MacBill
Building on the successes of Phase1

November 20th, 2018

McMaster University

Introduction

Dianna Creamer
Senior Manager, Student Accounts & Cashiers

OR

Stacey Farkas
Senior Manager, Financial Systems Support

Nancy Gray
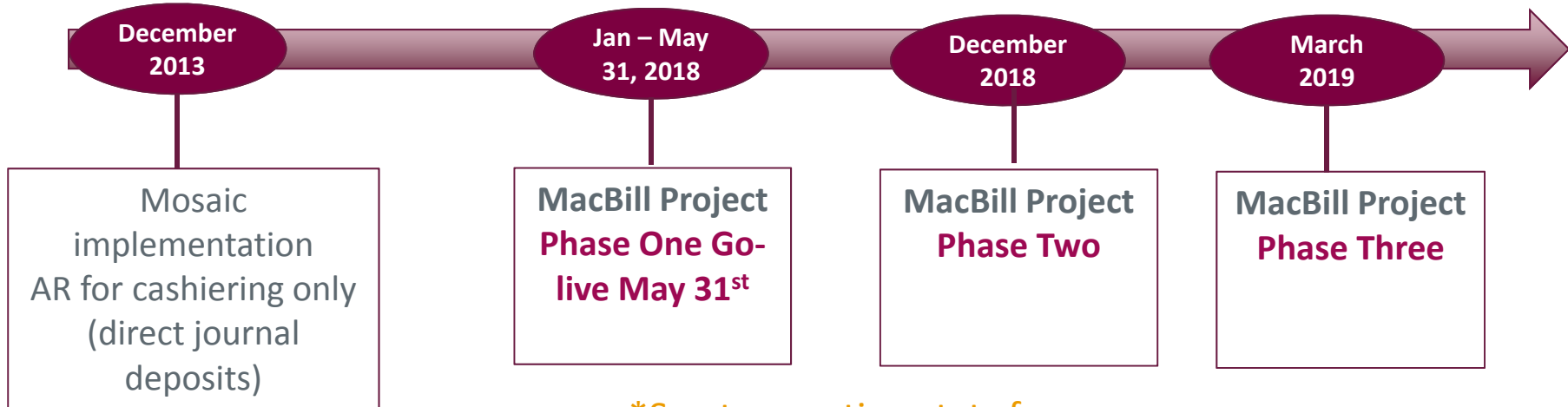Executive Director, Strategic Projects

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AGENDA

- **History & Overview of MacBill** – Nancy
- Phase 1 – how did it go? –Nancy
- Building on the successes (& learnings) - New Phases! –- Nancy
- **Structure and Set up of MacBill** – Stacey/Dianna
- Discussion/Questions - all

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Overview of MacBill

- History – how we got here:
    - Mosaic implementation - AR only for cashiering
    - IT Review & Research finance review – University-wide accounts receivable module
    - Phased in approach
- Timeline

December 2013	Jan – May 31, 2018	December 2018	March 2019
Mosaic implementation AR for cashiering only (direct journal deposits)	**MacBill Project Phase One Go-live May 31st**	**MacBill Project Phase Two**	**MacBill Project Phase Three**

*See transaction stats from go-live to Oct 31 on next slide

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Desired Outcomes
Expected Benefits

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- Improved cash flow/reduced duplicate billings/improved accuracy of billings

- Customer receives official invoice from McMaster

- Integration of billings with Research Grants module

- Ability to implement reminder letters and consistent policy for follow up

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Driver of the MacBill Project Priority and Business Need for Accounts Receivable System

- IT Review in 2016 identified need

- Research Finance Review emphasized need for university wide invoicing system

- Almost $200 million research revenue earned annually.

- 'Other Income' one of highest dollar value of U15

- No consistency in invoicing, revenue recognition, follow up, and collection

- Large number of unknown payments rec'd

Comments included:
- "status quo is inefficient'
- 'timely billing doesn't always occur
- 'invoicing at Mac appears to be a low priority'
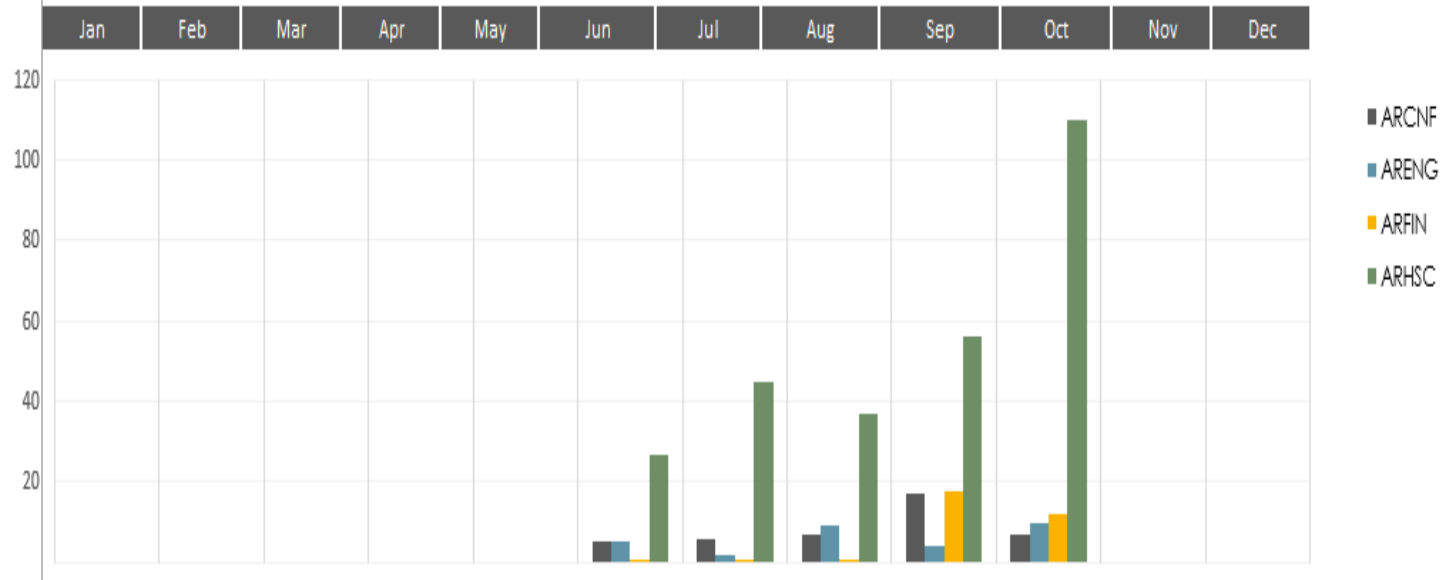- 'I don't know how to bill for work done'
- 'need is urgent'

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Overview of MacBill cont..

- Policy highlights (link to full policy):
  - Must use MacBill (unless provided with an exception)
  - Revenue recognition - Accrual based
  - Must complete training before given access
  - Low volume units will become "Billing Affiliates"
  - Monthly reconciliation procedures
  - Payments can be made by EFT, on line banking, cheque, wire, or credit card. Credit cards are only accepted at the discretion of the billing unit through the MacBill payment processing webpage.
  - Centralized collection hubs

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KPI – 380 invoices issued- June-October

$3.2 million

KPI - MacBill - INVOICES TREND

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Legend:
- ARCNF
- ARENG
- ARFIN
- ARHSC

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KPI – Payments rec'd – October only

Payment Description	Deposit Uni	Billing Unit	Count of Payment	Sum of Payment Amount
For the month of October 2018 MacBill payment activities				
Collector: ARFIN, ARHSC, RFHSC				
⊟ AR Online Credit Card Paymen	⊟ ARFIN	ARCNF	2	4,528.50
⊟ Cheque	⊟ ARFIN	ARCNF	2	11,194.98
Cheque	ARFIN	ARENG	8	80,530.71
Cheque	ARFIN	ARFIN	2	5,500.00
Cheque	⊟ ARHSC	ARHSC	22	126,035.27
⊟ Wires and electronic deposits	⊟ ARFIN	ARENG	2	27,939.00
Wires and electronic deposits	ARFIN	ARFIN	2	9,661.28
Wires and electronic deposits	ARFIN	ARHSC	28	463,272.18
Grand Total			68	728,661.92

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We did a post implementation survey with the Phase 1 (pioneers) – 23 responded

- Has project enabled anticipated business results?
  - 77% agree/strongly agree
- Were requirements defined and implemented?
  - 81% agree/strongly agree
- How well did training materials meet needs?
  - 53% agree
- Overall, was project a success?
  - 80% agree/strongly agree

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What we learned do differently?

- Involve the right people at the right time
- Go live at year end? – no!
- More time for training and testing
- Consultant on site more

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New Groupings

1= Pioneers   2 = Keeners

3 = Others   4- Tricky

E/E? = Exceptions

BA - Billing Affiliates

R = Research offices

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Phase 1 – Pioneers

Faculty/Department	Department/Support Unit	1= Pioneers 2 = Keeners 3 = Others 4- Tricky E/E? = Exceptions BA - Billing Affiliates R = Research offices	Original Contact/Key Person
Engineering	Various	1	Vania Loyzer/Joy Coomer
Financial Services	Student Accounts and Cashiers	1	Dianna Creamer
fhs	FHS Finance	1	Pat Deadman
fhs	FHS Finance	1	Di Zhu
fhs	Radiology	1	Di Zhu
fhs	Obs and Gyn	1	Di Zhu
fhs	Nursing	1	Di Zhu
fhs	Pathology	1	Di Zhu
H&CS	Conference Services (FABO - Billing)	1	Elizabeth Zelek/Laurie Ham
Campus Store	Campus Store	BA1	Leslie Mills
Grad Studies	Office of Grad Studies	BA1	Natalie Taylor

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Phase 2 – Keeners

Faculty/Department	Department/Support Unit	1= Pioneers 2 = Keeners 3 = Others 4- Tricky E/E? = Exceptions BA - Billing Affiliates R = Research offices	Original Contact/Key Person
fhs	Medicine - COP	2	Julie Paul
fhs	Family Medicine	2	Carol Griffon
fhs	Education Services	2	Melanie Kennedy
fhs	Surgery	2	Tonya Antonecchia
Student Services	Student Services	2	Andrijana Olaizola
fhs	AVP/CAO office	2	Mirela Nicanau
fhs	Farncombe	2	Christine Mader
admin	CCE	2	Wendy Bruner, Andrea Gagnon, Chris Ventresca
fhs	Health Sciences Library	2	Sheryl Derry

Phase 3- Others

Faculty/Department	Department/Support Unit	1= Pioneers 2 = Keeners 3 = Others 4- Tricky E/E? = Exceptions BA - Billing Affiliates R = Research offices	Original Contact/Key Person
Business	mostly Directors college	3	Susan Mitchell
fhs	Pediatrics	3	Di Zhu
fhs	HEI	3	Pat Smith
fhs	Oncology	3	Paul O'Byrne
fhs	Mobix (Research Facility)	3	Galina Kataeva
			Jan Nicholson
MPS	MPS	3	
fhs	Central Animal Facility	3	Richard Buchel
fhs	Psychiatry	3	Jennifer Kraul
fhs	CSU	3	Vanessa Greco
fhs	HEI	3	Debbie Robinson
fhs	Electron Microscopy	3	Ernie Spitzer
fhs	Rehab Sciences	3	Di Zhu
fhs	CLSA	3	Linda Clements
fhs	McMaster Health Forum	3	Linda Clements
fhs	Anesthesia	3	Di Zhu
fhs	Global Health	3	Di Zhu
Parking	Parking Services	3	Anum Afzal, Joanne Thompson, Shari McHUgh
MILO	MILO	3	Heather Morrison

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All other Billing Affiliates (aka Small Volume - < 1 per week) & Tricky

Faculty/Department	Department/Support Unit	1= Pioneers 2 = Keeners 3 = Others 4- Tricky E/E? = Exceptions BA - Billing Affiliates R = Research offices	Original Contact/Key Person
Humanities	SOTA	BA	Christine Speare-van Vugt/Phoebe Hu/David Kingma
Social Sciences	Faculty of Social Science (per directo	BA	Christine Rollins/Cynthia Belaski
BrockHouse Inst	Brockhouse Institute	4	Marg Mcleod
Facilities	Facilities	BA	Shari McHugh
HR	HR	BA	Terri Jones
Financial Services	Central Finance OJN	BA	Nancy Gray
UTS	UTS	BA	Joannie Cooke

E?- possible exceptions & known exceptions

Faculty/Department	Department/Support Unit	1= Pioneers 2 = Keeners 3 = Others 4- Tricky E/E? = Exceptions BA - Billing Affiliates R = Research offices	Original Contact/Key Person
Science	Chemistry	E?	Connie Carrabs/Kathleen Blackwood
Science	Biointerface Institute	E?	Leanne Brown/Kathleen Blackwood
Athletics & Rec	A&R- space rental system	E?	Karen Arnott
fhs	Education Services (FMPE legal entit	E	TammyTroy Hempey
Nuc. Reactor	MNR	E	Susan Jack
Hospitality	Catering	E	Elizabeth Zelek

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Research Offices - Project Statement – MacBill format changes

RESEARCH PROJECT STATEMENT

Report Run Date	11/01/2018				
Sponsor	CANADIAN INSTITUTES OF HEALTH RESEARCH				
PI Name	Bridgewater,Darren				
Project #	20009275				
Sponsor Award #	14226				
Title	test-BRIDGEWATER CIHR TRANSITI				
Award Start Date	2018-04-29				
Award End Date	2020-06-30				
Award Amount	$ 89,355.00				

		Cumulative Prior Period	Current Period Actuals	Commitments	Project-to-Date & Commitments
	From	SOP	1/1/2018		
	To	12/31/2017	9/4/2018		
FUNDS AVAILABLE					
Opening Balance of Project		$ -	$ -	$ -	$ -
Funding		-	89,355.00	-	89,355.00
Transfers		-	-	-	-
Total funds available		$ -	$ 89,355.00	$ -	$ 89,355.00
EXPENDITURES INCURRED					

Note 1: As of September 4, 2018, the total funds available may include invoices sent but not yet paid by the sponsor. For this project that amount is currently $89,355. Any new invoices issued or payment received after the "current period" shown are not reflected in this statement.

For assistance with the content of this statement please contact your respective Senior Research Accountant:

McMaster Research Finance Contact List
FHS Research Finance Contact List

How to use Research Project Statement

Note 1: As of September 4, 2018, the total funds available may include invoices sent but not paid by the sponsor. For this project that amount is currently $89, 355. Any new invoices issued or payment received after the "current period" shown are not reflected in this statement.

Exception critieria

	Nuclear Reactor
Contact/Department	S. Jack
Volume - external $.#	2400 invoices/$7 m pa.
Internal Billing? Volume $/#	10%
Name of System that manages operations	Sage Business Vision (BV)
Billing software updated regularly and supported (either internal or external)	yes
Generates professional invoices by charge code or type of work /product with associated tax rule	yes
Generation of invoice results in posting of revenue directly into GL	JE upload on a monthly basis
Revenue is booked on accrual or cash basis ?	accrual
Is an AR set up? When billed?/ month end/ year end?	when billed
System generates aging reports automatically	yes
Dunning letters generated each month and issued to customer at dept discretion	yes, if desired
HST/GST rules default rules coded into charge code set up	yes
System set up reflects payment terms consistent with university policy (ie. 30 days)	yes
Interest can be charged at 1.5% on a customer by custumer basis in accordance with university policy	yes
One university wide database for customers but can have many different contacts for each billing unit	no, uses internal BV database
Customers can pay by credit/debit card if dept (business unit) wants (flexible)	no but we don't need/want
Payments are directly received from customer at one of main cash points (SAC, FHS Finance, FHS Research Finance, Research Finance NOT via a department	yes, via EFT/cheque/wire tsf
Customer can pay online at own bank, directly into mac bank account	yes via EFT
Internal Billing - how handled?	by je with backup - unchanged
Internal control? Segregation of duties?	yes
Recommendation?	Maintain Business Vision, review again in three years

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MacBill
Structure and Set Up

Dianna Creamer

Stacey Farkas

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Structure and Set Up of MacBill

❖ Billing and Accounts Receivable Processes

Highlighted below is the level of granularity and breadth of the Billing and AR business processes

Manage Customers	Manage Billing	Manage Receivables	
Create Customers	Grants Billing	Create Receivable Item	Generate Dunning Letters
Update Customers	Process Bills	Create Deposit	Process Refunds
Create / Update Contacts	Billing Adjustment	Load Bank Deposit	Manage Customer Account
	Generate Reports	Apply Payments	Create / Update Conversation
		Reverse Payments	Close AR & Reconcile to GL
		Write Off Bad Debt	Generate Reports
		Generate Statements	

■ **Used before MacBill**

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Structure and Set Up of MacBill cont.

Billing Units

ARBUs:

ARCNF (Conference Serv)
ARENG (Fac.Engineering)
ARFIN (Student Accounts)
ARHSC (Fac.Health Science)
RFHSC (FHS Research)
Etc..

Collection Offices

- HSC Research
  - SAC
- FHS Finance

Support

- Financial Systems Support
  - UTS

Customer Maintainer Team

- SAC – Kelly L
- Pre Award – Jennifer V
- Fin Services- Grazyna F

Functional Owner

SAC – Dianna Creamer (Mgr.)

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Structure and Set Up of MacBill cont.

❖ Roles

Billing Units

- Billing Specialist
- AR Supervisor
- Non-AR collector
(payments not related to MacBill e.g.. Moneris)

Collection Offices

- Collector/Cashier

Support

- Functional Administrator

Customer Maintainer Team

- Customer Maintainer

Functional Owner (SAC)

- Super Cashier

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Structure and Set Up of MacBill cont.
❖ Drill down on ARHSC (FHS faculty example)

Billing Unit (s)

- Billing Specialist (s) – Di Zhu, or other
- AR Supervisor – Helen Chen or other
- Non-AR collector – Kate Paulin

Low volume departments in FHS (below 50 per year)

Send invoice request form to Billing Specialist

Dr. Acct.Rec
Cr. Revenue

Send invoice by email/mail

Collection Office – FHS Finance

- AR Collector – Kate Paulin

Dr. Bank
Cr. Acct.Rec.

External Customers

Customer pays by EFT or cheque (no credit cards accepted)

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Structure and Set Up of MacBill (cont.)
❖New Customer/Sponsor Request Form

| Form | Instructions | Attachments |

New Customer/Sponsor Request

*Subject

Priority 3-Standard   Due Date

Status Initial

REQUESTER INFORMATION:

*Requester Name:
*Requester Email:
*Phone# / Extension:
*Department:

Complete Section 1 if requesting a new customer number:

SECTION 1 - New Customer (ALL fields must be completed)

Customer Name:
Address 1:
Address 2:
City:
Country:
Province / State:
Postal / Zip Code:
Phone# / Extension:
Currency
(billing/payment):

Customer Contact Information:

Contact Name:
Contact Title:
Contact Email:
Contact Phone#:
Preferred Delivery
Method:

Research Details:

Is Customer a Sponsor?
If "YES" select Type:

Complete Section 2 if requesting a change to an existing customer:

SECTION 2 - Change Information (only indicate changes)

Customer Number:
Indicate Change Type:
If "Other" please specify:

Add / Change Customer Information:

Customer Name:
Address/Location to
Update:
Address 1:
Address 2:
City:
Country
Province / State:
Postal / Zip Code:
Phone # / Extension

Add / Change Customer Contact Information:

Contact Name:
Contact Title:
Contact Email:
Phone# / Extension:
Preferred Delivery
Method:

More Information

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Structure and Set Up of MacBill cont.
❖ Invoice Request Form

Structure and Set Up of MacBill cont.
❖Billing and AR WorkCenters

- All tasks/reports/queries you need to complete your job are in one location
- Configured for your AR business unit
- Details to be covered in training

Receivables WorkCenter	Billing WorkCenter

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Structure and Set Up of MacBill cont.
❖Training Guides

How-to Guides

Quick guides and tools related to MACBILL

	MACBILL-Accounts Receivable Documentation	Personalize | Find | View All | 🔲 | 🔳	First ◀ 1-10 of 10 ▶ Last
	Title	**Modified**	**Summary**
📄	Accounts Receivable Supervisor	06/19/18	The AR Supervisor/Approver Guide is intended for the user responsible for their faculty/support unit's overall Accounts Receivable invoicing business.
📄	Billing Specialist Guide (Finance)	06/19/18	The Billing Specialist Finance Guide is intended for a user who has been designated by their faculty/support unit to issue invoices to external customers.
📄	Billing Specialist Guide (Research)	06/19/18	The Billing Special- Research Guide is intended for a user who has been designated by their research office to issue invoices to external customers.
📄	Collector Guide	06/19/18	The Collector Guide is intended for users who are responsible for accepting and posting payments.
📄	Customer Maintenance Guide	06/19/18	The Customer Maintainer Guide is intended for the users responsible for creating, updating and maintaining the central Accounts Receivable Customer database within Mosaic.
📰	Inv. Cancel/Adjust/Write-off	06/12/18	Inv. Cancel/Adjust/Write-off
📰	Invoice Request	06/12/18	Invoice Request
📊	MacBill FSPRD Billing Upload Spreadsheet	06/12/18	MacBill FSPRD Billing Upload Spreadsheet
📰	New Customer/Sponsor Request	06/12/18	New Customer/Sponsor Request
📄	Super Cashier	06/19/18	This particular guide outlines procedures and directions for the role you have been assigned.

Structure and Set Up of MacBill cont.
❖Invoice - top

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Faculty of Health Sciences
Finance Department – HSC 3H9
1280 Main Street West
Hamilton ON L8S 4K1
Canada
HST#119035988RT0001

INVOICE

Page:	1 of 1
Invoice Number:	HSC-000183
Invoice Date:	01-Jun-2018
Customer Number:	10000011
Payment Terms:	NET30
Due Date:	01-Jul-2018

Default Location →

Bill To: ASSOC OF COMMONWEALTH UNIVERSITIES
36 Gordon Square
Wc1h 0pf
London
United Kingdom

Line#	Description	PO#	Tax	Unit	Quantity	Price/Rate	Total
1	GRM		Exempt	MO	1	10,000.00	10,000.00
						Subtotal:	10,000.00
						Total Tax:	0.00
						Invoice Total:	10,000.00 CAD

Charge Codes →

Billing Specialist →

Questions about your invoice? Please contact:
Di Zhu
zhudi@mcmaster.ca
905.525.9140 EXT. 22106

Interest is calculated on past due amounts at a rate of 1.5% per month.

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Structure and Set Up of MacBill cont.
❖ Invoice – bottom payment section

Interest is calculated on past due amounts at a rate of 1.5% per month.

- -

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Invoice Number: HSC-000183	Customer Number: 10000011	Amount Due: 10,000.00 CAD	Due Date: 01-Jul-2018

Mandatory payment confirmation for EFT and Wire payments by email to: macpay@mcmaster.ca

1. **EFT Payments:** Canadian and US dollar payments can be sent using the details below:
Canadian Imperial Bank of Commerce, 1015 King St. West, Hamilton, ON, Canada

   For CA Dollar Payments, pay: **For US Dollar Payments, pay:**
   ABA/Transit Routing: 001000562   **ABA/Transit Routing:** 001000562
   Account Number: 0001007   **Account Number:** 0202010

2. **Wire payments:** Payments in Canadian and US dollar from a Canadian financial institution can be sent using the details below:
Canadian Imperial Bank of Commerce, 1015 King St. West, Hamilton, ON, Canada

   For CA Dollar Payments, pay: **For US Dollar Payments, pay:**
   Clearing Code: //CC001000562   **Clearing Code:** //CC001000562
   Account Number: 0001007   **Account Number:** 0202010
   Swift Code: CIBCCATT   **Swift Code:** CIBCCATT

   For payments generated from non Canadian financial institutions, refer to http://www.mcmaster.ca/bms/pdf/wire_trans_instructions.pdf
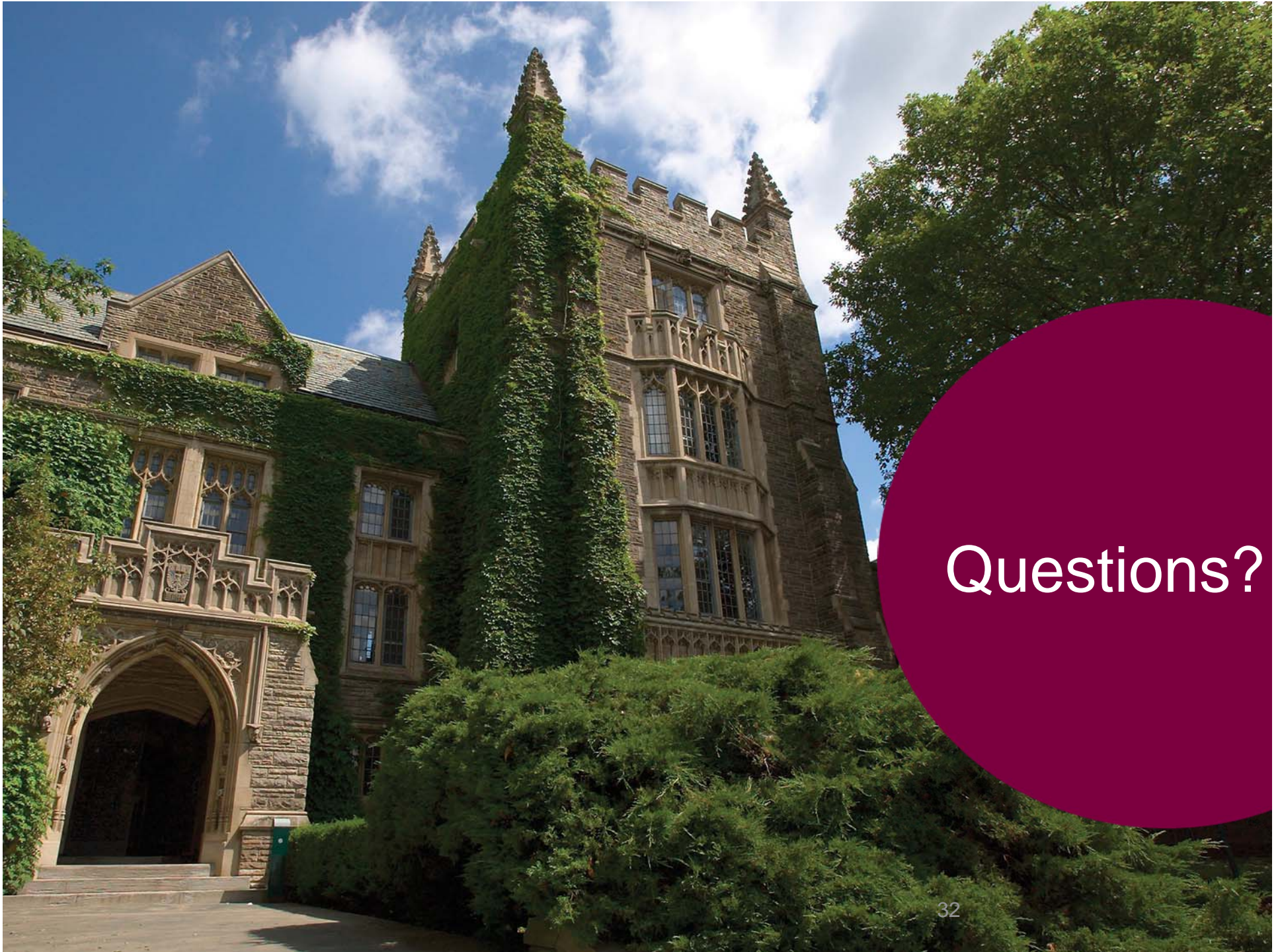
3. **Online payments:** Please select McMaster Corporate through your financial institution and quote the eight digit customer number shown above.

4. **Cheques:** Make cheques payable to McMaster University and address to: McMaster University, Faculty of Health Sciences, Finance Department – HSC 3H9, 1280 Main Street West, Hamilton, ON, L8S 4K1, Canada. Please return this remittance portion with your cheque.

BRIGHTER WORLD

Payment Options

Configured by ARBU – either FHS or SAC

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Summary – we covered -

✓ History & Overview of MacBill –
✓ Phase 1 – how did it go? –
✓ Building on the successes (& learnings) - New Phases! –-
✓ Structure and Set up of MacBill

- More on Research?
- More on exception criteria?

- Discussion/Questions - all

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Questions?

Nancy's extra slides

- Extra slides – for research example of RPS

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Research Project Statement – MacBill format changes

UPDATED Version – Option B – if flag not possible

RESEARCH PROJECT STATEMENT

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Project #	20009275
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	To	12/31/2017	9/4/2018		
FUNDS AVAILABLE					
Opening Balance of Project		$ -	$ -	$ -	$ -
Funding		-	89,355.00	-	89,355.00
Transfers		-	-	-	-
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EXPENDITURES INCURRED					

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How to use Research Project Statement

Note 1: A small number of research projects, largely those funded by the private sector, are using the MacBill invoicing system. For those projects, the total funds available may include invoices sent but not yet paid by the sponsor. For this project, as of Sept 4th, 2018 that amount is currently $89,355.   Any new invoices issued or payment received after the "current period" shown are not reflected on this statement

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