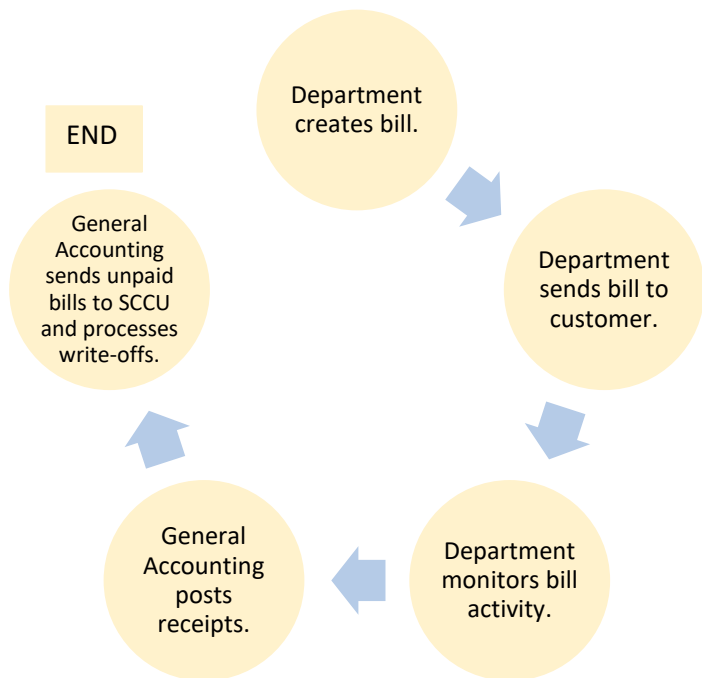




# Customer Billing

Quantum Customer Billing is used to bill an individual or entity for goods or services provided by UMB departments. Common examples are training, lab space, research services, etc. **Quantum Customer Billing is to be used when the revenue received will be credited to a non-sponsored source** (i.e. [Source Codes](#) other than source 285 and those that begin with "3"). Bills for sponsored grants and contracts are generated by SPAC.

Customer Billing Conceptual Overview:



## Managing Bills

- Department is responsible for follow-up and ensuring the bills are paid.
- Unpaid bills are viewable on the collections dashboard.
- Paid bills are viewable in Quantum Analytics – look under Transaction Type: CBS Revenue Bill in the Transaction Details Union report.

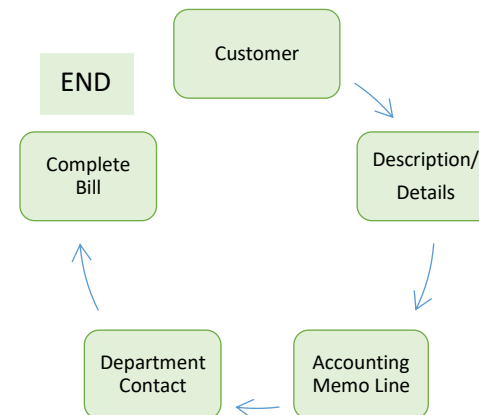
## Roles, Access, & Training

- [Roles and Definitions](#)
- [Access Request Form](#)
- [Training](#)

## Accounting for Bills

- Department does not receive the revenue/cash until the customer pays the bill.
- Bills should be collected within 120 days.
- Uncollected bills are sent to SCCU and written off.

CBS Process Overview:



### Customer

- Be sure to select the correct site by Org/School number.
- Collector is required.
- Need to add a new customer? Complete the [CBS USMF/UMBF Customer Request Form](#).

### Description/Details

- Attachment can be included at the header.
- Special instructions content is printed on the bill.

### Complete Bill

- Required to complete the bill creation process.
- Incomplete bills are not recorded in the general ledger.

### Department Contact

- Person who can assist the customer.
- Printed on the bill.
- Required.

### Accounting

- Memo Line designates SOAPF & Object where the receipt will be posted.
- Need a new Memo Line? Complete the [CBS USMF/UMBF Memo Line Request Form](#).