Service Billing for UH-Affiliated Programs (Updated 02-09-2017)

Effective 9/1/13, AVS employed the Service Billing (SB) mechanism to charge for incurred expenses and to recover AVS income. All programs listed as UH-Affiliated must have an account that is administered through UH to pay for expenses incurred for goods and services provided by AVS. To employ the SB mechanism, all PIs must provide the name and e-mail of an administrative person who the AVS Fiscal Office can work with to resolve and process payments.

<u>Animal Orders</u>. PIs are not required to submit encumbering documents for their animal orders. Once AVS can confirm availability and shipping date, the confirmation with estimated costs is sent to both the PI and his/her administrative person. IT IS THE RESPONSIBILITY OF THE PI AND HIS/HER ADMINISTRATOR TO ENSURE FUNDS ARE AVAILABLE TO PAY FOR THE ANIMAL ORDER.

<u>Supply Orders</u>. PIs are not required to submit encumbering documents for their supply orders. Once AVS can confirm appropriateness (for drug use) and availability, estimated costs will be sent to both the PI and his/her administrative person. IT IS THE RESPONSIBILITY OF THE PI AND HIS/HER ADMINISTRATOR TO ENSURE FUNDS ARE AVAILABLE TO PAY FOR THE SUPPLY ORDER.

<u>Monthly AVS Charge</u>. Monthly invoices include, but are not limited to, charges for completed animal and supply orders (referenced above), per diem for housed animal, and services provided by AVS staff. These costs are tabulated, invoiced and emailed with supporting documents in the subsequent month to both PI and his/her designated administrative staff. These invoices must be paid electronically using the AVS Staff Account Billing form.

To access the electronic billing form (see below):

- 1. Go to: http://www.hawaii.edu/research/avs-staff-account-billing/
- 2. Log in with your UH userid/password
- 3. Complete the online form then click submit



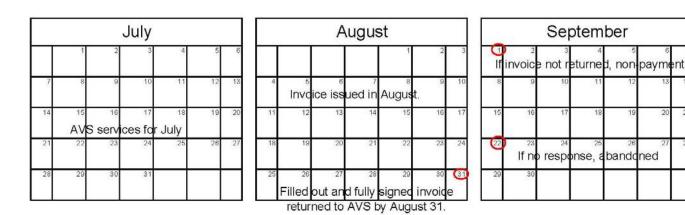
The submitted form constitutes authorization by the approving authority and fiscal authority for AVS to charge those accounts for the incurred expenses and for AVS to process an SB. Once the form is submitted, the PI and his/her administrator and AVS will receive a confirmation of the transaction via email. Since the payment information will be sent and stored electronically, please keep the printed invoice for your records—no need to send us a copy.

The forms must be submitted by the last working day of the month. Failure to submit the online payment form by the end of the month (last working day) in which the invoice was issued constitutes "non-payment". PI and his/her research staff may be denied access to the vivarium starting from the day after the month the invoice was issued closes (working day). For example, if an invoice was issued August 8 and no payment received by August 31, the close of the month, then that PI and his/her staff may be denied access to the vivarium starting on September 1. In the illustration below, since August 31 is a Saturday, the end of the month would be August 30^{th} and if payment is not received, the denial of access would start from August 31^{st} .

Access is reinstated upon the AVS Fiscal Office receiving payment and being able to process the SB. Continuing the example above, if payment was received on September 4 and the AVS Fiscal Office could process the SB, the PI and his/her research staff would regain access to the vivarium on September 4 or the first working day thereafter. If the care staff has to provide additional husbandry duties during this time (e.g. overcrowded cage separation), that would be chargeable to the PI.

If charges for the upkeep of animals have been in "non-payment" status for three weeks, AVS considers these animals as abandoned. From the example above, an invoice for July expenses sent to the PI and his/her administrative person in August is not returned by August 31. The account is in "non-payment" status from September 1. If payment is not received by September 21, then on September 22 the animals would be considered abandoned. In the illustration below, since September 21st is a Saturday and payment was not submitted by September 20th, the last working day, the animals would be considered abandoned from September 21st.

Please see the sample calendar below to assist in understanding the timeline.



While every effort is made to issue accurate and timely invoices, errors do occur. It is a joint responsibility of the PI and his/her research staff and the AVS care staff to report changes or discrepancies on the daily Granite cage cards so errors can be corrected as soon as possible. Once an invoice is issued, a PI's question on the invoice will be investigated but such research is very time consuming. If the error is substantiated, AVS will put in the corrections which will show on the following month's invoice. If the invoice is correct, the PI will be invoiced for the time to research the question about the invoice charges.