
Debit-Credit Adjustments – SKP Core Billing Process

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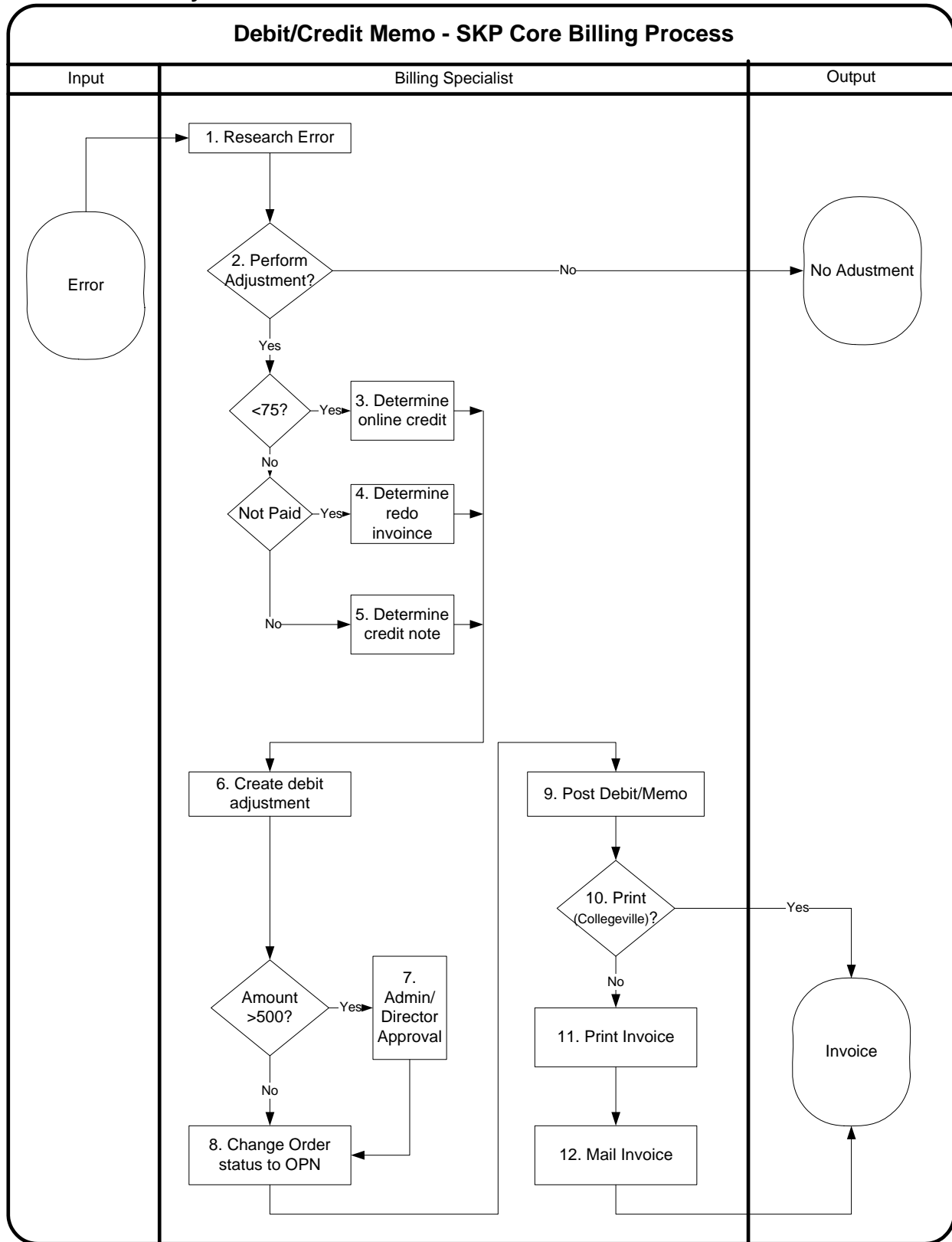
Summary

With notice of an error and the need for an updated invoice, the Billing Specialist evaluates if an adjustment is required and determines the adjustment type. With a needed adjustment, the Billing Specialist approves or gets approvals for the adjustment, and changed the adjustment to OPN. Collegeville posts the adjustment. Either Collegeville or the Billing Specialist prints and mails the invoice to an Iron Mountain Customer.

Overview

- With a notice of error from an Account Manager, CSA, or customer, the Billing Specialist will research the error to identify the following pieces of information: customer ID, Customer Name, Original Invoice #, Invoice Amount, and the Reason for the Adjustment
- With complete error information, the Billing Specialist assesses if they should perform the adjustment.
- With an adjustment requiring action, the Billing Specialist determines the adjustment type: online credit, revised adjustment invoice, or credit note.
- With an adjustment type identified, the Billing Specialist creates the debit adjustment.
- If the debit adjustment is greater than 500 dollars, the Billing Specialist gets Admin/Director approval.
- With an approved debit adjustment, the Billing Specialist changed the adjustment status to OPN.
- With an OPN adjustment, the Billing Accounts posts the debit/memo.
- With a posted adjustment, Billing Accounts prints and mails the invoice to the customer.

Process Boundary Flow



9/8/2006

Process Boundary List

#	Step	Role	Input	Output
1	Research Error	Billing Specialist	<ul style="list-style-type: none"> ▪ Notice of Error (Account Manager, CSA, Customer) 	<ul style="list-style-type: none"> ▪ Complete Error Information
2	Perform Adjustment?	Billing Specialist	<ul style="list-style-type: none"> ▪ Complete Error Information (Billing Specialist) 	<ul style="list-style-type: none"> ▪ No Adjustment
3	Determine Online Credit	Billing Specialist	<ul style="list-style-type: none"> ▪ Complete Error Information (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Adjustment Type
4	Determine Redo Invoice	Billing Specialist	<ul style="list-style-type: none"> ▪ Complete Error Information (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Adjustment Type
5.	Determine Credit Note	Billing Specialist	<ul style="list-style-type: none"> ▪ Complete Error Information (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Adjustment Type
6	Create debit adjustment	Billing Specialist	<ul style="list-style-type: none"> ▪ Complete Error Information (Billing Specialist) ▪ Adjustment Type(Billing Specialist) 	<ul style="list-style-type: none"> ▪ Debit Adjustment
7	Get Admin/Director Approval	Billing Specialist	<ul style="list-style-type: none"> ▪ Debit Adjustment (>500) (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Approved Debit Adjustment (>500)
8	Change Adjustment Status to OPN	Billing Specialist	<ul style="list-style-type: none"> ▪ Debit Adjustment (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Status OPN
9	Request Post Debit/Memo	Billing Specialist	<ul style="list-style-type: none"> ▪ Status OPN (Billing Specialist) ▪ Debit Adjustment (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Request for Post
10	Post Debit/Memo	Billing Accounts	<ul style="list-style-type: none"> ▪ Status OPN (Billing Specialist) ▪ Debit Adjustment (Billing Specialist) ▪ Request for Post (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Posted Memo
10	Print?	Billing Accounts	<ul style="list-style-type: none"> ▪ Posted Memo (Billing Specialist) ▪ Adjustment Type (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Yes: Set SKP to Yes to Print ▪ No: Set SKP to No to Print
12	Mail Invoice	Billing Accounts	<ul style="list-style-type: none"> ▪ Printed Invoice (Billing Specialist) 	<ul style="list-style-type: none"> ▪ Mailed Invoice

Process Details

Input:	Bill code, Existing Adjustment in SKP, and Request
Output:	An adjustment in SKP and invoice
Problem/goal:	To generate a one-time invoice (or payment) requires a process outside of the standard SafeKeeperPLUS billing cycle, which is based on a monthly basis rather than a transactional basis.
Requirements:	SafeKeeperPLUS, access to SKP, request/instructions for a single transaction.
Process Owner:	Gloria Vranich
Stakeholders:	IMRM, Account Manager
Process margins:	Operations provides a request and transaction outside of the monthly workflow / Customer is provided an invoice.
Metric:	Report on the number of order statuses changed to OPN every month.

Process Team Members

Name	Role
Binh Ngo	Administrative Manager
Carrie Maksymiw	Administrative Manager
Dave Weaver	Billing Analyst
Elizabeth Churilov	Billing Analyst
Esther Baker	Billing Coordinator
Ginger McGowan	Customer Service Manager
Gloria Vranich	Process Engineering Manager
Kirsten Becker	Manager, Data Protection Contracts & Billing
Lisa LaRosa	Administrative Manager
Marilyn Hollister	Supervisor, Billing
Maureen Adams	Project Manager / Billing
Renita Childs	Project Manager
Roseanne Hodson	Administrative Manager
Vivien Rodriguez	Billing Coordinator
Yvonne Perry-White	Administrative Manager
Distribution List:	Customer Service