External Billing Automation through iLab
Important information outlining automated billing process

Effective 12/20/17, the iLab external billing process will be automated for cores providing services to external customers and JHU Affiliates. Cores will no longer need to park invoices manually (FV70) and this function will occur automatically after a billing event is processed. Similar to past FV70 procedures (Parking an Invoice), Cores should work with the JHU iLab support team to ensure the external customer is registered in iLab (see section 1 below). External customers will continue to have four options for payment: credit card, wire transfer, P.O., and check. Please be aware that external customer billing generated prior to 12/20/17 should be processed manually in SAP.

Please carefully read each of the sections below to understand the updates associated with billing automation. If you have questions regarding the external billing process after reading the information below, please contact one of the members of the iLab Admin Team (Shawn Franckowiak, Barb Daily, Jeff Smith)

1. Registering External Customers
In order for external customers to request services and/or schedule equipment, they must be registered in iLab and be associated with an external institution. Prior to cores billing any new external customers for services rendered, please contact the iLab Admin team to ensure that the external group has the proper SAP customer information entered within iLab. Customers not having complete SAP information will be highlighted in red on the service request list and will not be accessible for billing. When working with the iLab Admin Team to update SAP customer info, please be sure to forward the "billing point of contact" and billing address information outlined on page 2 of this document to expedite registration.

2. Customer selects a payment method
External customers are required to identify their preferred payment method through iLab at the time of the original service request. This information can be viewed by the Core through iLab in the payment information section of the customer request. When a customer receives the electronic iLab invoice, the "Select Payment Method" can be clicked for the customer to submit a credit card payment through the Paywire system (see screenshots below).

3. Customers paying by wire transfer, check or PO
When a billing event is processed through iLab, please be aware that a separate official JHU invoice will be sent to the invoice customer/owner. Customers paying by wire transfer, check or PO should reference the **JHU invoice number** found on the JHU invoice that begins with the digits "18XXXXXXXX." **(See example on page 3).** Customers paying by check should remit payment to Johns Hopkins Central Lockbox. In addition, POs received by Cores should be forwarded to: billings@jhu.edu
**Please communicate to customers that both a JHU Invoice and iLab Invoice will be sent and to submit only one payment.

4. Customers paying invoices by credit card
When customers pay by credit card, please refer them to the iLab Invoice (sent to customer after billing). Have them click on the Select Payment Method icon under invoice amount and chose Credit Card. The customer will be re-directed to Pay Wire where they will be prompted to enter the **iLab invoice number (See example on page 3 with invoice # MSAPC – 1092364)** and their credit card information to finalize the transaction. ****Please communicate to customers that both a JHU Invoice and iLab Invoice will be sent and to submit only one payment.**

Updated 12/19/17

Supplemental Information

Instructions for Registering Two Types of Customers

JHU Affiliated External Customers (i.e. Kennedy Krieger, Carnegie Institution of Washington)
[Affiliated External Customer Registration Guide](#)

Non-JHU Affiliated External Customers (i.e. institutions, corporate entities)
1. The Core staff must obtain the following information from the external customer:
   - **Customer Name:**
   - **Company/Institution:**
   - **Acronym for Company/Institution:**
   - **Country:**
   - **Street Number:**
   - **Street Name:**
   - **Building:**
   - **Room:**
   - **Floor:**
   - **City:**
   - **State:**
   - **Zip Code:**
   - **Bank Routing Number: (This is only required for customers paying by electronic transfer)**
   - **Bank Account Number: (This is only required for customers paying by electronic transfer)**
2. The external customer information above should be sent to either [Shawn Franckowiak](#), [Barb Daily](#) **or** [Jeff Smith](#).
3. The external customer will then be verified/created and entered into the iLab system. This process may take a few days (2-3 days) if a new external customer number needs to be generated.
4. You will be notified when the external customer number has been placed into the iLab system.

JHU Remit to Address Info

Johns Hopkins Central Lockbox
c/o Bank of America
12529 Collections Center Drive
Chicago, IL 60693

Identifying Payments in Holding Account

In certain instances, payments from external sources cannot be identified and are placed into a holding account until the funds recipient can be identified. If your core has external customers that have made payments, but haven't been received, you can check the holding account for unidentified funds received by using the links below.

Holding Account Website:
https://apps.finance.jhu.edu/depts/treasurer/tops/internal/ca-ucr.html
Link to Holding Account:
https://collaborate.johnshopkins.edu/sites/treasurer/treasury_services/SitePages/Unidentified%20Cash%20-%20Date.aspx

Updated 12/19/17

Example of Official JHU Invoice

JOHNS HOPKINS
I N S T I T U T I O N S

Remit to: Johns Hopkins
Central Lockbox
c/o Bank of America
12529 Collections Center Drive
Chicago, IL 60693

PAGE: 1 OF 1

PENN STATE UNIVERSITY
EBERLY COLLEGE OF SCIENCE
513 THOMAS BLDG
UNIVERSITY PARK PA 16802
USA

JHU Invoice # →

Invoice

Please Show Invoice Number
on all Remittances.

Invoice #	1800189407
Date	December 12, 2017
Customer	300982
Hopkins Tax ID	52-0595110
Hopkins DUNS	001910777

NOT FROM PRODUCTION ENVIRONMENT

Invoice Description FCF-4074 (J TERPENNY)

Description of Service	Amount
FCF-Service A - Test-(J TERPENNY)	180.00
FCF-Service B - Test-(J TERPENNY)	280.00
FCF-Sort Set Up Fee-(J TERPENNY)	260.00
Total for Invoice:	720.00

Terms: Net 30 JHU & JHHS

By signing this invoice, I certify to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of this award. I am aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise.

Kelly Lyons, Manager, ARSSC - Billings
If you have any questions, please contact Customer Service at 443-997-2480

Updated 12/19/17

Example of iLab Invoice

JOHNS HOPKINS
SCHOOL of MEDICINE

iLab Invoice #

Invoice No. **MSAPC-1092364**
Invoice Date **November 14, 2017**
Lab ▮▮▮▮▮ **(UCSB) Lab**
Payment No. **GW0000216093**

From: Mass Spectrometry and Proteomics Core   To: ▮▮▮▮▮

show additional contacts

Invoice Total						$435.00
						💵 Select Payment Method

Invoice Details

DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	TOTAL
▼ Request: 171011_MontellC_ZC	Start: October 11, 2017	Owner: Zijing Chen				🔍 💵
(10983149) October 16, 2017	Samples Received	GW0000216093	2.0	$0.00/ea	Completed	$0.00
(10983150) October 16, 2017	Box Number	GW0000216093	51.0	$0.00/ea	Completed	$0.00
(11132438) October 26, 2017	TCA-Acetone Precipitation	GW0000216093	2.0	$35.00/ea	Completed	$70.00
(11132443) October 26, 2017	In Solution Digest	GW0000216093	2.0	$45.00/ea	Completed	$90.00
(11132455) October 26, 2017	Tandem MS	GW0000216093	2.0	$105.00/ea	Completed	$210.00
(11132466) October 26, 2017	Data Report	GW0000216093	1.0	$5.00/ea	Completed	$5.00
(11132467) October 26, 2017	Database Search	GW0000216093	2.0	$30.00/ea	Completed	$60.00
(11132474) October 26, 2017	Report on Client Server	GW0000216093	1.0	$0.00/ea	Completed	$0.00
Actual cost: $435.00		Projected cost: $0.00				Invoice cost: $435.00

Invoice Total						$435.00
						💵 Select Payment Method

Powered by iLab

Notes	
For core	✏️
For customer	✏️