



## Customer Billing Management

### Viewing and Modifying Department Defaults

You must have proper security access to see this tab. If you have access questions, contact one of the CBM Administrators from your MOU.

1. On the Department Defaults tab, enter the Department Number you wish to work with and click the **Go** button.

My Favorite Chartfield Strings    Modify Current Charges    **Department Defaults**

#### Department Defaults

Enter Department:   Press Go, Select a Billing Area/S

Result: The system displays a list of all billing areas using the Customer Billing Application and/or Bill Presentation. Each billing area can have a different default chartfield string. The Campus chartfield string is used as a catch all if there are any problems with one or more of the billing area chartfield strings.

2. If you need to see the full name of the Billing Areas, hover your mouse over the Billing Area column or click the **View Source Descriptions** button. Otherwise, skip to step 4.

Enter Department:   Press Go, Select a Billing Area/Source from Table below to Add/Edit the [Departmental](#) Default. \* View Help Documents \*

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid	id
BKP	UNCCH	29517	231210	19477						Y 640...
CAMPUS	UNCCH	29517	231210	19477						Y 625...
CEU	UNCCH	29517	231210	19477						Y 896...
CRC	UNCCH	29517	231210	19477						Y 654...



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3. After reviewing the Source Descriptions, click the **Close** button.

Source	Description
To CBM for Modify Charges. Sent to Bill Presentation after Central Accounting Posts	
INN	Carolina Inn
CRC	Computer Repair Center
DIS	Dispatch Services
ECD	ECommerce (FedEx, AirGas Dry Ice, Fisher, Dental/Mini Storeroom)
EHS	Environment, Health and Safety
CEU	Friday Center CEU
FRI	Friday Center Conference Center
BKP	Iron Mountain Annual Renewal
PRT	Printing
DPS	Public Safety(DPS)
PRK	Public Safety(PRK)
RFS	Remedy Annual Maintenance
RIZ	Rizzo Center
SSC	Student Stores
Bill Presentation Only	
CCC	Carolina Copy
AUX	Dining
ECO	ECommerce (AirGas Cylinder Rental, WEX)
UTL	Energy Services
FSB	Facilities
FBA	Faculty Benefits Administration
LSV	Laundry Services
TEL	Telecom

4. You can then select the billing area you want to modify by clicking anywhere on that area's line. In this example, the DPS Default is selected.

Note: If you can see this tab but can't modify chartfields, it means your CBM Administrator has only given you access to view defaults.



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Enter Department:   Press Go, then Select a Billing Area or Source from Table below to Add/Edit the Department

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC	UNCCH	20170	200100	12001				
DPS	UNCCH	20170	200100	12001				

5. Enter the values you want to assign at the bottom of the screen and then click the **Update Chartfields** button.

**Caution!** University [policy](#) limits use of state and F&A funds for meals and amenities. Please use non-state or non-F&A funds as the default chartfield string for the Rizzo Center, Carolina Inn, and Friday Center Catering.

DPS	UNCCH	20170	200100	12001				
ECD	UNCCH	20170	200100	12001				
EHS	UNCCH	20170	200100	12001				
FRI	UNCCH	20170	200100	12001				
INN	UNCCH	20170	200100	12001				
PRK	UNCCH	20170	200100	12001				
PRT	UNCCH	20170	200100	12001				
RIZ	UNCCH	20170	200100	12001				

Go to page:  Show rows

**Selected Billing Area or Source**

Billing Area:  Dept:  Cost Code 1:

Business Unit:  Fund Source:  Cost Code 2:

Fund Code:  Program:  Cost Code 3:

Note: You can use a different Dept ID as a default. For the PRT example below, any PRT transaction coming into CBM for Dept 550501 will actually default to Dept 541000. This may be helpful if you have a valid dept id but do not want any charges posted to it.



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Enter Department:   Press Go, then Select a Billing Area or Source from Table below to Add

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2
PRK	UNCCH	20151	550501	12001	L5505	LB15505600	
PRT	UNCCH	24160	541000	14309	PAD01		

Note: As you are entering, you may get messages to remind you the fields need to be a set size or an error message if you have tried to save an invalid string. If the web service is not working properly, you will also receive a message. If you would like to remove a message while you are working; simply click on it.

Billing Area: DPS Dept:  Cost Code 1:

Business Unit:  Fund Source:  **Department Number too short, it should be 6 digits!**

Fund Code:  Program:  Cost Code 3:

DPS is NOT VALID - checked @Wed Jul 09 07:39:05 EDT 2014  
Invalid value in DEPTID: 900000

Account Validation Message:  
Invalid value in DEPTID: 900000

Account Validation communications is slow or there was a problem  
Not able to determine Account Validity at this time, please try again later.

6. The new values will appear in the listing once valid and updated.

CRC	UNCCH	20170	200100	12001		
DPS	UNCCH	20170	231210	12001		

7. You can delete a string by selecting the Billing Area and then Delete Chartfields. The exception is the CAMPUS default. The Campus Default may be edited but cannot be deleted.



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Note: The campus default is not the default chartfield string for all of campus, but rather the default string for the selected department in case one or more of the billing unit’s default strings are empty, invalid, or have a budget error. For example, if a particular billing are doesn’t have a default chartfield string, the CAMPUS string for that department will be used.

CRC	UNCCH	20170	200100	12001			
DPS	UNCCH	20170	200100	12001			
ECD	UNCCH	20170	200100	12001			
EHS	UNCCH	20170	200100	12001			
FRI	UNCCH	20170	200100	12001			
INN	UNCCH	20170	200100	12001			
PRK	UNCCH	20170	200100	12001			
PRT	UNCCH	20170	200100	12001			
RIZ	UNCCH	20170	200100	12001			

Go to page:  Show rows

**Selected Billing Area or Source**

Billing Area: CRC    Dept:     Cost Code 1:

Business Unit:     Fund Source:     Cost Code 2:

Fund Code:     Program:     Cost Code 3:

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3
CAMPUS	UNCCH	20170	200100	12001				
CRC								

- You can copy the values you entered into other empty fields. Select the Bill Area you want to copy, Select the Bill Area you want to copy to from the drop down box and Select “Copy XXXX to”. This feature will only appear if there is an area lacking a string. For example, CRC below.



## Customer Billing Management

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
CAMPUS	UNCCH	20170	200100	12001					
CRC									
DPS	UNCCH	20170	200100	12001					
ECD	UNCCH	20170	200100	12001					
EHS	UNCCH	20170	200100	12001					
FRI	UNCCH	20170	200100	12001					
INN	UNCCH	20170	200100	12001					
PRK	UNCCH	20170	200100	12001					
PRT	UNCCH	20170	200100	12001					
RIZ	UNCCH	20170	200100	12001					

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**Selected Billing Area or Source** Copy CAMPUS to --> CRC

Billing Area: CAMPUS Dept: 200100 Cost Code 1:

Business Unit: UNCCH Fund Source: 12001 Cost Code 2:

Fund Code: 20170 Program:  Cost Code 3:

9. You can also validate any saved string or one you are editing by selecting the Billing Area and clicking the **Validate Chartfields** button.

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
CAMPUS	UNCCH	20170	200100	12001					
CRC	UNCCH	20170	200100	12001					
DPS	UNCCH	20170	200100	12001					
ECD	UNCCH	20170	200100	12001					
EHS	UNCCH	20170	200100	12001					
FRI	UNCCH	20170	200100	12001					
INN	UNCCH	20170	200100	12001					
PRK	UNCCH	20170	200100	12001					
PRT	UNCCH	20170	200100	12001					
RIZ	UNCCH	20170	200100	12001					

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**Selected Billing Area or Source** Copy CAMPUS to --> CRC

Billing Area: CAMPUS Dept: 200100 Cost Code 1:

Business Unit: UNCCH Fund Source: 12001 Cost Code 2:

Fund Code: 20170 Program:  Cost Code 3:



## Customer Billing Management

Result: The system displays a message in the upper right hand screen to confirm the string is valid.

**Department Defaults** CAMPUS is VALID - checked @Wed Jul 09 07:47:00 EDT 2014

Enter Department:   Press Go, then Select a Billing Area or Source from Table below to Add/Edit the Departmental Default.

Billing Area	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid	id
CAMPUS	UNCCH	20170	200100	12001						Y 36694

10. If you would like to review the defaults for your departments, select Dept Range Report. You can also download to excel.

**g Area (Campus Default may be edited but cannot be deleted)** Dept Range Report

g Area: BKP                      Dept:                       Cost Code 1:

s Unit:                       Fund Source:                       Cost Code 2:

11. Select the appropriate range from the drop down menu. You can also download the report to Excel.

**Department Defaults** SUCCESS: Journal Sources loaded @Tue Nov 11 07:37:15 EST 2014

Your Available Department Default Ranges:

Drag a column and drop it here to group by that column

Billing Area	Dept No	B Unit	Fund	Dept	FundSrc	Program	CC 1	CC 2	CC 3	Valid
BKP	221010	UNCCH	27170	221010	14101					Y
CAMPUS	221010	UNCCH	27170	221010	14101					Y
CEU	221010	UNCCH	27170	221010	14101					Y
CRC	221010	UNCCH	27170	221010	14101					Y