UCR Service Request and Billing System

WEB RECHARGE SYSTEM

SERVICE PROVIDER DOCUMENTATION

INTRODUCTION:

The Web Recharge System was designed as a “one size fits all” application for campus service providers to bill for services and products to campus departments. Service Providers have the option of accepting requests from campus users or initiating requests on behalf of the department. It is possible to establish multiple service provider codes to differentiate services or products. Service provider codes can be made available to campus transactors or only for internal use by service providers. The form to establish a service provider code is attached to this documentation with routing instructions.

The Web Recharge System is web based. No formal installation is required. The URL is: RECHARGE.UCR.EDU

Access as a Service Provider is granted by the Accounting Office (based on the information submitted on the “Service Provider Setup” form). To login to the system, enter your username and password at the prompt.

Notes about using a web-based application:

**Try not to use the browser BACK button. There should be links on the application pages to move BACK or RETURN to previous sections.

**Depending on browser settings, it may be necessary to click the REFRESH button to clear entries that were made previously on request forms.

**Session Time outs. A session will close if there is a period of one hour of inactivity – save your work!!

Options from the Menu

SUBMIT A REQUEST

- For SVC PROV
- QE for SVC PROV

REVIEW A REQUEST

- New Requests
- Search Service Requests
- Search Credit Memos
- Search Billing Templates

ANALYSIS & REPORTS

- SAA listing by Department Code

BILLING

- Service Requests

- Modify Billing Template
- New Billing Template

- Issue Credit Memo

PROVIDER SETTINGS

- Open Fields
- Defined Services
- View Rates
- Description Prompt

SUBMIT A REQUEST - For SVC PROV

This option will bring up a service request form that can be completed on behalf of a department to submit a charge to the general ledger.

A REQUEST ID will be assigned to the form – see upper right-hand corner

Required Fields

TRANSACTOR NAME
The transactor name must be a username of a Web Recharge transactor
  Hint – use the "Transactor List by SAA" reference tool under ANALYSIS & REPORTS
Enter the username and click GET USER INFO. If the username is a valid web recharge transactor the fields for first name, etc. will automatically fill-in.

SERVICE REQUEST TITLE
The information entered here will display as the journal line description on the Financial Transaction Detail report

DEBIT FAU INFO
Enter the requesting department's FAU combination that will be charged.
There will be a check on the individual elements as well as the combination of elements
Use the COPY button to add more than one FAU combination. The charge can be split by percentage (%) or dollar amount ($).
  Hint – use the VIEW FAU button to pre-check the FAU combination

ADD DEFINED SERVICES
Enter the items to be billed and/or amount to be charged in this section
A default item of MATERIALS is available as well as any Defined Service Items added.

REVENUE FAU INFO
Click the ADD button to select the Revenue FAU combination

Additional Fields
These fields can be used to enter further details or comments

**DESCRIPTION OF REQUESTED SERVICES
**BILLING NOTES

Options for Request Form

ACCEPT ORDER – will assign a status of ACCEPTED. The order can be opened at a later time for further processing or billing.

PLACE ON HOLD – will assign a status of HOLD/PENDING. The order can be opened at a later time for further processing or billing.

SUBMIT TO G/L – will assign a status of BILLED. Selecting this option will bring up a window to confirm the billing information (debit and credit FAU combinations).
Click CANCEL to return to the form.
If the information is correct click the SUBMIT TO G/L button.
A confirmation window with the Service Request ID will display and there will be an option available to print the form.

The billing process occurs nightly.

EXIT w/o SAVE – this is a cancel option.

SUBMIT A REQUEST – QE for SVC PROV

This option will bring up a "quick entry" service request form. This form is an abbreviated version of the standard Service Request form and is intended for processing large amounts of billing requests. The following fields are not available for this form: SERVICE REQUEST ID, DESC. OF REQUESTED SERVICES and BILLING NOTES. The default Description will be the Service Provider Code.

As with the standard request form, the following fields are required:

TRANSACTOR NAME
DEBIT FAU INFO
ADD DEFINED SERVICES
REVENUE FAU INFO

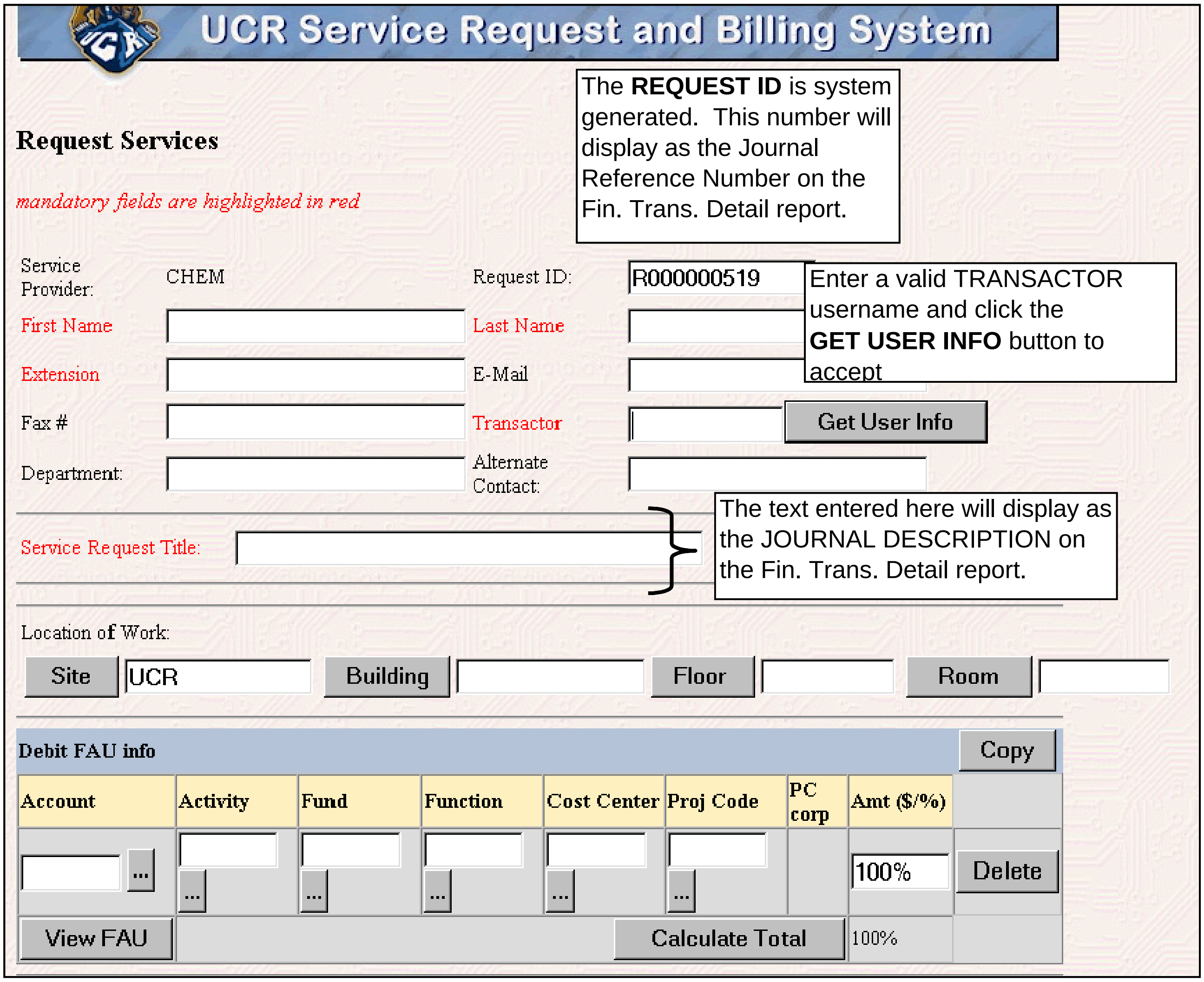
Options for Request Form:

**ACCEPT ORDER - will assign a status of ACCEPTED.
**PLACE ON HOLD - will assign a status of HOLD/PENDING
SUBMIT TO G/L – see notes below
EXIT w/o SAVE

If SUBMIT TO G/L is selected the confirmation FAU INFORMATION window will display and the following options are available:

SUBMIT TO G/L – will change the status to BILLED and process for billing the next Friday.
SUBMIT & NEW – will change the status to BILLED and process for billing the next Friday and bring up a new request form.
CANCEL – will close out of the confirmation window and not submit the order for billing.
**Note: If you ACCEPT or PLACE ON HOLD a Quick Entry request, when it is reopened for further processing it will be in the format of the standard request form.

Web Recharge System - Request Form



DEBIT FAU INFO:

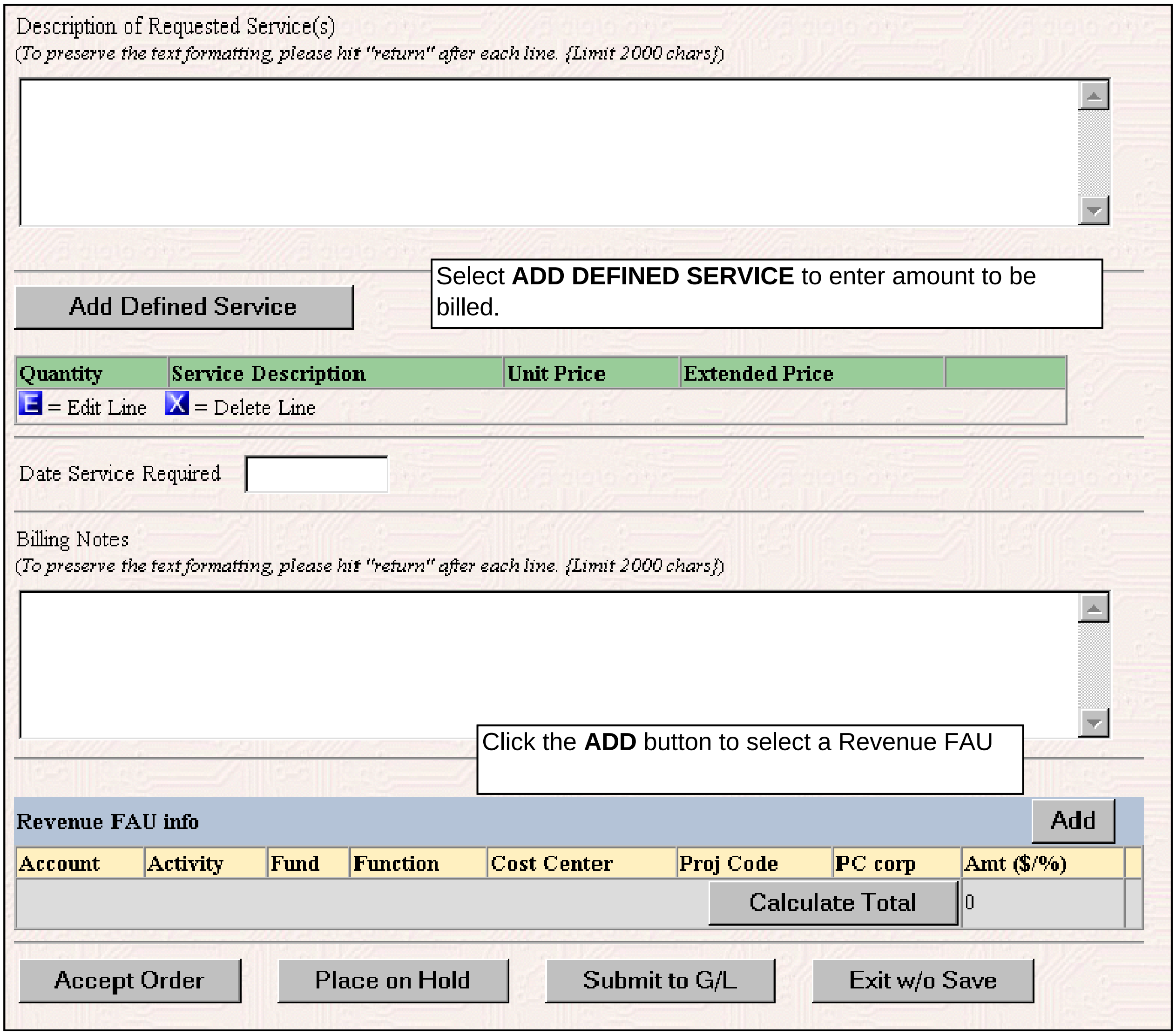
Enter a FAU combination to be billed. More than one FAU combination can be entered by click the **COPY** button.

The FAU distribution can be split by dollar amount ($) or percentage (%)

The FAU combination will be check for valid elements as well as appropriateness.

Web Recharge System - Request Form, pt. 2

DESCRIPTION OF REQUESTED SERVICE(S): Details fo the request can be entered here


Description of Requested Service(s)
(To preserve the text formatting, please hit "return" after each line. {Limit 2000 chars})

Select **ADD DEFINED SERVICE** to enter amount to be billed.

Add Defined Service

Quantity	Service Description	Unit Price	Extended Price	
E = Edit Line	X = Delete Line			

Date Service Required

Billing Notes
(To preserve the text formatting, please hit "return" after each line. {Limit 2000 chars})

Click the **ADD** button to select a Revenue FAU

Revenue FAU info — Add

Account	Activity	Fund	Function	Cost Center	Proj Code	PC corp	Amt ($/%)
						Calculate Total	0

Accept Order | Place on Hold | Submit to G/L | Exit w/o Save

OPTIONS:

ACCEPT ORDER: Will change the staus from NEW to ACCEPTED and allow for further processing/billing.

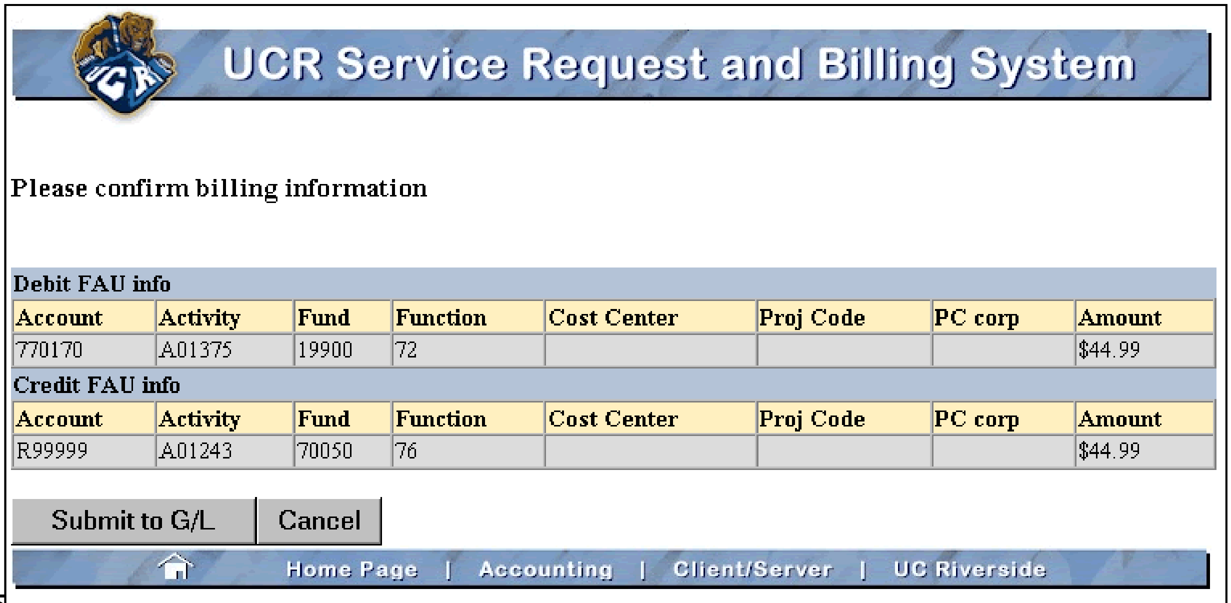
PLACE ON HOLD Will change the status to PENDING and allow for further processing/billing

SUBMIT TO G/L Will submit the charge for the next billing cycle. Please see following page…..

EXIT w/o SAVE This will cancel out of the request form without saving changes that were entered.

Web Recharge System - Request Form, pt. 3

Clicking the **SUBMIT TO G/L** button will bring up the following confirmation window:


UCR Service Request and Billing System

Please confirm billing information

Debit FAU info

Account	Activity	Fund	Function	Cost Center	Proj Code	PC corp	Amount
770170	A01375	19900	72				$44.99

Credit FAU info

Account	Activity	Fund	Function	Cost Center	Proj Code	PC corp	Amount
R99999	A01243	70050	76				$44.99

Submit to G/L | Cancel

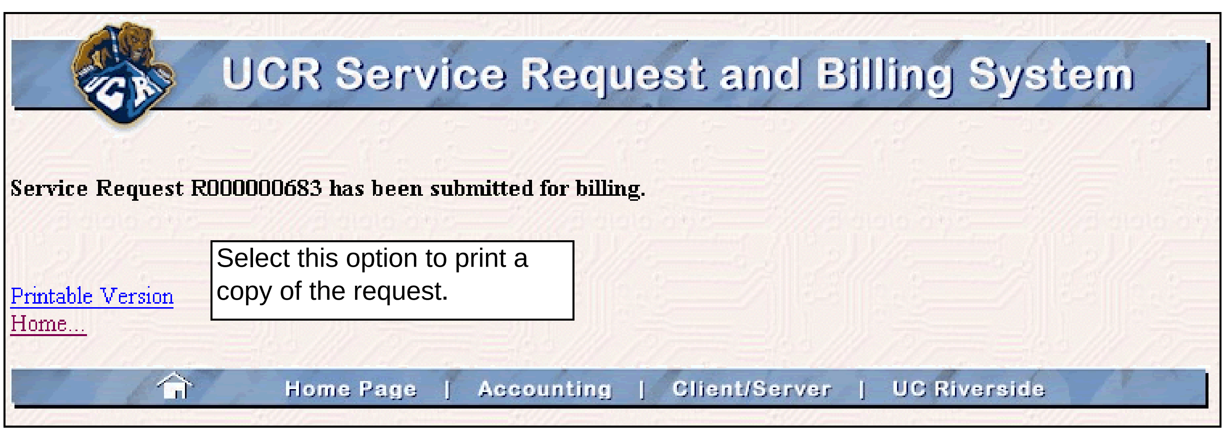
Home Page | Accounting | Client/Server | UC Riverside

OPTIONS:

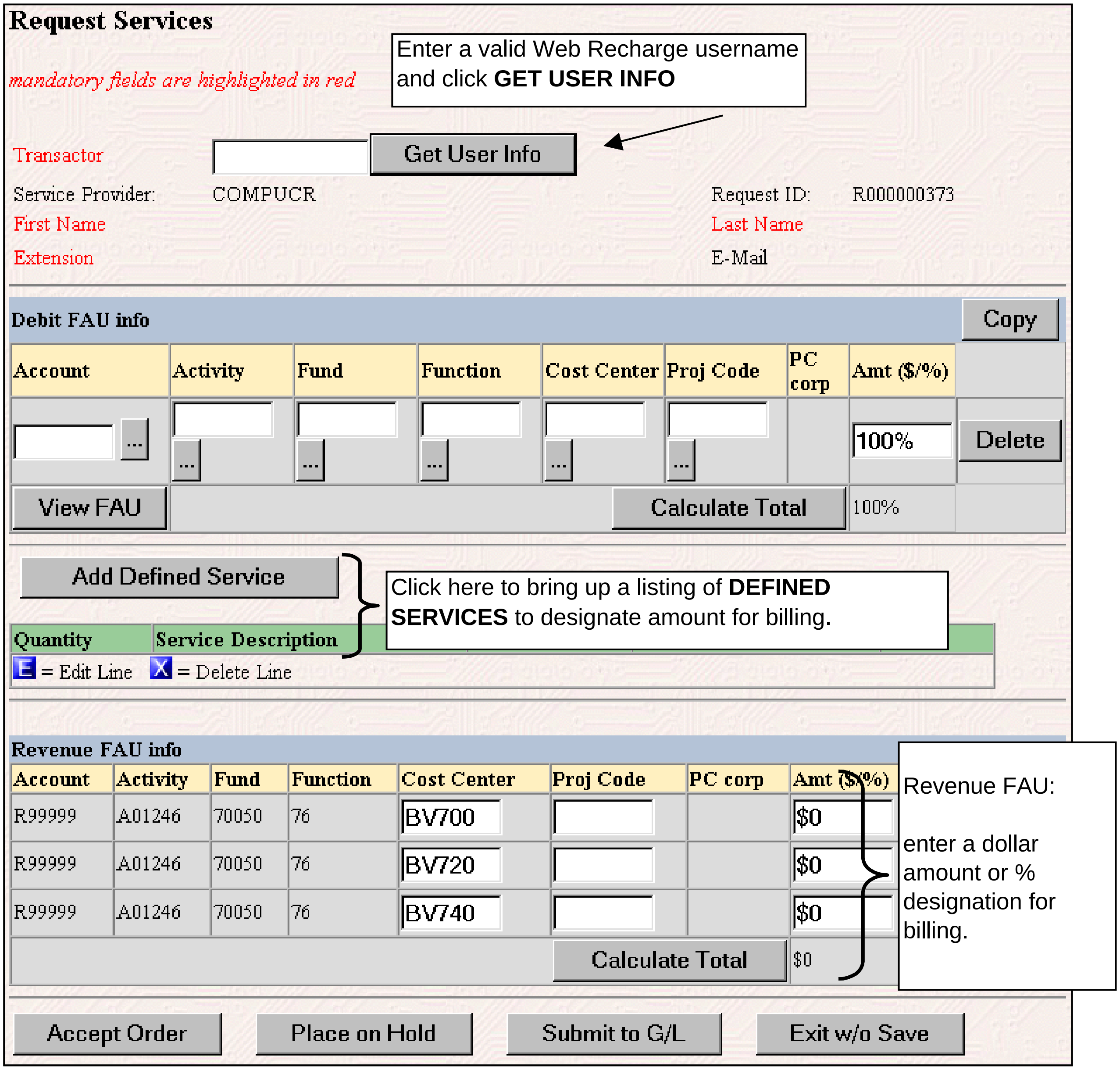
SUBMIT TO G/L Will submit the request for billing

CANCEL: Will return to the request form for editing

If **SUBMIT TO G/L** is selected the following message will display:



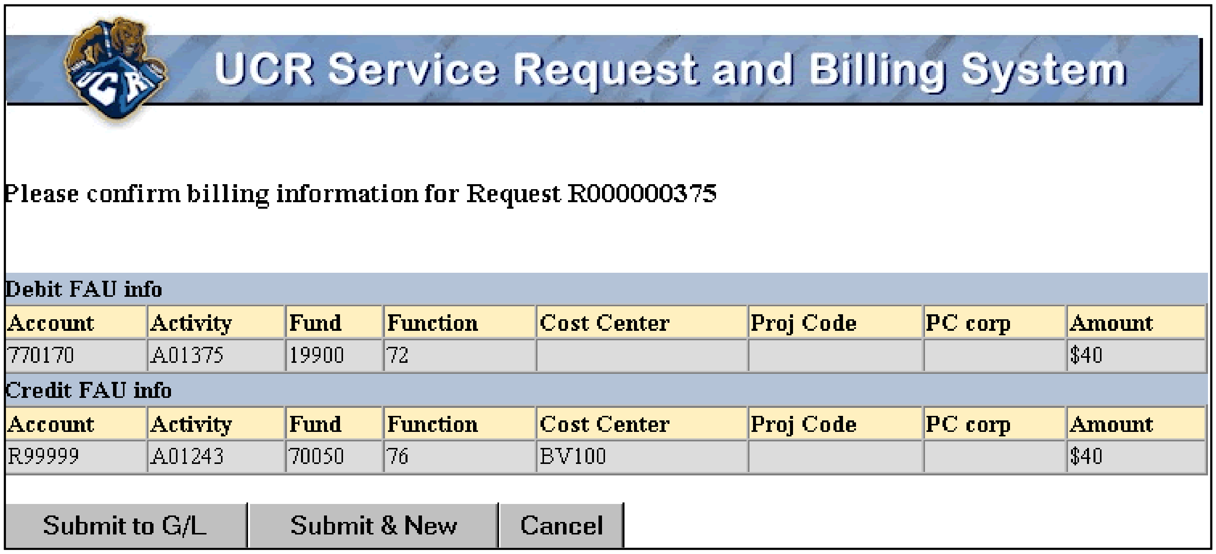
Web Recharge System -- Quick Entry form:



OPTIONS:

ACCEPT ORDER: Will save the order with ACCEPTED status and allow for further processing/billing.
PLACE ON HOLD: Will save the order with PENDING status and allow for further processing/billing
SUBMIT TO G/L: Will start the process for submitting charges to the ledger. See following page…..
**Note, if a quick-entry form is Accepted or Placed on Hold, it will be saved as a standard request form.

SUBMIT TO G/L: selecting this option will bring up the following confirmation window:


UCR Service Request and Billing System

Please confirm billing information for Request R000000375

Debit FAU info

Account	Activity	Fund	Function	Cost Center	Proj Code	PC corp	Amount
770170	A01375	19900	72				$40

Credit FAU info

Account	Activity	Fund	Function	Cost Center	Proj Code	PC corp	Amount
R99999	A01243	70050	76	BV100			$40

Submit to G/L | Submit & New | Cancel

SUBMIT TO G/L: Will submit the charges to the General Ledger

SUBMIT & NEW: Will submit the charges to the General Ledger and bring up a new Quick Entry form.

SEARCHING SERVICE REQUESTS

There are several options for searching service requests in the Web Recharge System.

The following options are available from the REVIEW A REQUEST menu bar:

NEW REQUESTS – Selecting this option will bring up a listing of requests that have been submitted by campus users. As a courtesy to Service Providers, an e-mail message is sent nightly announcing service requests that have been sent.

SEARCH SERVICE REQUESTS – this option will bring up a search screen.
Orders can be searched by Request ID, Status, or date frames.

DISPLAY COLUMNS – this option will bring up a listing of columns that will be displayed with search results. Select the columns to display and click the SAVE button.

Hint! Search results can be sorted by the column headings on the results page.

SEARCH CREDIT MEMOS – this option will bring up a search screen that can be used to search credit memo transactions.

SEARCH BILLING TEMPLATES -- this option will bring up a search screen that can be used to search template request transactions.

BILLING OPTIONS

The following options are available from the BILLING menu bar:

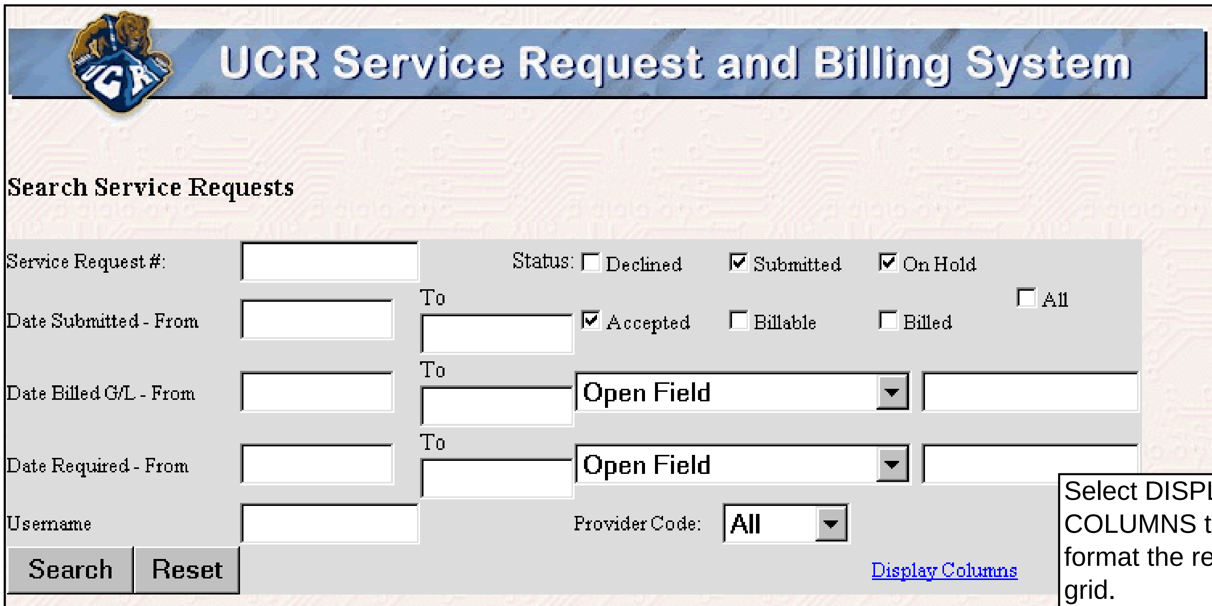
SERVICE REQUESTS – this option will bring up a listing of service requests that are available for billing (those requests with a status of ACCEPTED).

Web Recharge System - Service Provider Search Screen

To activate the search screen, select REVIEW A REQUEST > SEARCH SERVICE REQUESTS

Searches can be made by the Request ID, Status, Submitted Date, Billed Dates and Username.

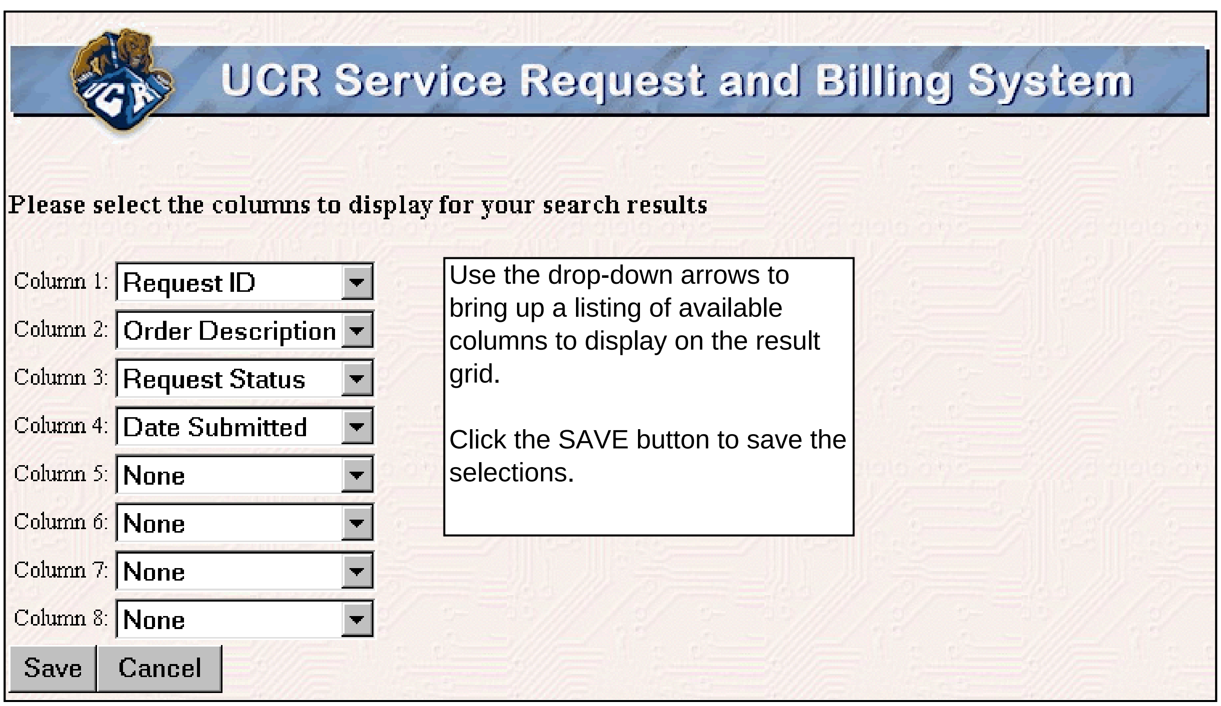
Searches can be made against Open Fields that were created. Use the Drop-Down arrows to select.



Select DISPLAY COLUMNS to format the result grid.

The first time a search is executed it is necessary to format the Result Grid.
To do so, select DISPLAY COLUMNS

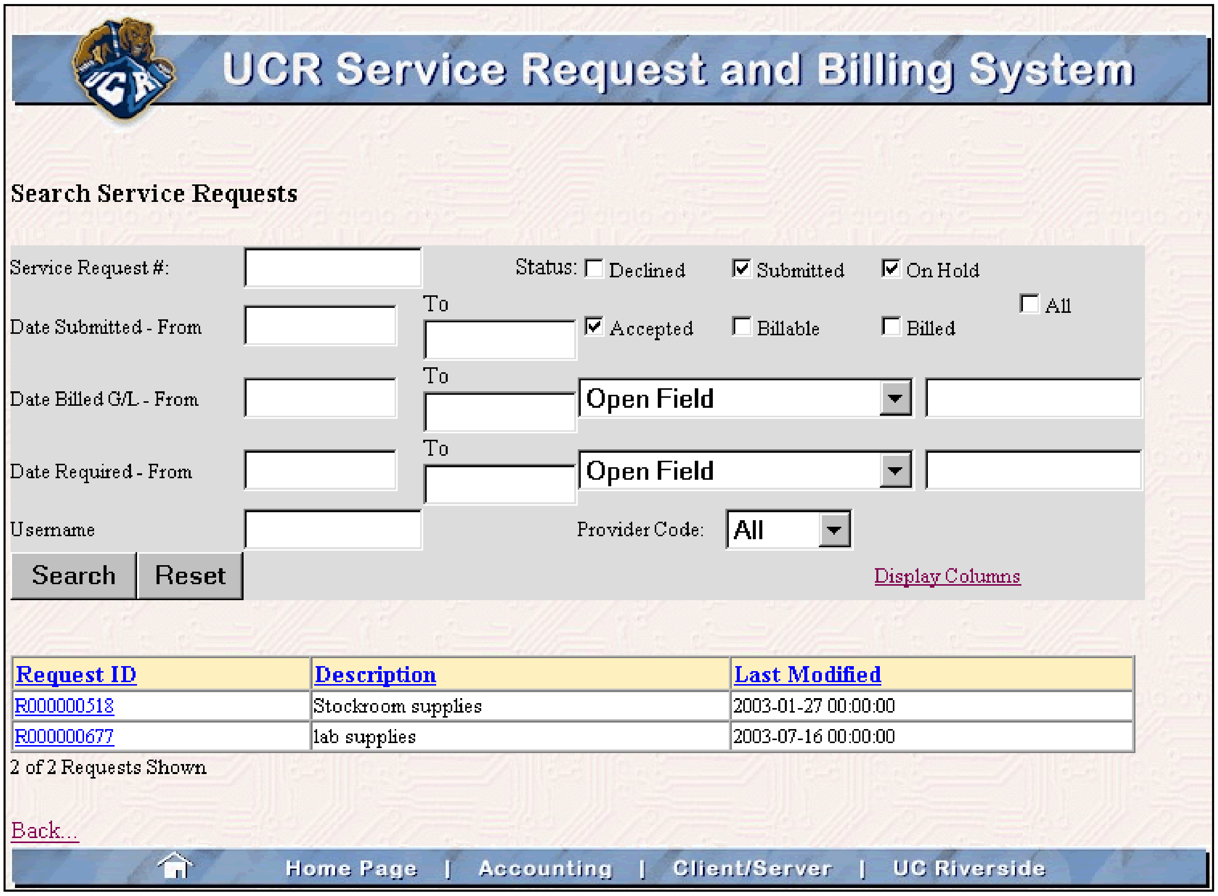
*****NOTE: Column 1 must always be set to display the REQUEST ID**



Use the drop-down arrows to bring up a listing of available columns to display on the result grid.

Click the SAVE button to save the selections.

Web Recharge System - Search Results



A listing of service requests matching the search criteria will be displayed.
The columns saved in the DISPLAY COLUMNS section will appear.

FYI: Results can be sorted by clicking the column headings.

TEMPLATE INSTRUCTIONS:

MODIFY BILLING TEMPLATE
NEW BILLING TEMPLATE

The Template function allows for the repetitive billing of a product or service. It is necessary to create a default template first. This "default" template can be used to process recurring requests for billing.

To create a template select NEW BILLING TEMPLATE

The following fields are required:

CONTROL NUMBER and TEMPLATE DESCRIPTION
The control number can be a text description. It is the control number that will be displayed for selecting a Template to process.
DEBIT FAU – enter the FAU with dollar amount to charge. Note, this amount can be modified for each billing entry.
DESCRIPTION (for each FAU combination). This description will display as the Journal Line Description on the ledger.
NOTES: Describe the type of reoccurring charge that will be billed.
REVENUE FAU- The Revenue FAU can be entered as a dollar amount ($) or percentage (%).

OPTIONS:

SAVE – will save the template for future use.
GENERATE JOURNAL – will save the template for future use and process the template for billing.

PROCESSING A TEMPLATE

To generate a template transaction, select MODIFY BILLING TEMPLATE
A listing (by control number) of saved templates will display. Select the template to process.

The Billing Template will display. If the default template information is correct, select GENERATE JOURNAL to process this request. It is possible to modify information, either adjusting the dollar amount for each FAU combination, add/delete FAU combinations. To save your edits for future use, click the SAVE button. To process the request with the edits for the current session only, click the GENERATE JOURNAL button.

DELETING A TEMPLATE

To delete a template, select MODIFY BILLING TEMPLATE. A listing (by control number) of saved templates will display. Select the template to delete.

Change the STATUS from ACTIVE to INACTIVE and SAVE

CREDIT MEMO INSTRUCTIONS

To initiate a credit memo, select BILLING - ISSUE CREDIT MEMO from the menu bar

The CREDIT MEMO request form includes the following fields:

MEMO DESCRIPTION: The information entered here will display as the Journal Line Description on the ledger

CREDIT FAU INFO: This is the Service Provider FAU information. Click the ADD button to designate the FAU combination to use.

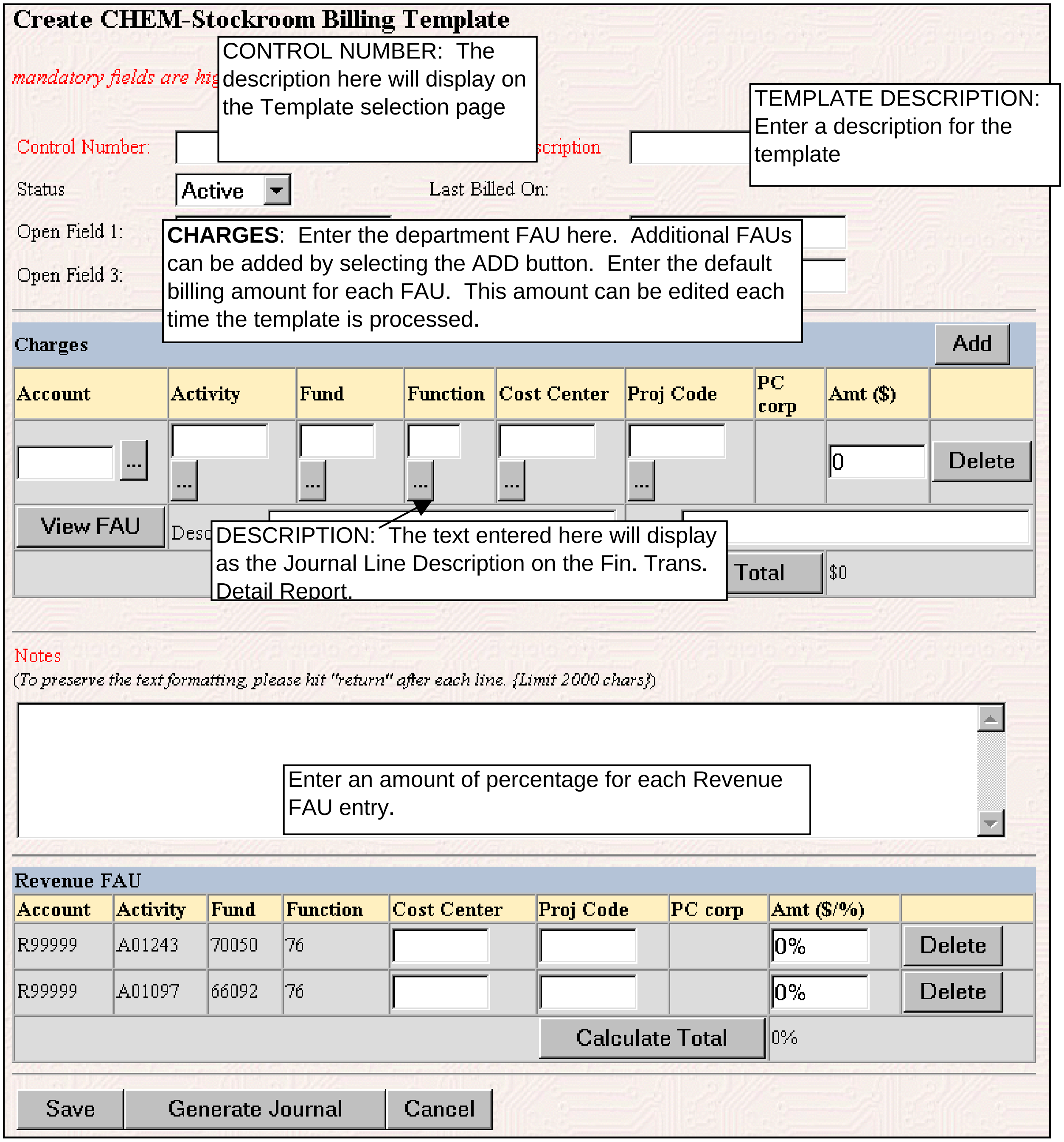
Notes: Further information about this credit memo can be entered here

DEBIT FAU INFO: This the Department FAU that will be credited.

Options:

SAVE – will Save the credit memo as “work-in-progress:
GENERATE JOURNAL – will process the credit memo for billing
CANCEL – will exit out of the form without saving entries.

The Web Recharge System - Creating a Template



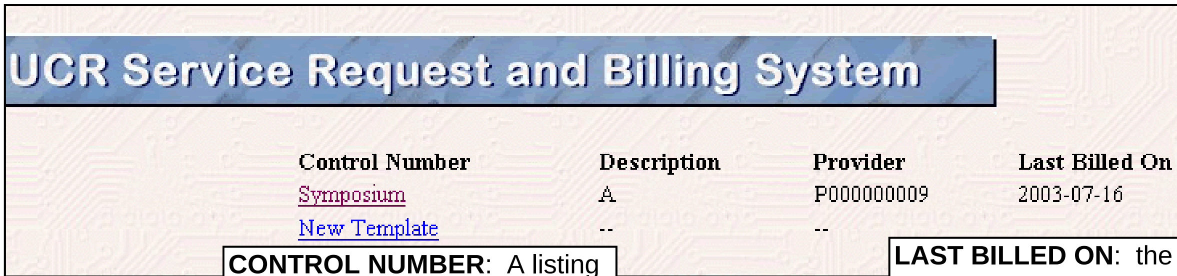
OPTIONS:

SAVE: Will save the template for further processing

GENERATE JOURNAL: Will submit the template for the next billing cycle AND save the template for future use.

The Web Recharge System - Modify Billing Template

Select the BILLING > MODIFY BILLING TEMPLATE option to generate a Template transaction.



CONTROL NUMBER: A listing of templates that can be selected will be displayed. Click on the link for the Template to generate.

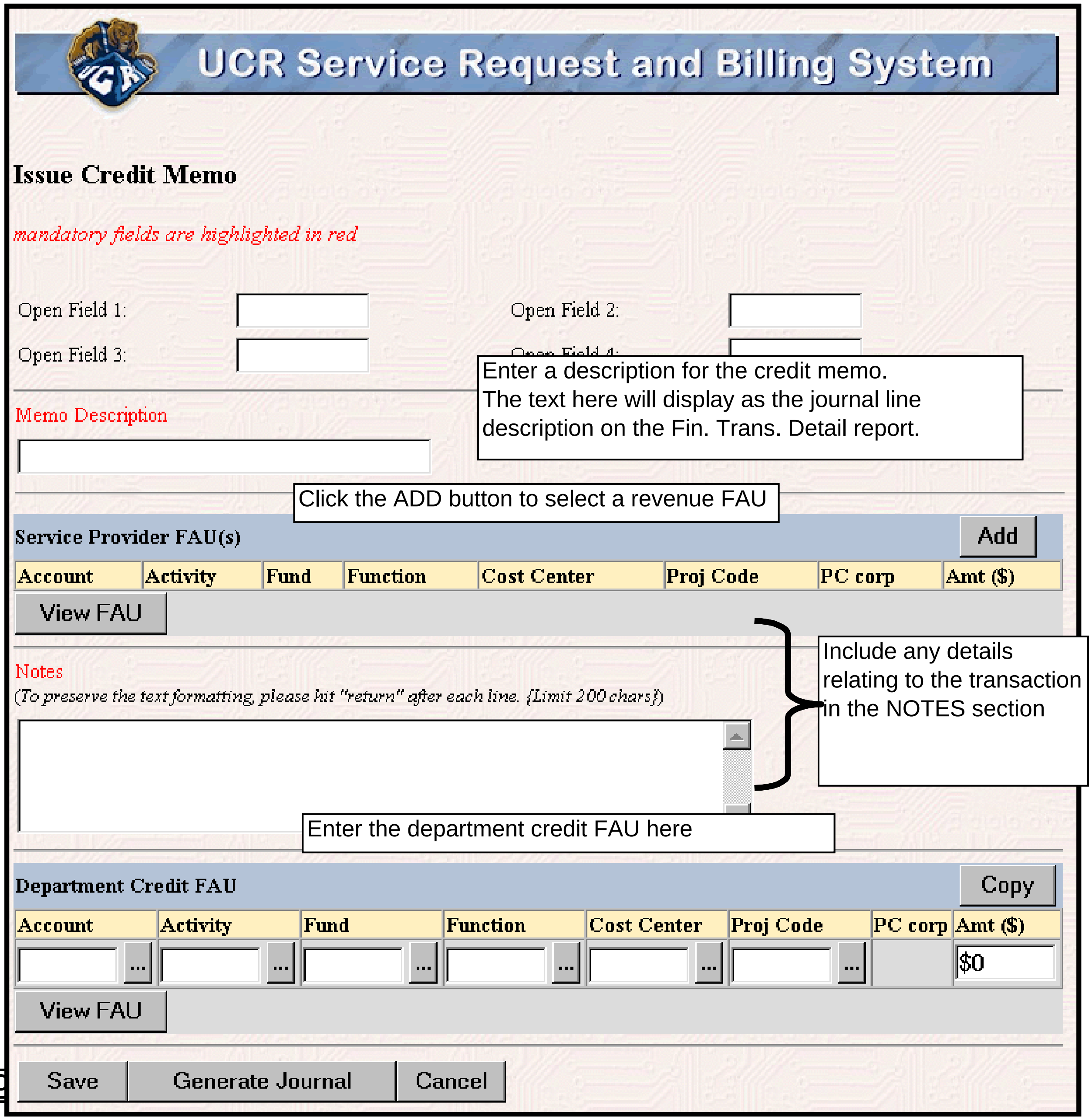
LAST BILLED ON: the date here represents the last date the template was generated for billing.

Selecting a template will bring up the corresponding form.
The amounts per FAU can be edited as well as other fields on the form (e.g., description, notes, etc.)

OPTIONS:

SAVE: Will save any changes made for future processing
GENERATE JOURNAL: Will generate the transaction for the next billing cycle.
'Note: When selecting GENERATE JOURNAL any changes made to the default template will NOT be saved for future processing

The Web Recharge System - Credit Memo



SAVE: Will save the form as Work-In-Progress

GENERATE JOURNAL: Will submit the transaction for the next billing cycle. A confirmation window will display. To accept the order click SUBMIT TO G/L. A second confirmation window will display with the Credit Memo number assigned and an option to print the transaction.

FYI: Web Recharge Credit Memo request numbers begin with a "C"

PROVIDER SETTINGS

The following options are available from the PROVIDER SETTINGS menu bar:

OPEN FIELDS
DEFINED SERVICES
DESCRIPTION PROMPT
VIEW RATES

OPEN FIELDS:

There is the option to customize the Service Request form by adding “open fields” that are unique to your department and/or will allow users to specify details or information to facilitate the processing of the request.

To use this option, select PROVIDER SETTINGS – OPEN FIELDS from the menu bar. The Open Field window will display.
To create an open field, enter the Field Name, designate if it should be REQUIRED and the Field Type. Field Type options are:

ANY – will allow the entry of alpha or numeric text
NUMERIC – restricts entries to numeric data
DATE – restricts entries to date format (MM/DD/YYYY)
TIME – restricts entries to time format
LIST – restricts entries to selecting from a drop-down listing of values
If this option is selected, it is necessary to enter the selected values. To do so, click the EDIT button under the LIST VALUES heading. Enter the Value Name. To add multiple values, click the ADD VALUE button. When complete, click the SAVE button to return to the previous window.

To add additional fields click the ADD button

When completed, click the SAVE OPEN FIELDS button

DEFINED SERVICES

The Defined Services options allows for the entry of products and services that can be added to the billing request. Defined Services can be made available to all campus users or only for internal use by the Service Provider.

It is possible to Add, Modify or Delete Defined Services. To access DEFINED SERVICES, Select PROVIDER SETTINGS – DEFINED SERVICES from the menu bar.

CREATING A DEFINED SERVICE

To ADD a new DEFINED SERVICE, select PROVIDER SETTINGS – DEFINED SERVICES and click the New SVC PROV Service link.

Enter a SHORT DESCRIPTION, LONG DESCRIPTION and AMOUNT
Select a SERVICE TYPE: AVAILABLE TO ALL USERS or PROVIDER ONLY

Options:

ADD & EXIT – Will save the DEFINED SERVICE and return to main menu

ADD & CONTINUE -- Will save the DEFINED SERVICE and bring up a window to enter another DEFINED SERVICE

CANCEL – Will close the window without saving any entries

DELETE or EDIT DEFINED SERVICES

To modify a DEFINED SERVICE, select PROVIDER SETTINGS – DEFINED SERVICES and click the Defined Service description. Make the changes and click the UPDATE button to save.

Note: modifications to defined services will initiate an e-mail notification to the default reviewer of your Organization.

To delete a DEFINED SERVICE, select PROVIDER SETTINGS – DEFINED SERVICES and click the DELETE option to the right of the Defined Service description.

DESCRIPTION PROMPT

It is possible to customize the text of the DESCRIPTION OF SERVICES field on the Service Request Form. To do so, select PROVIDER SETTINGS – DESCRIPTION PROMPT

Enter the text to display and click the SAVE button to exit.
Note: The entries made here can be tagged with HTML code to bold, italicize or change the color of the text. For example, the following entry would display as bold text on the form:

Submit requests by 2:00 p.m. for same-day requests

VIEW RATES

It is possible to edit/update Service Provider rate information and view a history of rate information. To do so select PROVIDER SETTINGS – VIEW RATES. A window will display with Rate information and the following options:

VIEW RATES HISTORY – selecting this option will bring up a window with date, description and username.

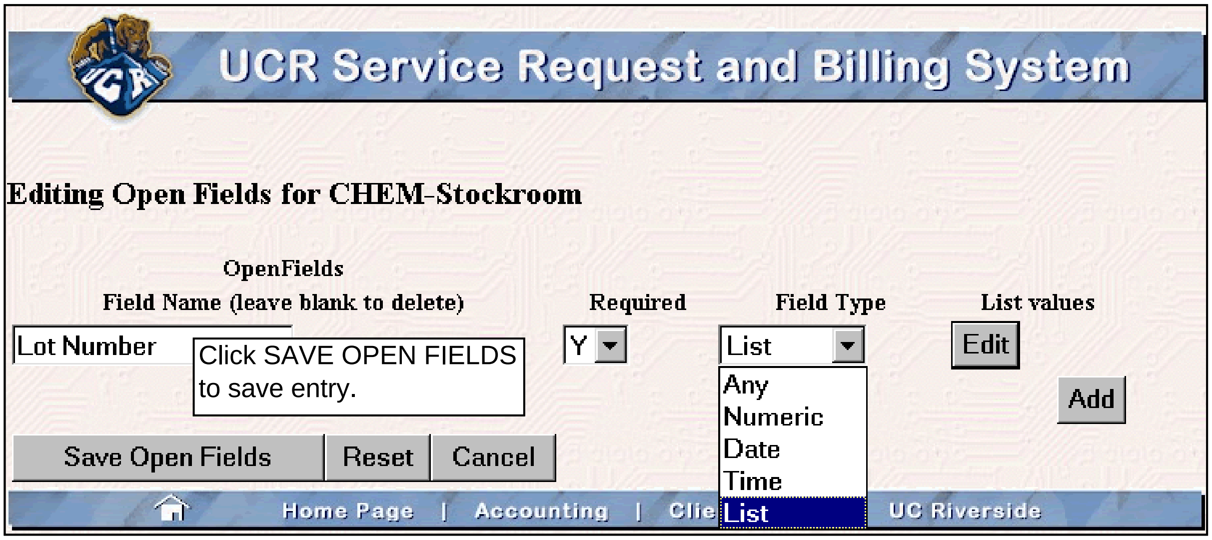
EDIT RATES -- selecting this option will bring up a window to enter updated rate information.

Hint! Before selecting the EDIT RATES option, highlight the text of the current rates and press CTRL-C to copy this data to the clipboard. Then, when selecting EDIT RATES, press CTRL-V to paste the data to modify.

FYI: Any edits made to the rate section will generate an e-mail notification to the default reviewer for your Org. Code.

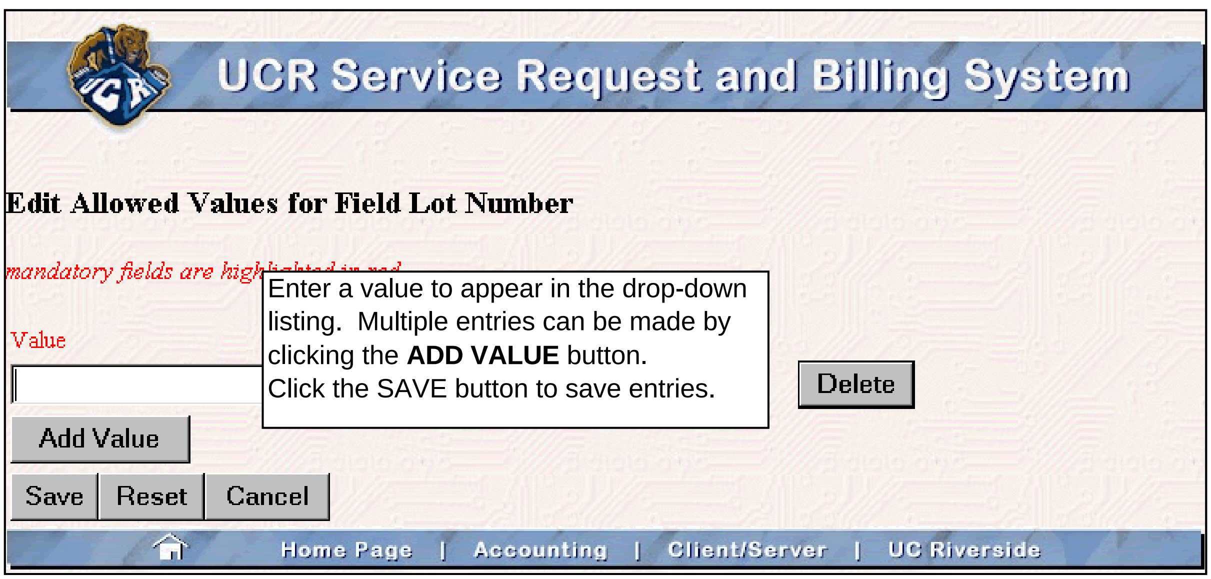
The Web Recharge System - Open Fields

To add additional fields to the request form, select PROVIDER SETTINGS > Open Fields
The following window will display:

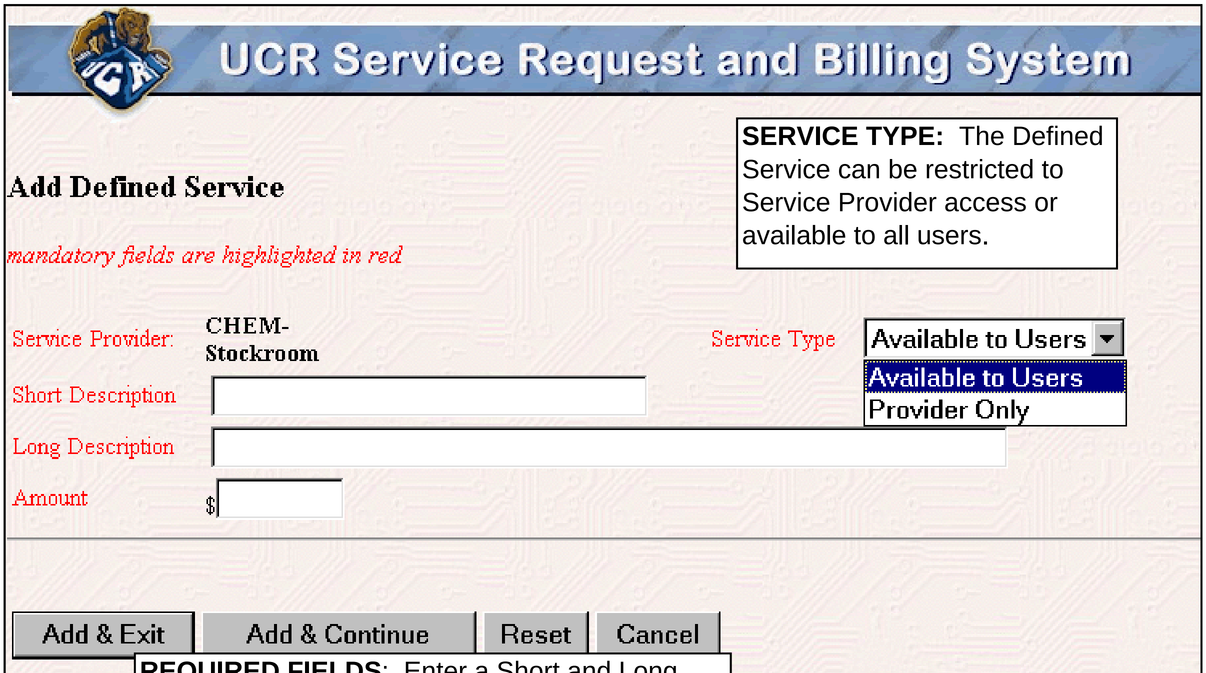


Enter the **FIELD NAME**, designate if the field is **REQUIRED** and what **FIELD TYPE** to assign (Numeric, Date, Time or List).

If LIST is designated as the field type select the **EDIT** button to enter a listing of values.
The following window will display:



The Web Recharge System - Add DEFINED SERVICES



SERVICE TYPE: The Defined Service can be restricted to Service Provider access or available to all users.

REQUIRED FIELDS: Enter a Short and Long Description, Service Type and Amount.

OPTIONS:

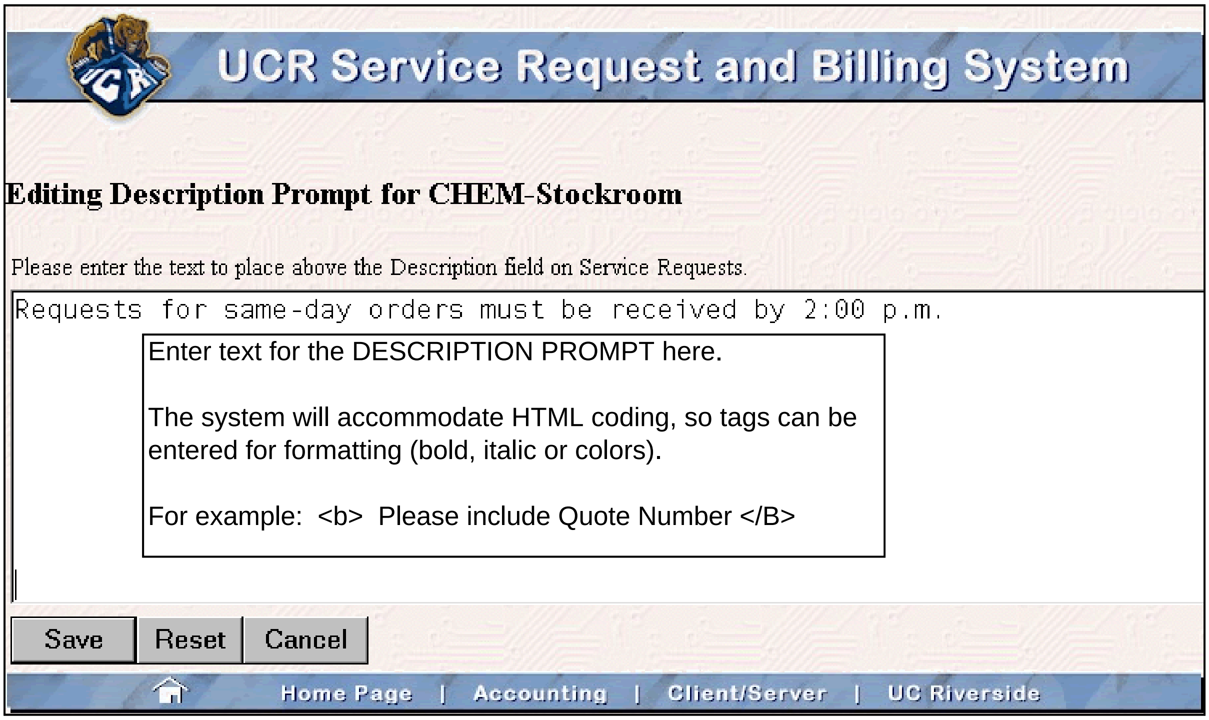
ADD & EXIT: Will save the Defined Service and exit to the main menu

ADD & CONTINUE: Will save the Defined Service and bring up a window to add another item.

The Web Recharge System - Description Prompt

To make changes to the text of the Description Prompt on the Service Request Form, select PROVIDER SETTINGS > DESCRIPTION PROMPT

The following window will display:



The Web Recharge System - VIEW RATES

The information listed in this RATES section can be viewed by campus users in the RATES & INFO section of the Service Provider selection window.

To edit the rates and information select EDIT RATES and enter updated information.
Hint!
BEFORE selecting EDIT RATES to modify information, highlight ALL of the rate information and press CTRL-C. This will copy the text to memory.
Click EDIT RATES and press CTRL-V to paste the rate information and make chages/edits.

Note : Any changes/edits made to the RATES section will generate e-mail notification to the default reviewer of your organization.

VIEW RATES HISTORY: This section will display a listing of all entries made to the Rates section.

WEB RECHARGE

I. Establishing Service Providers

Each recharge unit will need to provide information in order for the Service Provider to be established in the web recharge system. This form and any attachments will be routed through the Organizational CFO for approval prior to the Service Provider being established. Complete the requested information for EACH Service Provider Unit to be established in the web recharge system (i.e. if Bookstore requested a unit for the Main Bookstore and CompUCR, two forms should be completed).

1. Suggested Service Provider Code (10 characters maximum including spaces):
(This code must be unique for each unit requested. The Accounting Office will approve final code.)

2. Service Provider Short Description (approximately 30 Characters):
(This description will be displayed when users are selecting a Service Provider. e.g. Bookstore, CompUCR, Police, Human Resources)

3. Service Provide Long Description (approximately 50 Characters):

4. Describe the services to be provided (up to 2000 characters):
(Note any special forms or procedures to be used.)

5. Service Provider's UCRFS Department Code (e.g. D01234):
This information is used to determine the Responsible Organization official to be notified when services and rates are changed.

Department Name	Department Code

6. The Default Reviewer for the organization is automatically notified when changes are made to Define Services or Rates. Please list the Alpha User Names of additional individuals (up to 3) to be notified when changes are made:

	Individual's Name	ALPHA User Name
Responsible Individual 1		
Responsible Individual 2		
Responsible Individual 3		

7. Can requesting departments place orders via the web? (YES / NO)
(If no, the Service Provider must have another mechanism to document the request for service, such as e-mail or paper document. Information regarding the forms to be used should be spelled out in item #4 above).

8. The rates charged must be published and approved by COSSA, AP&B or Organization CFO.
   a. Please provide the name of the person or committee that approved the rates to be charged:

   b. Please provide the date the services and rates were approved:

   c. ATTACH (electronically) a Word or text document with the approved services and rates.

9. Open Field Descriptions (optional):
There are four Open Fields can help to further organize requests and facilitate searches of web recharges by the service provider. Examples of descriptions may be Quote Number , Receipt Number, Requesting Department Code.

	Open Field Description (20 Characters Maximum)
Open Field 1:	
Open Field 2:	
Open Field 3:	
Open Field 4:	

10. FAU(s) for Recharge Income:
Multiple distributions can be added. Activity, Fund and Function are required. Cost Centers and Project Codes are optional and can be added when processing the individual service requests. If the cost center and project code frequently change depending upon the order, it may be best to just establish the basic recharge income FAU and add the cost center or project code on the individual service requests. (Note: Account Number R99999 will always be used for the recharge income, therefore the function should reflect the operation’s expense function code.)

	Activity	Fund	Function	Cost Center	Project Code
FAU1:					
FAU2:					
FAU3:					
FAU4:					
FAU5:					

II. Establishing Service Provider Roles within the Web Recharge System:
The Accounting Office will establish the individuals who will have access to process service requests, bill for services, define/change services, update rates, and create templates. This is the Provider role.

The Office of Control and Accountability will establish the Departmental Systems Access Administrators (SAA) based upon information in UCRFS.

Provide the "name" AND "Alpha user name" of the individuals in your departments that should be established under the Provider Role. In addition, provide the UCRFS Department Code (Division or Organization Codes are acceptable) associated with this individual. This code provides a link to the SAA. In order for the link to occur, the same UCRFS code must be used for Service Provider and SAA Roles.

	Individual's Name for Provider Role	Individual's ALPHA user name	Department Code Link
1.			
2.			
3.			
4.			

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III. **Routing.** The Service Provider's Organizational CFO must approve EACH service provider unit request, the service provider unit's rates/services, and provider roles prior to establishment in the Web Recharge system.

1. Complete form and save electronically.
2. E-mail your Organizational CFO the completed form for each unit requested and attach the associated document containing your approved rates and services.
3. If approved, the Organization CFO should forward the form and attachments to bobbi.mccracken@ucr.edu and steve.escoto@ucr.edu