FAQs: Supporting Documentation in EBSP – Service   Billings

MSU policy: All Service Billing transactions must be completely supported by documentation (written information that provides backup and depth to a transaction). Examples of supporting documentation include monthly account statements and individual transaction detail summaries.

Upon approval of Accounting, a unit may be authorized and set up to use the Service Billing e-doc.

Images of supporting documents can be attached to the Service Billing e-doc. Some Service Billings will include such attachments. Other Service Billings will not include attached supporting documentation, but the support will always be available by other means. This documentation might exist in a central document repository (e.g., Document Viewer), or a Service Biller may distribute supporting documentation to units in hard copy via campus mail or electronically via email to the account Fiscal Officer.

Frequently Asked Questions for Service Billing transactions

Q: What units/processes are authorized and set up to use the Service Billing e-doc?
A: Some units will Service Bill accounts directly through a 'Collector Feed'. Such Service Billing feeds are typical of MSU's higher volume billing operations, including the Physical Plant, Telecommunications, Travel, and University Services. Certain Service Billing feeds will include revenue transactions, including University Advancement and Endowment Spending Policy distributions. Each of these feeds has a unique "Origination Code" for billing (e.g., Physical Plant billings are Origination Code 33).

Other units will Service Bill via the Service Billing e-doc. Such Service Billing feeds are typical of MSU's medium volume billing operations, including the Computer Store, Kellogg Center, and the Controller's Office. All of these billings are Origination Code 01 (KFS).

Q: Do Service Billings route to account Fiscal Officers and Accounting for approval?
A: No. This is why billing units need special authorization to be a Service Biller. This authorization is based upon, among other things, a biller's ability to post to a customer's full accounting string, a biller's ability to provide transaction supporting documentation, and an existing "approval" to charge an account (e.g., a unit's ongoing arrangement with Telecommunications to provide services).

Q: Some Service Billers will provide supporting documentation electronically through a central document repository (e.g., Document Viewer). Do I need to make and retain copies of this documentation?
A: No, but you must review the documentation on a timely basis. Please see MSU's "Monthly Account Review" policy for more information.

Q: Some Service Billers will attach supporting documentation directly to the Service Billing

e-doc. Do I need to make and retain copies of this documentation?

A: No, but you must review the documentation on a timely basis. Please see MSU's "Monthly Account Review" policy for more information.

Q: Some Service Billers will provide supporting documentation in hard copy through campus mail (e.g., Kellogg Center). How long must I retain this documentation in department files?

A: University Records Management policies remain in effect for this documentation. See [*http://archives.msu.edu/records/index.php*](http://archives.msu.edu/records/index.php).