

50.2 Enter and Maintain Bills

This document is a draft and subject to change

Revision History

Version	Date	Revision Notes
1.0	07/30/2019	Accepted Version
2.0	01/06/2020	Updates related to interim, extension, or chart of account changes.
2.1	01/24/2022	Updates per Financials Wave Module Workgroup Sessions

Table of Contents

General Information	4
Dependencies and Constraints	4
Business Process Overview	5
Business Process Flow Details	5
50.2.1 – Customer Billing.....	6
50.2.2 – Refund/Credit Invoice	9
50.2.3 – InterUnit Billing	12
Ledger Impacts	13
Key Reports	13
Conversions.....	13
Interfaces	14
Forms	14
Workflows	14
Agency Configurations.....	14

DRAFT

General Information

This document describes and depicts the process steps and supporting information for the identified State of Florida financial management business process. This information should be read in conjunction with the Business Process Flow Diagrams.

The Dependencies and Constraints section describes any conditions or criteria that impact how or when the business process should be executed. These could be set within Florida PALM or from external sources (i.e., Law or Rule).

The Business Process Overview section summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process.

Within the Business Process Flow Details section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Process Step Title** – A short description assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Description of Process** – A detailed narrative description of the process step, which provides additional information and context for understanding the process step

Florida PALM screenshots are included within the sections following the Business Process Flow Diagrams to allow connections to be made from specific business subprocess steps to screens within Florida PALM.

Also described below are the Ledger Impacts, Interfaces and Key Reports, which are displayed as icons on the Business Process Flow Diagrams. Ledger impacts describe where there is an update to one of the ledgers used to track activity for accounting, budget management, or financial reporting purposes. Reports describe where a report is identified to be produced at a particular process step or is used to support the completion of a process step. Interface IDs are provided for each interface identified on the Business Process Flow Diagrams.

Tables are included to identify the Conversions, Forms, Workflows, and Stakeholder Configurations related to this Business Process. These items may not be included within the Business Flow Diagrams, however, these items are important elements of each Business Process as a whole.

Finally, included in the Terminology section are definitions of terms which will help the reader to better understand the document. These are terms that are used within this document that may be new or that require a description for common understanding.

Dependencies and Constraints

- Agencies use various business systems for billing which may limit adoption of the billing functionality in Florida PALM.
- A customer record must exist in Florida PALM prior to billing.

Business Process Overview

The Enter and Maintain Bills business process is within the Revenue Accounting (RA) business process grouping. RA includes a collection of business processes that:

- Manage customer information, including demographic and billing information; and
- Support the billing process for State revenues.

This business process addresses how the State issues invoices to customers, including grantors, for money due to the State. This business process also supports automation of billing activities.

The business subprocesses included are:

- 50.2.1 – Customer Billing
- 50.2.2 – Refund/Credit Invoice

Florida PALM allows agencies to standardize, automate, and maintain billing activities, so that invoices receive proper review, approval, and generate accounting entries. Once bills are finalized, invoices are processed for aging, collections, and payment application.

Bill records include information such as bill type, customer, and payment terms. Agencies can create Installment, Recurring, and Consolidated bills. Attachments and notes can be added to the bill for support and reference. Agencies can choose to deliver invoices by email or mail.

Section 215.26, Florida Statutes, states in part, applications for refunds shall be filed with the Chief Financial Officer or with the unit of State government, which initially collected the money, within three years. Three years is generally interpreted meaning three years from the date of deposit into the State Treasury.

Agencies can process refunds or credit invoices to adjust customer accounts for overpayments, credit balances, disputed services, and invoice corrections. Agencies can also process customer invoices for goods or services incurred between agencies or within their agency.

Business Process Flow Details

The tables below describe steps in each business subprocess as reflected on the Business Process Flow Diagrams. The tables also reflect information associated with each step describing the intent of the specific process.

The Business Process Flow Diagrams use horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with a role, either agency-based or within Department of Financial Services (DFS), and in some cases, are representative of an external entity or system. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

50.2.1 – Customer Billing

Table 1: Customer Billing

50.2.1 – Customer Billing		
Module	Billing	
Related Module(s)	Accounts Receivable	
Swim Lanes – Definition	Agency BI Approver: agency role responsible for approving invoices Agency BI Processor: agency role responsible for creating invoices	
Process Step ID	Process Step Title	Description of Process
1	Need to Create Customer Invoice	The Agency BI Processor creates an invoice for goods or services provided to a customer, which includes creating invoices between agencies or within their agency. Expenditure Refund invoices are also created to track money due to the State.
2	Online Enter Bill	The Agency BI Processor can create a manual bill to the customer record.
3	Inbound Billing Spreadsheet Upload	The Agency BI Processor can create bills using a spreadsheet upload method. This method is generally used when recording multiple bills.
4	Import Billing Data	An automated process loads the billing data via spreadsheet in Florida PALM.
5	Inbound Billing Data	Billing data is interfaced into the BI module.
6	Import Billing Data	This process imports the interface file to load data in Florida PALM.
7	Create Bill	In creating a bill, the Agency BI Processor can create a Recurring, Standard, Express, or Consolidated bill.
8	Maintain Bill	The Agency BI Processor can update/change the billing header and line details (e.g., amount or ChartField values).
9	Create Pro Forma	The Agency BI Processor creates the Pro Forma invoice. If the agency does not require a workflow, the Agency BI Processor reviews the Pro Forma for discrepancies and continues the billing process.
10	Review Pro Forma	<p>If the agency implements a billing workflow, the Pro Forma is sent to the Agency BI Approver to review and approve. The approval page includes drill down capability to view the transaction level details of the bill. The Pro Forma must be approved before the invoice is finalized.</p> <p>If the Agency BI Approver finds discrepancies during the review, the Pro Forma is sent back to the Agency BI Processor for correction before the final invoice is generated.</p>
11	Execute Bill Status Change (RDY)	If the Pro Forma is approved through workflow and does not have any changes, the bill status field is automatically updated to ready (RDY) for finalizing and generating an invoice.

This document is a draft and subject to change

Process Step ID	Process Step Title	Description of Process
12	Finalize & Print Invoice	The Process Final Invoices job executes the finalization process, which selects, validates, and prepares bills that are ready for invoicing. No further changes can be made to the billing data after this process is completed. The bill status changes from RDY to invoice (INV).
13	Email Invoice	If set for electronic delivery, invoices are emailed to customers.
14	Mail Printed Invoice	A hard copy of the invoice can also be printed and mailed to the customer.
15	Currency Conversion	This is an automated system process that is needed before the billing activities can load to Accounts Receivable (AR) or GL.
16	Preload	This is an automated system process that verifies the preliminary accounting information is correct.
17	Create GL Accounting Entries	This is an automated system process that creates accounting entries for billing activities.
18	Request Budget Check	This is an automated system process. The Budget Check process tracks the recognized and collected revenue balances and compares it against the revenue estimate.
19	Load to Accounts Receivable	This is an automated system process. The Load AR Pending Items process loads receivable data from Billing to AR so that invoice information can post to customer accounts. The Agency BI Processor can follow the Record Accounts Receivable business subprocess to review pending items in the AR module.

This document is a draft and subject to change

Unit 37000 Invoice MISC000290 Pretax Amt 1,000.000 USD

Status NEW
 *Type SRV
 *Customer DEP000000000001
 Cape Leisure Silver Springs, LLC
 *Invoice Form STANDARD
 Accounting Date
 Remit To BOA
 Sales ANTHONY
 Credit 000001
 Billing Specialist BIL0
 Billing Specialist - Central Office

Invoice Date 01/12/2021
 Source MISC
 SubCust1
 SubCust2
 From Date
 Pay Terms IMMED
 Bank Account 9745
 Bill Inquiry Phone 804-371-7435
 Collector COL1
 Billing Authority BIL0
 Billing Specialist - Central Office

Cycle ID MONTHLY
 *Frequency Once
 Pay Method Check

Go to: Header Info 2 Address Copy Address
 Notes Express Entry Attachments
 Summary Bill Search Line Search Navigation Header - Info 1
 Page Series
 Prev Next
 Save Return to Search Notify Refresh Add Update/Display

Figure 1: Online Bill Entry Page, Header Tab

Header - Info 1 | **Line - Info 1**

Unit 37000 Bill To DEP000000000001 Pretax Amt 1,000.000 USD
 Invoice MISC000290 Cape Leisure Silver Springs, LLC Max Rows 100

Bill Line Find | View All First 1 of 1 Last

Seq 1 Line Net Extended 1,000.000
 Table ID Identifier LATE_FEES Description Late Fees

Quantity	10.0000	From Date	
Unit of Measure	EA	To Date	
Unit Price	100.0000	Line Type	REV <input checked="" type="checkbox"/> Accumulate
Gross Extended	1,000.000	Tax Code	<input type="checkbox"/> Tax Exempt
Less Discount	0.000	Exempt Cert	
Plus Surcharge	0.000		
Net Extended	1,000.000		
VAT Amount	0.000		
Tax Amount	0.000		
Net Plus Tax	1,000.000		

Go to: Line Info 2 Tax Accounting Discount/Surcharge
 Notes Express Entry
 Summary Bill Search Line Search Navigation Line - Info 1 Page Series Prev Next

Save Return to Search Notify Refresh Add Update/Display

Figure 2: Online Bill Entry Page, Lines Tab

50.2.2 – Refund/Credit Invoice

Table 2: Refund/Credit Invoice

50.2.2 – Refund/Credit Invoice		
Module	Billing	
Related Module(s)	Accounts Receivable, Accounts Payable	
Swim Lanes – Definition	Agency AR Item Approver: agency role responsible for approving the Maintenance Worksheet. Agency AR Item Processor: agency role responsible for creating the Maintenance worksheet Agency BI Approver: agency role responsible for approving invoices Agency BI Processor: agency role responsible for creating invoices	
Process Step ID	Process Step Title	Description of Process
1	Need to Create Credit Invoice	The Agency BI Processor needs to process a credit invoice to a customer (e.g., overpayment, credit balance, disputed service, or invoice correction).
2	Online Enter Credit Bill	The Agency BI Processor can create a manual bill to the customer record for a credit.

This document is a draft and subject to change

Process Step ID	Process Step Title	Description of Process
3	Inbound Credit Billing Data Spreadsheet Upload	The Agency BI Processor can create bills using a spreadsheet upload method. This method is generally used when recording multiple bills.
4	Import Credit Data	An automated process loads the billing data via spreadsheet in Florida PALM.
5	Inbound Billing Data	Billing data is interfaced into the Billing module.
6	Import Billing Data	This process imports the interface file to load data in Florida PALM.
7	Create Credit Bill	If a credit invoice is being created, the Agency BI Processor creates a Standard bill or uses the Adjust Entire Bill option. The Agency BI Processor enters the bill header and bill line details (e.g., identifier and description). The Agency BI Processor can attach supporting documentation.
8	Maintain Bill	The Agency BI Processor can update/change billing header and line details (e.g., amount or ChartField values).
9	Create Pro Forma	The Pro Forma is used to review and approve the credit invoice before it is finalized. If the agency does not require a workflow, the Agency BI Processor reviews the Pro Forma for discrepancies and continues the billing process.
10	Review Pro Forma	If the agency implements a billing workflow, the Pro Forma is sent to the Agency BI Approver to review and approve. The approval page includes drill down capability to view the transaction level details of the bill. The Pro Forma must be approved before the invoice is finalized. If the Agency BI Approver finds discrepancies during the review, the Pro Forma is sent back to the Agency BI Processor for correction before the final invoice is generated.
11	Execute Bill Status Change (RDY)	If the Pro Forma is approved through workflow and does not have any changes, the bill status field is automatically updated to RDY for finalizing and generating an invoice.
12	Finalize & Print Invoice	The Process Final Invoices job executes the finalization process, which selects, validates, and prepares bills that are ready for invoicing. No further changes can be made to the billing data after this process is completed. The bill status field changes from RDY to INV.
13	Email Invoice	If set for electronic delivery, invoices are emailed to customers.
14	Mail Printed Invoice	A hard copy of the invoice can also be printed and mailed to the customer.
15	Currency Conversion	This is an automated system process that is needed before the billing activities can load to AR or GL.
16	Preload	This is an automated system process that verifies the preliminary accounting information is correct.

This document is a draft and subject to change

Process Step ID	Process Step Title	Description of Process
17	Create GL Accounting Entries	This is an automated system process that creates accounting entries for billing activities.
18	Request Budget Check	This is an automated system process. The Budget Check process tracks the recognized and collected revenue balances and compares it against the revenue estimate.
19	Load to Accounts Receivable	This is an automated system process. Load AR Pending Items is the loading of receivables from Billing to AR so that invoice information can post to customer accounts. The Agency BI Processor can follow the Record Accounts Receivable business subprocess to review pending items in the AR module.
20	Create a Maintenance Worksheet	If a receivable is being refunded, the Agency BI Processor uses the Maintenance Worksheet. A Maintenance Worksheet is a workspace for adjusting posted receivables. Once the worksheet is completed, it is sent for review and approval through the workflow. If needed, the Application for Refund form is attached to the Maintenance Worksheet to provide support for the refund. If a refund is not associated with an existing customer, a refund is created as a one-time supplier payment through the Process Vouchers business subprocess. Attachments can be added as support for a refund/credit invoice.
21	Set Worksheet to Post	If approved, the system sets the Maintenance Worksheet to post. Once completed, this allows the Receivables Update to post the refunds in AR. If not approved, the workflow routes back to the Agency BI Processor to update and correct the worksheet.
22	Run AR Update	This process selects the refunds ready for posting and generates accounting entries.
23	Process Receivable Refund	This is an automated system process that runs nightly. The Receivable Refund Request process builds a voucher in Accounts Payable (AP) and generates the refund payment.
24	Process Customer Statement	This is an ad hoc system process that gathers customer and AR data to produce customer statements as supporting documentation for a refund.

The screenshot shows the 'Adjust Entire Bill' interface. At the top, the FloridaPALM logo is displayed. Below it, the title 'Adjust Entire Bill' is centered. The page contains several data fields: 'Unit 37000', 'Bill To DEP000000000001 Cape Leisure Silver Springs, LLC', 'Invoice MISC000289', and 'Invoice Amt 1,000.000 USD'. There are two main sections: 'Select Bill Adjustment Action' and 'Adjustment Results'. In the 'Select Bill Adjustment Action' section, three radio buttons are present: 'No Bill Action', 'Credit Entire Bill' (which is selected), and 'Credit & Rebill'. Below this is the 'Rebill Default Action' section with two radio buttons: 'Retain Original Invoice Value' (selected) and 'Use Current Customer Value'. The 'Adjustment Results' section shows '*Credit Bill' and 'Rebill Bill' both set to 'NEXT', with 'Header Info 1' to the right. An 'Adjustment Reason' field contains the text 'RETURN'. At the bottom, there is a row of six buttons: 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', and 'Refresh'.

Figure 3: Credit Invoice Entry Page, Credit Entire Bill

This screenshot is similar to Figure 3 but shows a different configuration. In the 'Select Bill Adjustment Action' section, the 'Credit & Rebill' radio button is selected. In the 'Rebill Default Action' section, the 'Retain Original Invoice Value' radio button is selected. The 'Adjustment Reason' field now contains the text 'WRONG_CUST'. All other elements, including the data fields at the top and the bottom navigation buttons, remain the same as in Figure 3.

Figure 4: Credit Invoice Entry Page, Credit Wrong Customer and Rebill Correct Customer

50.2.3 – InterUnit Billing

This subprocess has been removed. Interunit transactions will be handled through Customer Billing and the Accounts Payable module as referenced in 60.2.1 Direct Journal Deposits and 60.2.2 AR Deposits.

Ledger Impacts

Table 3: Ledger Impacts Included on Business Process Flow Diagrams

Ledger Impact ID	Ledger - Ledger Impact Title	Ledger Impact Description
LI1	Actuals Ledger – Create Invoice Or, Actuals Ledger – Create Expenditure Refund Invoice	Increases Open Accounts Receivable Increases Revenue/Unearned Revenue Or, Increases Open Accounts Receivable Increases Expenditure Refund Clearing
LI2	Budget Ledger – Create Invoice	Increases Recognized Revenue (earned)
LI3	Actuals Ledger – Create Refund	Decreases Revenue Increases Accounts Payable
LI4	Budget Ledger – Create Refund/Credit Invoice	Decreases Recognized Revenue (earned) Decreases Collected Revenue
LI5	Actuals Ledger – Create Credit Invoice	Decreases Revenue Decreases Accounts Receivable

Key Reports

Table 4: Reports Included on Business Process Flow Diagrams

Report Number	Report Description	Report Frequency	Audience
R1	ARR025 - Billing and AR Data Report – A report that provides raw Billing and AR data to agencies for analysis purposes.	Periodic	Agencies
R2	BIR003 - Customer History Report – A report that provides historical billing information.	Periodic	Agencies

Note: A complete list of reports may be found in the [Reports Catalog](#)¹.

Conversions

Table 5: Data Converted from External System to Florida PALM

Conversion Number	Conversion Description	Conversion Frequency	Source
N/A			

Note: A complete list of conversions may be found in the [Catalog of Conversion Offerings](#)². This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

¹ <https://app.smartsheet.com/b/publish?EQBCT=a8d51896f0144ef6a87314b3c7824ba5>

² <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

Interfaces

Table 6: Interfaces Included on Business Process Flow Diagrams

Interface Number	Interface Description	Interface Frequency	Source	Target
BII001	Inbound Billing Data – Inbound interface file that provides billing data from agency business systems.	Daily	Agency Business Systems	Florida PALM
BII002	Inbound Billing Data Spreadsheet Upload – Inbound interface file that provides billing data via spreadsheet (Excel) upload.	As Needed	Agency Business Systems	Florida PALM

Note: A complete list of interfaces may be found in the [Catalog of Interface Offerings](#)³. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Forms

Table 7: Forms Included on Business Process Flow Diagrams

Form Number	Form Description	End User Role
N/A		

Workflows

Table 8: Workflows Included on Business Process Flow Diagrams

Workflow Number	Workflow Description	End User Role
BIW001	Billing Workflow – Workflow that routes bills for agency level approval.	Agency BI Approver
ARW007	Maintenance Worksheet Workflow – Workflow that routes AR maintenance items (e.g., AR adjustments) for approval.	Agency AR Item Approver

Agency Configurations

Table 9: Configurations defined and/or maintained by agencies.

Configuration Number	Configuration Description	Frequency
C-AR031	Distribution Code – Used to simplify the process of generating accounting entries by defining a valid combination of ChartField values.	As Needed
C-AR036	Auto Entry Type – Is a subset of system functions that includes transfers, drafts, direct debits, finance charges, and worksheet functions.	As Needed

³ <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQGjh4wvP676gf2h4mf57hP1>

Configuration Number	Configuration Description	Frequency
C-BI001	Bill Type – Represents a category of activity that should be grouped together on a particular bill	As Needed
C-BI004	Invoice Number ID – Defines the invoice number structure used for invoice numbers	As Needed
C-BI008	Collector – User who works with a customer to manage collections.	As Needed
C-BI009	Credit Analyst – User who works with a customer to establish credit limits and payment terms.	As Needed
C-BI010	Note Types – Used to control the placement of your header or line notes according to the invoice format.	As Needed
C-BI011	Standard Note Code – Notes that are generally used repeatedly. You may print header notes applicable to the entire invoice or line notes that apply to specific bill lines.	As Needed
C-BI013	Payment Terms Timing – Used to define the time increments for payment terms.	As Needed
C-BI014	Payment Terms – Specifies how the payment due date and discount due date are calculated.	As Needed
C-BI015	Bill Inquiry Phone – Telephone number to call for billing inquiries.	As Needed
C-BI016	Billing Specialist – User who is responsible for answering billing inquiries and processing these bills.	As Needed
C-BI021	Bill Source – Identifies the source of the bill from external systems, online and other PeopleSoft modules.	As Needed
C-BI023	Charge Code – It represents a bill line which may be a product, a type of service, or anything you would bill to your customers.	As Needed
C-BI024	Discount & Surcharge – Identifiers the discount or surcharge applied to the customer. A discount lowers the amount due from a customer; a surcharge raises the amount due from a customer.	As Needed

This document is a draft and subject to change

Terminology

Bill (Invoice) – the transaction containing invoice information for a customer or agency (bill header, bill lines, amounts, due dates, etc.). Bills are created then 'Finalized' in the Billing Module to become a completed invoice to which customer payments can be applied.

ChartField – the field that stores Florida PALM chart of account information and provides the system with the basic structure to segregate and categorize transactional and budget data.

Customer – an individual, entity, or agency that conducts business and/or financial transactions with the State of Florida or otherwise is obligated to pay funds or incurs debt to the State.

Credit Invoice – a type of credit adjustment made to the customer account.

Expenditure Refund – monies returned from a supplier or individual after payment for goods or services.

Maintenance Worksheet – a workspace for adjusting posted receivables or recording refunds for a credit balance.

Pro Forma – a temporary invoice before finalization.

Refund – when the State returns money to a customer.

Workflow – orchestrated and repeatable patterns of business activity enabled by the systematic organization of resources into processes with specific approvals that transform materials, provide services, or process transactional information.