, uncheck the box under the Cost Object you wish to revoke access.
3. What payment options do external customers have through iLab?

External customers have the option of paying for their services with a purchase order, credit card, check, or wire transfer. Our credit card processing will be integrated through Paywire, the JHU preferred vendor for credit card payments and revenue will post automatically to the core facility SAP account. All external customers must have a valid vendor ID for credit card payments to process. For all other forms of payment, the Financial Administrator must export the charges and upload them into SAP using the FV70 process.

3a. How do I add the SAP vendor number to an external customer request for services?

a. Core receives request from external customer

b. Request populates on core site highlighted in red

SKCCC Human Immunology Core (Test)
c. Core notifies Financial Administrator (outside of iLab) with user information and requests customer ID be entered into iLab

d. Financial Administrator requests customer ID from Finance/AR (outside of iLab)

e. Financial Administrator receives customer ID and enters it into iLab

i. Log in to iLab

ii. Click on the “External Customer Info” tab

iv. Customer ID’s can be assigned at the Institution level or the Group (Lab) level. A customer ID assigned at the group level will override a customer id at the institution level. Enter the institution or group (lab) name in the search field.

v. Select the institution/group name when it populates.

vi. Enter the customer ID and click the green (+) button.

vii. The customer ID will now be added and any requests made from this institution/group will no longer show highlighted in red on the core site.
4. How does a Financial Manager send internal charges to SAP?

Once the billing event has been created, the core manager simply clicks on *Send file to JHMI*, and the charges will be sent to SAP that evening!

1. Click the “Billing” tab
2. Click the “New Billing Event” button
3. Click the “Load Charges” button
4. Use the green button (circled in red below) to move any charges you want to exclude from the billing file down into the “excluded charges” section.
5. In the lower-left hand corner, click the “Create” button

6. You will be directed to the ‘Summary’ tab.

7. Click “Send file to JHMI” to process billing upload

8. Click the “Internal” button to download a copy of the internal billing file for your records, if needed.

6. Click the “External” button to download a copy of the external billing file and use to upload information into FV70 for all non-credit card payments. In the future, external charges will be uploaded directly into SAP as well.
5. What happens if the Core Manager tries to Bill and there are invalid Cost Objects?

If the Core Manager tries to create a billing event and send it to SAP without valid IO Number, iLab will prompt the Core Manager to indicate that iLab knows that this billing file will be invalid and will ask the Core Manager to adjust the charges before they can send it. If the Core Manager wants to bill for all of the ‘valid’ charges, they can simply click on the green ‘down’ arrow to exclude certain charges from a billing event until they are ready to bill for those.

New Billing Event

Payment information is missing from one or more charges, please review the charges below with the red flag.

<table>
<thead>
<tr>
<th>date</th>
<th>customer</th>
<th>service id</th>
<th>total</th>
<th>payment number</th>
<th>status</th>
<th>actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/07</td>
<td>TestUSR Gladstone0 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-13</td>
<td>10.00</td>
<td>Select Index Code...</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/07</td>
<td>TestUSR Gladstone0 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-13</td>
<td>10.00</td>
<td>Select Index Code...</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/03</td>
<td>TestUSR Gladstone0 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-10</td>
<td>20.00</td>
<td>Select Index Code...</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/03</td>
<td>Katherine Pollard Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-10</td>
<td>10.00</td>
<td>095(Pollard Lab)</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/03</td>
<td>TestUSR Gladstone0 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-10</td>
<td>20.00</td>
<td>R01269(Epigeneic U01 - Bioinformatics Core)</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/02</td>
<td>TestUSR Gladstone0 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-10</td>
<td>17.50</td>
<td>R01356(Quantifying the Impact of Biasing)</td>
<td>Ready To Bill</td>
<td></td>
</tr>
<tr>
<td>02/02</td>
<td>TestUSR Gladstone1 Pollard, Katherine (Gladstone) Lab</td>
<td>GITC-TG-10</td>
<td>12.50</td>
<td>095(Pollard Lab)</td>
<td>Ready To Bill</td>
<td></td>
</tr>
</tbody>
</table>
6. How do I enter a user supplied derived fund for a cost center?

When the core is entering a request/reservation on behalf of a user, or the user is entering the request/reservation on their own, if they choose a Cost Object for payment that was absent of a “Derived Fund” in the PI/Fund File, a “Fund” field will populate for the user to supply the appropriate fund information.

7. How are subsidies handled as part of the payment process?

Some core facilities offer subsidies or reduced pricing to their PIs/users because of external funding from grants, contracts, and departmental discretionary sources. The core facility is responsible for creating the subsidy in iLab and assigning them to their PIs/users based on their subsidy-specific criteria. PIs/users who have been assigned to receive these subsidies will see the amounts reflected as part of their payment information. The balance of the unsubsidized portion of their invoice must be paid from a valid cost object.

1. In the ‘Payment Information’ section, PIs select the payment information for the unsubsidized portion of the charge(s)

3) Payment Information

   Subsidies have been applied to some of the included charges. Click on the dollar icons above to inspect individually. You may supply the Cost Object (optional)
   Please enter the Cost Object

   
<table>
<thead>
<tr>
<th>Cost Object</th>
<th>Fund Amount</th>
<th>Fund Expiration</th>
<th>Subsidy Name</th>
<th>Start</th>
<th>End</th>
<th>Rate (%)</th>
<th>Limit per PI</th>
<th>Total amount</th>
<th>Currently Available</th>
<th>Core</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancer Center Subsidy</td>
<td>2016-03-15</td>
<td>2021-03-15</td>
<td>25.0</td>
<td>not set</td>
<td>not set</td>
<td>n/a</td>
<td>SKCCC Human Immunology Core (Test)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   ![Split Charge Button]

   ![Cost Object Selection]

   ![Percentage Selection]

   ![Payment Information Section]
2. Once work is complete, the subsidized/unsubsidized split will be highlighted on the invoice to the PI. Only the unsubsidized portion of the invoice will be charged to the cost object provided.

<table>
<thead>
<tr>
<th>DATE</th>
<th>ITEM DESCRIPTION</th>
<th>PMT. #</th>
<th>QTY</th>
<th>PPU</th>
<th>STATUS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 10, 2016</td>
<td>Clinical Sample Processing-PDTC</td>
<td>3 splits</td>
<td>1.0</td>
<td>$325.00/eve</td>
<td>Completed</td>
<td>$325.00</td>
</tr>
<tr>
<td></td>
<td>(34250) Split #1</td>
<td>90050380</td>
<td>25.00%</td>
<td>$81.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(34251) Split #2 (subsidized)</td>
<td>10002191</td>
<td>25.00%</td>
<td>$81.26</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(34253) Split #3</td>
<td>0049185</td>
<td>50.00%</td>
<td>$102.60</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Actual cost: $325.00
Projected cost: $325.00
Invoice cost: $325.00

Invoice Total: $325.00
Total Subsidized: $81.25
Total Due: $243.75