

University Service Organizations Internal Billing Guide

Introduction to Internal Billing at Harvard

Twenty to thirty percent of all the money that is spent annually at Harvard is spent internally. This translates into hundreds of thousands of internal billing transactions at the University each year. Internal billing can be a simple transaction between one University department and another: someone at HGSE may want to purchase a book from the Law School's Negotiation Project, for instance, or one department in FAS might want to reimburse another for its share of a program expense. Most of the dollars that are transferred from one department to another, however, result from internal billing from the Harvard service centers to the rest of the University.

What is a "Service Center"? Harvard's service centers are departments that provide products or services such as catering, computer hardware and software, transportation and parking, or photocopying - for a fee. When they provide their services, the departments, their clients, are billed - through internal billing. Information about the following service centers is included in this guide. (Click on the link below to jump to that section):

- Countway Library
- The Harvard Faculty Club
- Harvard University Dining Services (Crimson Catering)
- University Health Services
- University Information Services
 - Harvard Printing and Publications
 - Technology Services
 - Telephone and Telecommunications
- University Operations Services
 - Engineering and Utilities
 - Environmental Health and Safety
 - Facilities Maintenance Operations
 - Transportation Services (includes Parking)
 - HMS Parking Office
 - HMS Mail & Receiving
 - HMS Security

Understanding How the Service Centers Bill: The service centers process many more bills than the average University department. The Harvard Faculty Club, for instance, submits an average of 500 charges each week. UIS has thousands of charges to process every month. Because transactions are generally submitted in batches rather than being painstakingly entered separately by one individual,

tracking down errors or making coding changes may seem difficult and bureaucratic to the service users - the schools and departments.

Since the spring of 1999, a group of administrators from across campus (see below for a list of participants) have monitored the internal billing process and have identified several areas, in particular, that are causing confusion:

Backup information: Schools and departments need to know how to obtain more information about the charges that appear on their listings. Knowing how to get backup documents for charges would be helpful.

Recommended object codes: While having accurate coding is the responsibility of the school or department, there are some object codes that are not allowable for the service centers and cannot be processed. Having a recommended list of object codes for each service department would make it easier for the schools and departments to charge expenses correctly.

Making changes/getting help: As projects change or end, particularly those that are grant-funded, it would be helpful to the people actually paying the bills in the schools and departments to know how to change coding and whom to call for help.

The following pages provide information on obtaining backup details about transactions, recommended object codes, and names and/or phone numbers of contacts who can help in each of the service centers. This guide will be updated annually - if there is other information that should be included, please send your suggestions to susan_shefte@harvard.edu or to any of the Harvard Internal Billing Group members (list below).

Members of the Harvard Internal Billing Group: Judy Burg SPH, Alyson Conover DIV, Kevin Cullen Faculty Club, Kern Eaker OSR, Mac Howland UHS, Karen Hurst UIS/Technology Services, Connie Mugnai KSG, Penny Kaligian UIS, Gail Pisapio FAS, Mary Maloley/Dave Kirby UOS, Paula Markman HPRE, Chris Merlan Harvard University Dining Services, Joanne Silva/Laurie Gamble UIS/Telephone, Paul Upson HLS, Rosalyn Segal and Kathy Irvine-Tasker HMS.

Information on Internal Billing by Service Center

Countway Library

OBTAINING BACKUP MATERIALS: Photocopy cards-photocopy of billing form is provided upon request when turning form in at Circulation Desk. Fines-generated by HOLLIS, states name of book and when it was due. Document delivery (aka Countway Express)-Interlibrary loan generally sends a copy of request to the department so that the department can write the account number on request. If account number is given over the phone, copy of request will be sent to department.

CONTACT PERSON FOR BILLING QUESTIONS: For photocopy cards, contact Joshua Paker at 2-2467. For copy of fines, contact Circulation Desk at 2-2136. For copy of document delivery, contact Document Delivery Desk at 2-2631.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Countway	8540	Photocopying+Duplicating
	8370	Library Fees+Fines, Internal, GENERAL
	8080	Document Delivery+Inter-Library Loan Svcs, GENERAL

SETTING UP OR CHANGING CODING: Contact Joshua Parker at 2-2467.

The Harvard Faculty Club

OBTAINING BACKUP MATERIALS: Restaurant dining room checks are made available to guests at the conclusion of their meal. For department charges, the diner should submit these receipts to his/her department financial office. Additional copies are available, if necessary, after the Club's sales audit, which is generally two business days after the transaction. If you need a copy of a dining room check, call 495-5758, x1003. For private functions, detailed banquet checks are mailed to the event contact person within five business days following each event. For bedrooms, guests are provided with detailed bills (folios) at checkout, and the Faculty Club staff is developing a system to mail copies to

sponsoring departments. When all else fails, the Faculty Club Accounts Receivable department can be called at 495-5758 x1003.

CONTACT PERSON FOR BILLING QUESTIONS: Rita Lam (Accounts Receivable) 5-5758 x1003.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Restaurant	6570	Food+Nonalcoholic Beverages, GENERAL
	7655	Business Meals+Entertainment, Domestic Travel+Local^Domestic Travel
	8450	Expenses Ineligible for Federal Reimbursement, GENERAL
Functions	7230	Rentals+Leases of Space, GENERAL
	7232	Room+Meeting^Rentals+Leases of Space
	7655	Business Meals+Entertainment, Domestic Travel+Local^Domestic Travel
	8060	Catering Svs, GENERAL
	8450	Expenses Ineligible for Federal Reimbursement, GENERAL
Bedrooms	7650	Domestic Travel, GENERAL
	7652	Lodging^Domestic Travel

SETTING UP OR CHANGING CODING: The Club is not currently able to "hold" standard coding for patrons. Coding must be provided for each visit at the time the visit is arranged. If coding for a prior visit needs to be changed and this is not feasible through the customer's own accounting department, the Faculty Club's Accounts Receivable department can be contacted at 495-5758 x 1003.

OBTAINING BACKUP MATERIALS: Crimson Catering always faxes a copy of a contract for users to sign and fax back before the event occurs. This hard copy contract provides full billing information.

CONTACT PERSON FOR BILLING QUESTIONS: People with questions should contact the Catering Office at 496-6000.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Dining	6570	Food+Nonalcoholic Beverages, GENERAL
	7655	Business Meals+Entertainment, Domestic Travel+Local^Domestic Travel
Functions	8060	Catering Svs, GENERAL
	8450	Expenses Ineligible for Federal Reimbursement, GENERAL

SETTING UP OR CHANGING CODING: Crimson Catering enters coding on an event-by-event basis. There is no default coding. If coding for a particular bill needs to be changed, contact the Catering Office at 496-6000.

University Health Services

OBTAINING BACKUP MATERIALS: Billing backup can be furnished on request. In many instances it consists of a pre-arranged memo sent/brought to UHS by the patient prior to the rendering of medical service. The memo should contain the patient's departmental charge code. Timing of billing tends to vary with the complexity of service.

CONTACT PERSON FOR BILLING QUESTIONS: University Health Services Patient Accounts: 496-8700 (email: kc@uhs.harvard.edu)

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Health Services	7703	Medical^Insurance Premiums, External **Special Note: There is often an expectation that an internal billing will be used by UHS when departments sponsor UHS/BCBS student insurance for affiliates or fellows. However, this transaction really represents a payment to UHS on behalf of the student - an external transaction that is sometimes taxable to the student. Therefore, Central requires these payments to be made by CHECK (i.e. Web voucher, NOT internal billing or journals) since there are potential tax issues for the insured. Prior arrangements should be made in consultation with UHS Member Services (495-2008).

SETTING UP OR CHANGING CODING: UHS Patient Accounts 496-8700; email: kc@uhs.harvard.edu

University Information Services

Harvard Printing and Publishing (HPPS) Print, Copy, Copier Rental, and Mail Services

OBTAINING BACKUP MATERIALS: HPPS customers are sent a paper statement that itemizes their charges by job description, job ticket number, person placing the order, and

job total. The statement typically has a default billing code-but the individual jobs may be charged to different variations within the same tub and org (e.g. the activity or object code may differ based on the product or the customer's use of the activity code). HPPS statements are currently printed and mailed to customers two weeks after month-end close.

CONTACT PERSON FOR BILLING QUESTIONS: For billing/back-up information customers can contact the UIS Accounting Office at 496-3848, or e-mail louise_o'connell@harvard.edu . Customers may also contact the HPPS Billing Office at 495-2175, ext. 224.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
HPPS	6630	Nonlibrary Books+Reprints+Subscriptions (e.g., for CoursePaks purchased by departments)
	6770	Rentals of Equipment, Furniture+Fixtures, GENERAL
	7970	Publication-Related Professional Svcs, GENERAL
	8160	Records Storage+Protection Svcs, GENERAL (Storage of materials)
	8540	Photocopying+Duplicating, GENERAL
	8550	Printing+Publishing, GENERAL
	8701	Mailing Svcs^Postage, Express Mail+Shipping (Mail Services Postage)
	8702	Shipping^Postage, Express Mail+Shipping (Mail Services Labor)

SETTING UP OR CHANGING CODING: Though HPPS systems do retain billing codes in history files, customers are asked to provide a billing code with each job order for verification purposes. To make any changes to the way a customer account is set-up, customers should call the HPPS Billing Office at 495-2175, ext. 224.

University Information Services

Technology Services Technology Products Center Sales, Site Licensing, Repairs and Service Contracts, Product Rentals, Desktop and Lan Support

OBTAINING BACKUP MATERIALS: When departments receive a service or product from Technology Services, an itemized copy of the receipt is given to the person who receives the service or product. The receipt contains the price of the service or product requested. Departments are sent a copy of the invoice with the charges for the service or product that was purchased. The invoice is sent to either the person who requested the service or product or to the financial group for that department. The customer may reference the call number/order number when needing to request backup information. At this time, backup information is not available online. All service or product information is entered into the Technology Services database when a customer places an order. Therefore the customer may request backup information on an order (preferably using the call number or order number) even before the invoice is received.

CONTACT PERSON FOR BILLING QUESTIONS: Technology Services billing and back-up information requests should be referred to the UIS Accounting Office: call 495-0413 or send e-mail to paula_stangenberg@harvard.edu. Other questions on Technology Products and Services: Questions about computer products: Call 495-5450 or send an e-mail to TPC@harvard.edu. Questions about site licensing: Call 496-7483(SITE) or send an e-mail to site@harvard.edu Questions about repair operations: Call 496-8324(TECH) or send an e-mail to dispatch@harvard.edu Historically, the University has had separate charge codes for equipment costing less than \$500 and more than \$500. On July 1, 2000, this threshold will change to \$5,000. (Note that it is already at \$5,000 for HMS and HSDM.) Therefore, beginning July 1, tubs will need to charge computer equipment purchases with a unit cost of less than \$5,000 to object code 6750. The recommended codes below reflect this change.

RECOMMENDED OBJECT CODES (through June 30, 2000):

Details	Object Code	Object Description
TPC	6660	Computer supplies + materials, GENERAL
	6710	Computer software 6750 - Computer hardware <\$5000
	6803	Computer, Non-Sponsored^Equip>\$5000

	6804	Computer, Sponsored^Equip>\$5000
	8090	Hardware, Software+Network Fees, Repairs, Maintenance Svcs, GENERAL (most commonly used for repairs & maintenance service)

SETTING UP OR CHANGING CODING: Billing codes are provided by customers at the time of service and/or product is requested. To change billing codes, see "Contact Person for Billing Questions," above.

University Information Systems

Telephone and Telecommunications

OBTAINING BACKUP MATERIALS: Departments receive a paper statement monthly itemizing all telephone charges (recurring, usage, features, jacks, etc.) We link the 33-digit billing code to a bill distribution (BD) number. In this way, all telephone lines with the same billing code are distributed to the billing contact who is associated with that BD number. We are piloting the process of emailing electronic inventory files to Tubs upon request. We will also be assessing the feasibility of secure on-line access to billing. Monthly statements (billing details) are mailed out within 7 days of the University closing date as described above. If a University department/affiliate is part of the Accounts Receivable (A/R) method of processing "internal" billing, the A/R process timeframe would then be added to the 7 days. Additionally, if someone needs a reprint, UIS can accommodate this manually, which may take a couple of weeks. There may be a charge depending upon the dates and quantity of reprint requests.

CONTACT PERSON FOR BILLING QUESTIONS: Please contact telecom_billing@harvard.edu for any billing requests (changes, corrections, mailings, etc.) This is checked daily and acknowledged via email response to the requestor. Departments can also call 5-5487. Please note that any change requests must be made in writing (email, fax, memo). Other questions on Telecom Services: telecom_orders@harvard.edu

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Telecom	8510	Telephone+Telecommunications, GENERAL (most commonly used, as it is the "general" object code for telephone). If departments need more detailed object codes, please use: 8511 - Local Telephone Usage (local usage).
	8512	Long Distance Telephone Usage (Long distance usage -- mandatory for FAS federally-sponsored accounting)
	8513	Telephone Lines+Equipment
	8514	One-Time Telephone Charges
	8515	Telecom+Telephone Repair+Maint

SETTING UP OR CHANGING CODING: See "Contact Person for Billing Questions," above.

University Operations Services

Facilities Maintenance Operations, Environmental Health and Safety, Engineering and Utilities, Transportation Services (includes Parking)

OBTAINING BACKUP MATERIALS: UOS billing occurs monthly due to the use of feeds. Backup information is available online. Customers can access several online web reports by going to the UOS home page (www.uos.harvard.edu). Currently reports include: Project and Work Order Reports, Utilities Usage Report, Labor Report. UOS no longer distributes paper reports.

CONTACT PERSON FOR BILLING QUESTIONS: Facilities Maintenance Operations Issues contact Robert Martino at 6-2178. Engineering and Utilities contact Tom Kumasaka at 6-9555. Environmental Health and Safety contact Mary Cunningham at 5-3255. Transportation Services contact David Harris at 6-5916. Don't know which group to call? Call Dave Kirby at 5-5311 or Mary E. Maloley at 6-8680.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Equipment Rentals	6770	Rentals of Equipment, Furniture+Fixtures, GENERAL
Space Improvements, Repairs, and Maintenance	7120	Improvements+Alterations to Space, Not Capitalized, GENERAL
	7130	Mechanical Repairs+Maintenance of Space, GENERAL
	7133	Electrical Repair^Mechanical Repairs+Maintenance of Space
	7134	Elevator+Lift Repair^Mechanical Repairs+Maintenance of Space
	7135	Elevator+Lift Maintenance^Mechanical Repairs+Maintenance of Space
	7136	HVAC Repair+Supplies^Mechanical Repairs+Maintenance of Space
	7138	Plumbing Repair^Mechanical Repairs+Maintenance of Space
	7150	Structural+Other Repairs+Maintenance of Space, GENERAL
	7159	Lock Repair+Keys^Structural+Other Repairs+Maintenance of Space
	7162	Painting+Wallcovering^Structural+Other Repairs+Maintenance of Space
	7180	Preventative Maintenance of Space, GENERAL
	7190	Supplies+Equipment for Repairs+Maintenance of Space, GENERAL
Space Operations	7260	Cleaning+Housekeeping of Space, GENERAL
	7270	Groundskeeping+Supplies, GENERAL

	7271	Snow Removal+Supplies^Groundskeeping+Supplies
	7280	Pest Control, GENERAL
	7300	Trash Removal, GENERAL
	7301	Recycling^Trash Removal
	7310	Hazardous Waste Disposal, GENERAL
	7327	Emergency Communications^Other Ops of Space
	7328	Energy Mgt Systems^Other Ops of Space
	7329	Fire Protection+Supplies^Other Ops of Space
Utilities	7450	Electricity Expenses, GENERAL
	7460	Fuel Oil Expenses, GENERAL
	7470	Diesel Oil Expenses, GENERAL
	7480	Natural Gas Expenses, GENERAL
	7490	Steam Expenses, GENERAL
	7500	Water+Sewer Expenses, GENERAL
	7510	Utility Systems, Not Capitalized, GENERAL
Professional Services	7870	Construction-Related Professional Svcs, Not Capitalized, GENERAL
	7960	Engineering+Scientific Professional Svcs, GENERAL (EH&S safety testing and services)
	7980	Other Professional Svcs, GENERAL
Vehicle Operation and Maintenance	8710	Vehicle Operations, GENERAL
	8711	Maintenance+Parts^Vehicle Operations
	8712	Repairs^Vehicle Operations
	8713	Fuel^Vehicle Operations
	6771	Vehicle^Rentals of Equipment
Mail Services	8700	Postage, Express Mail+Shipping, General
	8701	Mailing Svcs^Postage, Express Mail+Shipping
Other Services	8100	Lab Svcs, GENERAL

	8173	Transportation Service^Other Student Related Svcs (Charter Bus Services)
	8267	Parking^Other Svcs
	8472	Pagers^Telephone+Telecommunications, Cost of Goods Sold

SETTING UP OR CHANGING CODING: The request, if it's short and only a couple of changes to a project or two, can be done verbally over the phone with the aforementioned UOS service specific representatives (see "Contact Person for Billing Questions, above). Mass changes should be made in spreadsheet format, with the project number, old coding and new coding. This should be sent to Dave Kirby at 175 North Harvard Street.

HMS Parking Office

OBTAINING BACKUP MATERIALS: The HMS Parking Office sends out documentation on a monthly basis to departments that provide specific detail (names of parkers, name of individual requesting parking, dates, daily rates, department/location, and 33 digit coding) relating to parking charges.

CONTACT PERSON FOR BILLING QUESTIONS: Any questions regarding billing should be directed to Tom Leslie at 2-1111.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Parking	8267	Parking, Other Services

SETTING UP OR CHANING CODING: Account coding for parking services is normally established for customers at the time service is requested. Any requests for account coding or changes should be directed to Tom Leslie at 2-1111.

HMS Mail & Receiving

OBTAINING BACKUP MATERIALS: Copies of order forms for alcohol and UPS services are mailed out to departments upon request. Charges for US Mail are journaled to departments on a monthly basis. Details behind US Mail charges are included in the description fields of the journals.

CONTACT PERSON FOR BILLING QUESTIONS: Manager of Mail & Receiving: Ed O'Brien AT 2-7909. Alcohol Purchases and UPS services: Calvin Lorlike at 2-1718. Mail Services: Jose Maldonado at 2-1513.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Mail & Receiving	8701	Mailing Services, Postage, Express Mail & Shipping
	8702	Shipping Postage, Express Mail & SHipping
	6600	Laboratory Supplies & Materials, GENERAL (alcohol purchases)

SETTING UP OR CHANING CODING: Account coding for Mail & Receiving services is normally established for customers at the time service is requested. Any requests for account coding or changes should be directed to the contacts listed above.

HMS Security

OBTAINING BACKUP MATERIALS: A copy of the detail that supports security services is available upon request. The internal journals include all supporting data (dates and name of events) for services provided.

CONTACT PERSON FOR BILLING QUESTIONS: Terry Donadio at 2-1366, or Abby McGarry at 2-2299.

RECOMMENDED OBJECT CODES:

Details	Object Code	Object Description
Security	7290	Security Services, GENERAL

SETTING UP OR CHANGING CODING: Account coding for Security Services can be set up for customers at the time service is requested. Any requests for account coding or changes should be directed to the contacts listed above.

