





IFS FSM™ CONTRACTS & FINANCIAL MANAGEMENT

IFS ESSENTIALS COURSE – IFS FSM 6

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AGENDA

FSM ESSENTIALS COURSE

01

FSM INTRODUCTION & SOLUTION OVERVIEW

02

FSM CORE ENTITIES

03

FSM CORE PROCESSES

04

BASIC CONFIGURATION AND MOBILE OVERVIEW





This is the agenda for the week’s course.
This morning is highlighted in the green box

AGENDA



01
INVOICING AND
BILLING

02
VOUCHER
PROCESSING



03
INVOICE
CONTRACTS

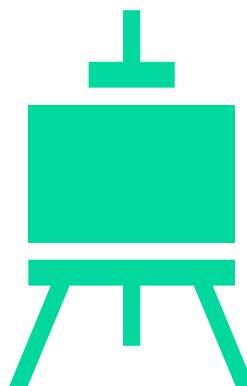
04
WRAP UP

OUR TRAINING APPROACH

HOW WE LIKE TO DELIVER TRAINING

Learning Activities

Facilitator-led instruction
System Demos
Take home Exercises
Knowledge Tests



LEARNING ACTIVITIES

Facilitator-led Instruction

We try not to do too much of this, but it's inevitable that some of that we do during the course will involve me taking you through some slides and providing some information about how the system is structured, is designed to work and to show you how to configure the solution.

System Demos

Then, of course, we'll show you what this looks like in the system so that you can fully appreciate what we've been talking about

Hands-On

The most important part of what you'll do while you're here is get the opportunity to do some hands-on work in the training environment. This will always be a bit artificial compared to what you'll do back in the real world, but it's really important to have a go

Activities

These will be designed to give you a break from the screen and add a bit of fun!

Review sessions

This is where we'll aim to consolidate the learning that we've covered and make sure everyone has the basis they need to move on to the next steps

Knowledge Tests

Nothing heavy, just a little self-assessment so that you can check your learning progress and understand where your knowledge gaps are

LEARNING APPROACHES

Outcomes-based

For each lesson we'll set out, at the beginning, what we anticipate you'll be able to do by the end of the course – this means we're focused on what you'll be able to do with the training, not just on the training itself

Field service context-based

Field service is quite a distinctive business area and if you understand a bit about that context, it will really help you to appreciate what IFS customers are looking for when they implement this solution

Practically, functionally-based

We want to teach you things that are useful; whilst the code behind the scenes might be interesting to some, this course is about a practical, functional knowledge base that will allow you to implement the solution

Peer learning

There are people here from different backgrounds, with different experiences; if you get the opportunity to hear and share some of that, you'll find it makes the course more useful and more interesting

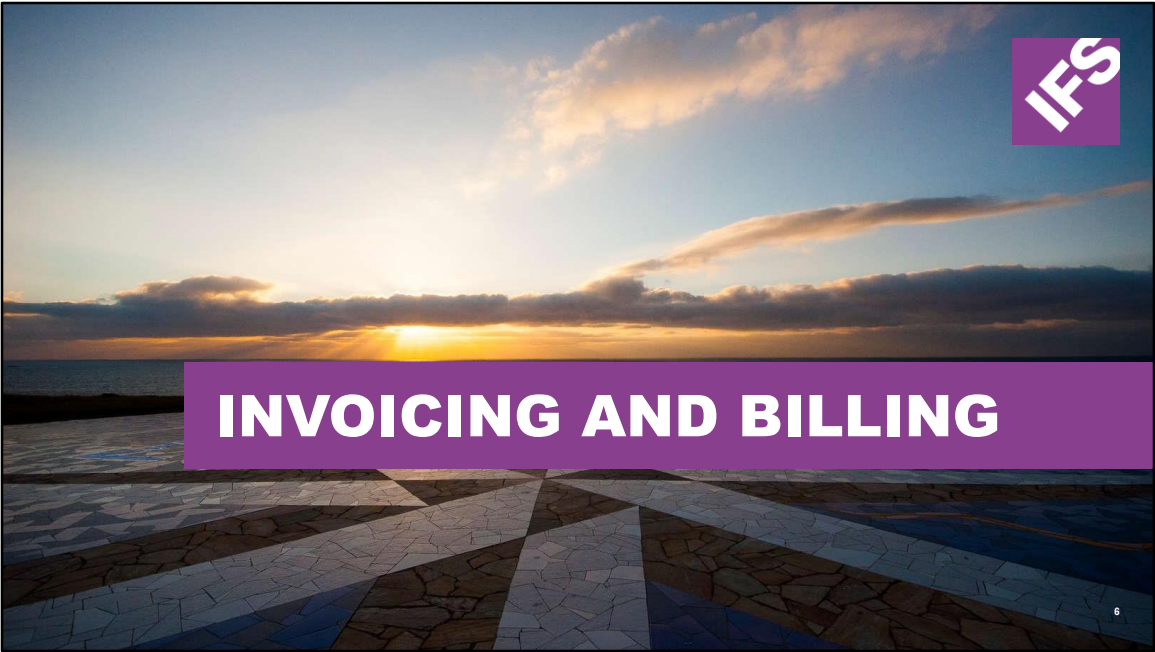
BACKBILLS, REBILLS, INVOICE CORRECTIONS

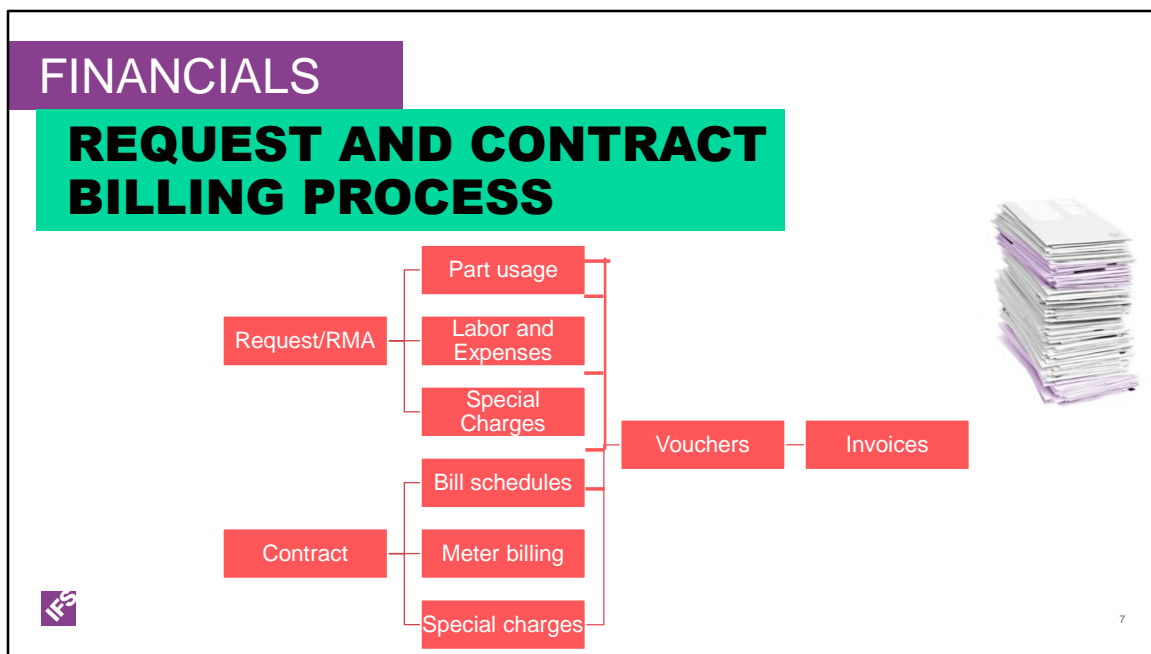
LESSON OBJECTIVES

By the end of this lesson, students should know about;

- Invoice and voucher processing and prerequisites for billing.
- Creating a credit and rebill from changing contract coverages
- Creating and rebilling an invoice
- Backout out an invoice







Billing refers to collecting billing information about the following and ultimately creating invoices that you can send to customers: Part usage, Non-part usage, Contract periodic billing, Meter billing, Special charges. Billing is a multiple-step process that enables you to review and validate information before invoices are final and sent to customers. Vouchers are created based on billing information. Voucher detail is reviewed and posted to invoices. As voucher detail is reviewed and posted, it is added to the appropriate invoice based on the place ID to bill or on consolidation and voucher grouping rules. The voucher detail is deleted from the voucher after it has been posted. Once all voucher detail is reviewed and posted, the voucher is deleted. Billing generation is an asynchronous process that may take some time to complete.

Vouchers contain detailed information about items to be billed, including the item ID, the price, and pricing details, which means the method used to calculate the final price. The voucher generation process performs validation. For example, it validates that the place ID to bill is a billing place. The status of the voucher detail indicates whether errors must be corrected before the voucher detail can be posted to an invoice.

Invoices are documents you can send your customers that detail the charges owed to you. As voucher details are validated, corrected, and posted, invoices are created.

In other courses, we will further discuss financials and how they pertain to that module.

ELIGIBILITY FOR EXTRACTION

ELIGIBILITY FOR EXTRACTION

Requests

- Usages
 - Idle status
 - No failed pricing
- Request
 - Place ID to Bill
 - Billing Allowed
 - Check for Billing



Contracts

- Expected invoice date falls on or before the user billing date you entered on Billing Generation screen

For a request to be eligible for extraction, there must be usage in an “Idle” (unbilled) status and the request must have “billing allowed” and “check for billing” set. The “billing place” flag must be set on the Place ID to Bill.

For a contract to be eligible for extraction, the expected invoice date falls on or before the user billing date you entered on Billing Generation screen.

VOUCHER CREATION

VOUCHER CREATION

Extract to Vouchers

Include Non-Part Usage

Include Part Usage

Include Field Service

Group or Individual



When we invoice this time, we will only extract to vouchers for requests. Vouchers contain detailed information about items to be billed, including the item ID, the price, and pricing details, which means the method used to calculate the final price. One voucher contains all of the details for the items to be billed based on the billing generation criteria you specified. For example, you can choose to bill only part usage for a specified place. All of the part usage for that place then appears on the voucher. For each item to be billed, one voucher detail is created.

The voucher generation process performs validation. For example, it validates that the place ID to bill is a billing place. The status of the voucher detail indicates whether errors must be corrected before the voucher detail can be posted to an invoice.

In our example, because there was part and non-part usage on the request, both fields must be set as well as indicating it was for field service.

You must select criteria or no vouchers are generated. We could voucher individual requests as we did in the previous example. You can specify multiple values when appropriate by separating the values with a vertical bar (|) without spaces. When billing generation is performed, each combination of values is tested and any record that matches is included.

However, if you have more than one request that you wish to voucher, you can group by request close date, bill to place, or posting group. You can also group by Voucher Grouping Rules.

FINANCIALS

BILLING GENERATION SCREEN

Run Options

Run Criteria

Selection Criteria Option

Run Options

Extract Criteria

Request ID

Contract ID

Contract Version

Billing Date

☒

☒

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We run billing on the Billing Generation screen.

The Billing Generation screen is a multi-purpose screen. It allows you to create only vouchers for you to review before you create invoices. It allows you to group vouchers or invoices for creation

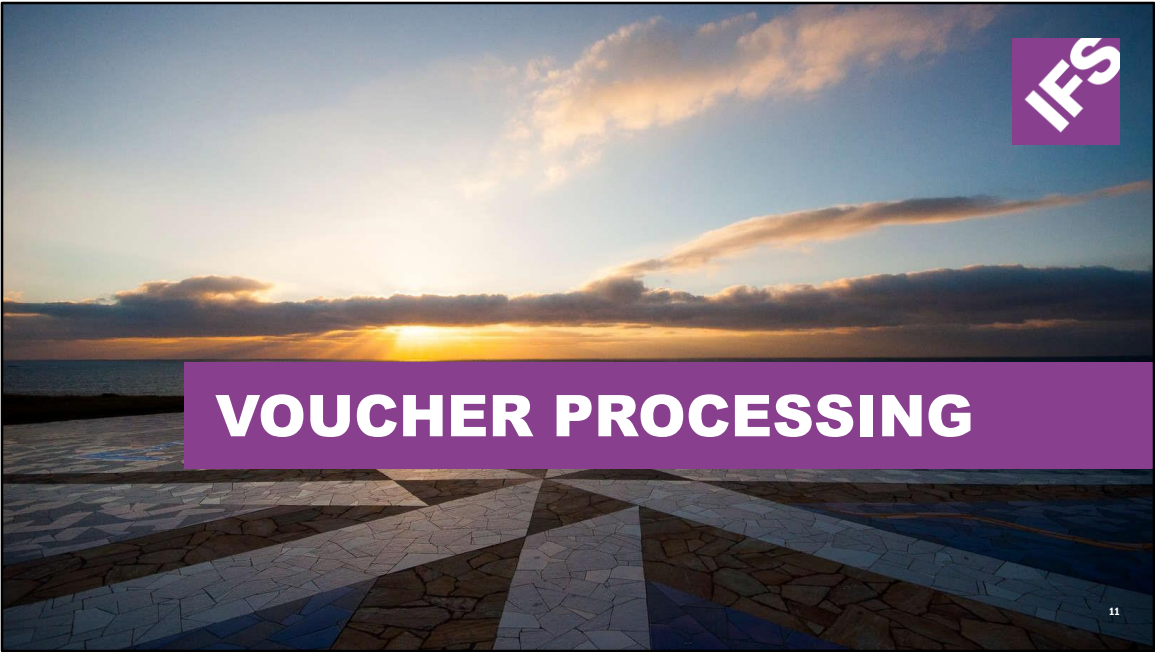
The **Run Options** section has two options:

Extract to Vouchers determines whether vouchers are created.

Post Vouchers to Invoices determines whether vouchers are posted to invoices. To use this option, you must either select extract to vouchers or specify a voucher run ID.

Under the “Extract Criteria” section, it allows you to select what you want included on the voucher and invoice. It allows you to create a single voucher or invoice. It also allows you to create vouchers and invoices in one step. You can extract vouchers and post vouchers to invoices in one step. Or, you can perform the steps separately.

Note, billing generation is an asynchronous process that may take some time to complete.



FINACIALS INVOICING

VOUCHER HEADER STATUS

In Process (IP)

Hold (HO)

Reviewed

Reviewed with Errors

1572

Voucher ID1572

Voucher Run ID1523

Voucher TypeREGULAR

Release Date5/24/2017

Voucher StatusHold

Reason Code

Hold

In Process

REVIEWED

REVIEWED WITH ERRORS

The Voucher screen is a temporary table used to view voucher detail, correct errors, and post voucher detail to invoices. After the vouchers have been created and reviewed, you can modify or delete them if necessary. When the vouchers are accurate, you post or invoice the vouchers thus creating the invoices. You can also create vouchers manually which we will discuss in a later lesson.

The voucher generation process performs validation. For example, it validates that the place ID to bill is a billing place. The status of the voucher detail indicates whether errors must be corrected before the voucher detail can be posted to an invoice. The value of the **voucher status** field identifies how vouchers are posted to invoices.

A voucher status of **IP (in process)** ready to be reviewed.

A voucher status of **HO (hold)** prevents posting of any voucher detail.

A voucher status of **Reviewed** allows the voucher to be posted to invoices.

A voucher status of **Reviewed with Errors** means one or more lines had an error. The errors would have to be fixed before the voucher could be posted to invoices.

Fields on the voucher header:

Voucher Run ID identifies the voucher run for this voucher. You use the voucher run ID to automatically post vouchers to invoices using billing generation.

Voucher Type identifies the type of voucher detail. Voucher detail is grouped by voucher type. In most cases, the voucher type is "Regular" meaning it is not for a credit or rebill or manually created.

Voucher Status identifies how vouchers are posted to invoices. A voucher status of Reviewed allows posting the voucher to an invoice. On the other hand, a voucher status of HO (hold) prevents posting of any voucher detail. If the voucher is in a HO (hold) status, then reason will be on the voucher details. Once you have corrected the problem, you change the voucher status to "Reviewed" and post to invoice.

There are several optional features when creating invoices from vouchers. The Voucher Grouping Rules screen (from the Financials, Admin menu) is used to group vouchers based on information on voucher detail lines. A grouping rule is one or more records with the same rule ID. The column grouping name is used to connect records together and voucher details that match appear on the same voucher. The Voucher Filter Rules screen (also from the Financials, Admin menu) create filtering rules for vouchers, which you can then specify when vouchering. On this screen you specify your additional criteria for selecting or

filtering vouchers. You can also specify financial map lists to reference columns not on your primary table.

FINACIALS INVOICING

VOUCHER DETAIL ERROR STATUSES

OK, no detected errors

No pricing found

Invalid Person ID

Invalid Bill To Place



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The most significant field on the Voucher Lines screen is the Error Status. If the error status is "OK", the voucher line is ready to post to an invoice. If the error status is anything but "OK" you will need to resolve the discrepancy before posting to an invoice. There are quite a few possible error statuses. However, the most common error statuses are "IVBP" and "NPRC".

The resolution for the IVBP (invalid billing place) status is to make sure the "Billing Place" flag is set on the request's place ID to bill. Once it is set you can change the voucher status and post to invoice.

The resolution for the NPRC (no pricing found) status is to make sure there are valid pricing rules. Once you have valid rules, change the voucher status and post to invoice.

FINACIALS INVOICING

POSTING FROM VOUCHERS

Create Voucher

Review Voucher

Post to Invoice

Invoice 1579

1579

Invoice ID 1579

Invoice Run ID 1177

Invoice Type REGULAR

Status COMPLETE

Status As Of 3/9/2017 12:00 AM

Bill To Place TRAVEL

Reference ID

Currency USD

Approval Status

Reference Desc

Reason Code

Extracted Date/Time

Credit Terms

Credit/Rebill

Delete

Copy Invoice

Backout Invoice

Total Invoice Amt \$100.00

Release Date 3/9/2017

Created By WESTTRAVELLER

Created 3/9/2017 10:59 AM

Lines

Notes

Escalations

Payments

INVOICE DETAIL ID	INVOICE RUN ID	RELEASE DATE	QUANTITY	BILL TOTAL PRICE	CREATED BY	CREATED
7389	1177		1	\$100.00	WESTTRAVELLER	3/9/2017 10:59 AM

Invoices are documents you can send your customers that detail the charges owed to **you**. There are several ways to post a voucher to invoice: the Billing Generation screen where you can post a batch of vouchers or an individual voucher or the Post to Invoice button on the Voucher screen. Normally this function is used if you have had to modify the voucher or have created a credit and rebill. However, you can use this function to post a voucher same as the Billing Generation screen. Once the invoice has been created, the voucher record is automatically deleted.

FINACIALS INVOICING

REQUEST BILLING STATUS UPDATED

After voucher created

- Usage billing status is updated

Bill Cost	\$33.0000
Billing Currency	U.S. Dollar
Billing Status	REVIEWED
Created	7/18/2017 11:05 AM

After invoice created

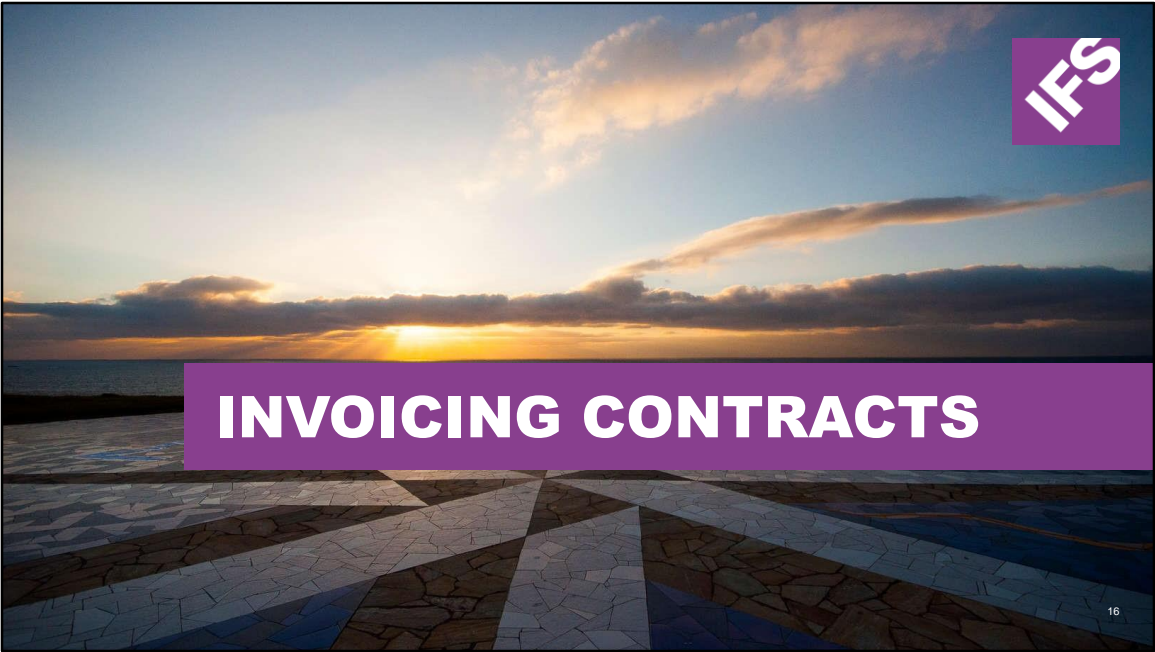
- Usage billing status is updated
- On request, Check for Billing de-selected

Bill Cost	\$33.0000
Billing Currency	U.S. Dollar
Billing Status	POSTED
Created	7/18/2017 11:05 AM



When the voucher is created, the usage billing status becomes "REVIEWED". When the invoice is created, the usage billing status becomes "POSTED". This is especially useful to know where in the billing process that usage record is.

When the invoice is created, on the request the Check for Billing flag is de-selected. This makes sure that the request is no longer eligible for invoicing. In addition, for those times when you may have previously billed usage for this customer, those records that are not in "IDLE" status will not be eligible for vouchering.



FINACIALS INVOICING

INVOICING CONTRACTS

To Create Voucher

- Bill schedule release date is on or before billing date entered on Billing Generation screen
- Contract posted
- Bill schedule billing status is IDLE

After Invoice Created

- Bill schedule billing status updated
- Bill schedule invoice ID populated

Bill Schedules

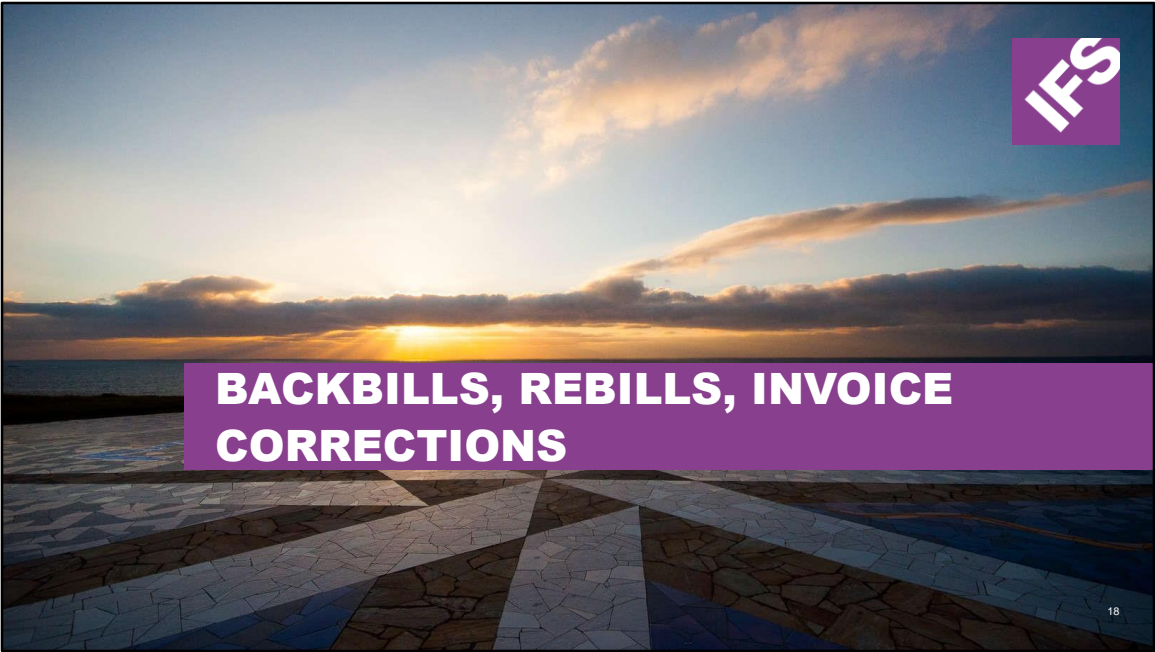
	RELEASE DATE*		BILL PERIOD START*		BILL PERIOD END*		BILL PRICE*		SCHED TYPE*		BILLING STATUS		INVOICE ID
>	1/1/2017	■	1/1/2017	■	1/31/2017	■	\$600.00		STANDARD	⌂	POSTED	⌂	2220
>	2/1/2017	■	2/1/2017	■	2/28/2017	■	\$600.00		STANDARD	⌂	IDLE	⌂	
>	3/1/2017	■	3/1/2017	■	3/31/2017	■	\$600.00		STANDARD	⌂	IDLE	⌂	

The eligibility of contracts is different than requests.

A record qualifies if its bill schedule release date is on or before the user entering the billing date entered on the Billing Generation screen. The bill schedule records are created when you add a contract line, and can be regenerated thereafter by means of a business rule or by using the Regen Bill Schedules option.

First, IFS FMS uses the contract ID and version, along with the billing date, to query contract data that is eligible to be extracted.

The contract must be in a posted status, and its bill schedules in an IDLE state to qualify for billing.



BACKBILLS, REBILLS, INVOICE CORRECTIONS REGENERATE BASED ON CHANGES



Rebill

Backbill



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As we discussed earlier, changes to coverage dates or contract pricing affect bill schedules. Also, contract type changes can affect bill schedules. After you make these kinds of changes, you need to regenerate the bill schedule. If your invoice rule has its “Backbill” option set, previously-charged bill periods are credited and rebilled. If the “Backbill” option is not set, remaining bill periods are updated to charge the remaining amount, accounting for amounts already billed.

If you created a manual bill schedule and you regenerate, you erase that bill schedule. We recommend you manually update your bill schedule if it was originally created manually.

There are application parameters that are significant to rebills.

Rebuild_bill_schedules_for_like_periods are if you want to credit and rebill bill schedules after regeneration, regardless of whether the price changed, set this value to Y (yes). When this parameter is N (no), a bill schedule of the same number of days and same amount is not credited and rebilled.

BACKBILLS, REBILLS, INVOICE CORRECTIONS

SPECIAL VOUCHERS

Credit
Memo

Debit
Memo

Manual
Voucher



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There are times when you will want to create special types of vouchers.

Credit memo is generally created from backing out an invoice or a manual debit. This is normally done when the correcting an invoice which is discussed in the next slide.

Debit memo is generally created from backing out a manual credit. A voucher type of “Debit Memo” is generally created from backing out a manual credit from the invoice screen. This is normally done when the correcting an invoice which is discussed in the next slide.

You can also create **manual voucher** detail directly on the Voucher screen. This is when you need to create a credit memo or a debit memo that is not really related to any outstanding invoice. The voucher type will be “Manual”.

BACKBILLS, REBILLS, INVOICE CORRECTIONS

INVOICE CORRECTIONS

Your Customer has found an error with his Invoice
and wants it corrected

Credit/Rebill

Delete

Copy Invoice

Backout Invoice



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There are **two methods** to correct invoices:

Backing out an invoice creates a voucher with voucher detail that offsets, or reverses, each invoice detail. You back out the invoice when you do not need to create a new, replacement invoice. This is done on the Invoice screen with the “Backout Invoice” button. When the voucher is created, the **voucher type is “Credit Memo”**.

Crediting and rebilling an invoice creates a voucher with voucher detail that offsets, or reverses, each invoice detail. In addition, the billing status of each item, including part usage and non-part usage, is reset so that the request or RMA can be billed again during billing generation. You credit and rebill an invoice when you must correct information on usage, such as quantity or price. This is done on the Invoice screen with the “Credit/Rebill” button. When the voucher is created, the **voucher type is “Credit/Rebill Credit Memo”**.

If you delete an invoice, it also resets the billing status of each item on the invoice.



WRAP-UP



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