MacBill FAQs

February 2020

What is MacBill?

MacBill refers to the Mosaic modules used by departments to manage non-student billing and receivables with external customers. The MacBill functionality within Mosaic ensures external university customers are billed on a timely basis, and that payments are easily tracked and identified for customers. External customers include hospitals, individuals and businesses. MacBill went live in May 2018 and continues to improve the billing and receivables process across the university, putting credits in your account faster, with better reporting. As of January 2020, over $74 million has been invoiced on more than 4000 invoices.

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[1] The word department is used here, but it may also refer to a faculty or a sub department.

Why use MacBill?

- Standard invoice templates ensure customers receive complete and accurate invoices on university letterhead
- Payments are only received in three offices (Accounts Receivable, Faculty of Health Science (FHS) Finance Office, and FHS Research Finance Office) which reduces the number of lost and unclaimed payments
- Research billings are integrated with the Research Grants module in Mosaic
- Reminder letters (when payments are not received) are system-generated
- Interest on overdue accounts can be easily charged and calculated
- Complete listings of aged outstanding amounts due from customers are readily available for the auditors
- Monthly balancing and reconciling to the general ledger aids accuracy and helps detect errors
- Controls in the module mitigate the risk of duplicate invoices being issued
- Faculties and Research Finance offices can view bills already issued on a project

What about charges to internal customers?

Since internal customers are not required to issue payments to other departments, MacBill is not used. Depending on the type of charges, departments can charge one another (and projects) via uploads and /or journal entries. There is a policy and procedure that outlines how this works.

https://financial-affairs.mcmaster.ca/app/uploads/2018/07/Journal-Entry-Policy-.pdf

How does a department get set up to use MacBill?

Departments outside of the Faculty of Health Sciences (FHS), should contact the Accounts Receivable department (formerly Student Accounts and Cashiers) for individual or group training. Generally, departments who issue more than 50 external invoices per year will be added as an ARBU (Accounts Receivable Billing Unit) in Mosaic. Configuration and set up of the modules and users will be completed by the Financial Systems Support Department. If the volume is lower than 50 per year, the department will likely be set up as a Billing Affiliate (BA) and the Financial Affairs Accounts Receivable Office functions as the 'parent' Billing Unit who will issue the invoices on their behalf.

Departments in the Faculty of Health Science should contact the Executive Director in the FHS Finance Office who will determine the best set up (ARBU or BA) for each department.

NOTE: All research billings are handled by either the FHS Research Finance Office or the University Research Finance Office using the MacBill system and the integrated grants functionality. The FHS Research Finance Office contact is the designated research accountant. The link below has the contacts listed.

https://www.fhs.mcmaster.ca/finance/research_contacts.html)

What are the Differences Between ARBUs and BAs?

Annual External Invoice Volume
- ARBU- generally over 50 per year
- BA- less than 50 per year

Invoice Preparation
- ARBU- Department staff use Mosaic AR and BI modules to prepare, issue and post invoices
- BA- Department staff use a fillable form (or other agreed upon method) to submit invoice details to parent ARBU

Type of Access Granted in Mosaic to MacBill Modules
- ARBU- Read/write/approve (after training)
- BA- View only

Customer Set-Up
- Both ARBU and BA- Existing customers are in the university-wide database. New customers are requested by ARBU or BA and set up centrally

Receiving & Processing of Payments
- Both ARBU and BA- MacBill Payments are only received in 3 areas: FHS Finance office, FHS Research Office and Financial Affairs Accounts Receivable Office

Follow up on Delinquent Accounts and Bad Debt Expense if Account has to be Written Off
- ARBU- Issuing department responsible for late notices, follow up and bad debt
- BA- Parent BU sends monthly listing of outstanding invoices and BA is responsible for follow up. Parent BU can send statements and late notices for BA if requested. Originating department is responsible for bad debt expense, unless otherwise negotiated.

Daily/ Month End/Year End Procedures
- ARBU- As outlined in the online documentation in Mosaic
- BA – none

Acceptance of Credit Cards?
- ARBU- Each ARBU decides
- BA- Dependent on parent ARBU choice

Is the revenue recognized on a cash or on an accrual basis?

Accrual basis.

Are there any policies that apply to MacBill?

Yes. There is a policy that applies and there is a guideline that outlines when interest should be charged and the rate that should be used. https://financial-affairs.mcmaster.ca/app/uploads/2018/07/Accounts_Receivable_and_Billing_Non-Student_MacBill_August-2019.pdf

Is MacBill used when the university wants to bill a sponsor for a student's tuition fees?

No. These billings are handled through Campus Solutions Student Finance Module. Please contact Financial Affairs Accounts Receivable office.

If a department has a large volume of very similar invoices issued regularly, is there functionality to assist with this?

Yes, there are upload spreadsheets that can be accessed, and there are copy and recurring functions in the module.

Who do I contact for more information or assistance?

Financial Affairs, Accounts Receivable Office
GH 209|24468
acctrec@mcmaster.ca
macpay@mcmaster.ca

FHS Finance Office
fhsbills@mcmaster.ca
https://www.fhs.mcmaster.ca/finance/research_contacts.html
https://research.mcmaster.ca/research-finance/

Anything else I need to know?

You can review additional MacBill documentation in Mosaic, and when you are ready, use the contacts