Invoice Approval Guide

Version 2.3
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CTR Portal Invoices

The Clinical Translational Research (CTR) Portal Invoicing System allows for PI/study staff/accountant access to clinical translational research related charges while eliminating the need for Accountants to process or approve charges within EFS.

The CTR Portal Invoicing System requests each PI or designated study staff member to approve charges invoiced through the system. The system is also used to report and resolve concerns and disputes, providing a log of when the concern was noted, when it was addressed, and how it was resolved, and which member of the study staff approved the charges. Additionally, once the charges have been approved and have posted in EFS, the voucher ID, date, and amount will appear on the finalized screen of the invoice.

Accessing Invoices

Upon logging into the Portal, select “My Invoices” from the Toolkit drop down menu. On the My Invoices page, click on the Search button. This will display invoices for all projects the current user is assigned to in the CTR Portal.

Click on an invoice line to view the invoice.

Invoice Overview

Project Overview

This section at the top of all invoices contains basic information about the project:

- Invoice #
- CTSI ID #
- TASCS #
- Title
- Contacts
- Dates of Service
- Created (date and time when the invoice was created)
- Last Updated
**Invoice Actions**

This is where the invoice contact can approve or dispute charges, update EFS chart strings if necessary, and leave comments or notes for CTSI Finance staff.

Note the Red box. This indicates that no valid EFS chart string exists for this project. The Invoice Contact or Accountant will need to provide a valid EFS chart string.

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**Customer Approval:**

**Invoice Approval Options**

- The charges listed below are correct and I give CTSI permission to bill project 999999 for these services.
  
  "NOTE: By approving for payment you are authorizing CTSI to transfer funds from your chartstring to CTSI. If your department/school has internal processes that require others to also approve this transaction, please gain that approval prior to giving permission to bill for these services.

- I have a dispute and do not approve these charges.

**Attention**

We require at least one valid EFS chart string for each Service Line listed on this invoice. We notice that one or more Service Lines on this invoice either:

A) Has no EFS chart string listed.

B) Has multiple EFS chart strings available but we’re unable to choose which one.

If you know any of this information, please provide in the text box below so the CTSI finance staff can update our records accordingly. Please note that you can still approve/dispute this invoice regardless of knowing this information.

Thank you!

Please describe any disputes, questions, comments, or additional information you have in regards to this invoice:

(4000 characters remaining.)
**Detail Section**

This section defaults to a summary view of all the services rendered by each Service Line (the picture below only shows Clinical Research Implementation Services [CRIS]). The CTRS invoices allow for participant/visit details by clicking on the “Show Detail” link. Each day is subtotaled and each Service Line is subtotaled with an Invoice Preliminary Total at the bottom of the invoice.

The statement in red “No EFS Chart string selected – please contact ctsfin@umn.edu with the chart string information for this project” displays if a valid EFS chart string does not exist for a project. The Invoice Contact or Accountant is responsible for providing CTSI finance with a valid EFS chart string before these charges can be sent to EFS.

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**Clinical Research Implementation Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
<th>Qty</th>
<th>Current Rate</th>
<th>Contract Rate</th>
<th>Difference (paid by CTSI)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specimen Processing - Simple</td>
<td>27x</td>
<td></td>
<td>$13.05</td>
<td>$13.05</td>
<td>$0.00</td>
<td>$352.35</td>
</tr>
<tr>
<td>IV Catheter Placement</td>
<td>9x</td>
<td></td>
<td>$31.16</td>
<td>$31.16</td>
<td>$0.00</td>
<td>$280.44</td>
</tr>
<tr>
<td>IV Catheter Supplies for retatempt</td>
<td>1x</td>
<td></td>
<td>$7.91</td>
<td>$7.91</td>
<td>$0.00</td>
<td>$7.91</td>
</tr>
<tr>
<td>Mobile</td>
<td>9x</td>
<td></td>
<td>$15.00</td>
<td>$15.00</td>
<td>$0.00</td>
<td>$135.00</td>
</tr>
<tr>
<td>Specimen Collection via IV Catheter</td>
<td>90x</td>
<td></td>
<td>$13.85</td>
<td>$13.85</td>
<td>$0.00</td>
<td>$1,248.50</td>
</tr>
</tbody>
</table>

Clinical Research Implementation Services Subtotal: 136x $2,022.20

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**Clinical Research Implementation Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Hours</th>
<th>Qty</th>
<th>Current Rate</th>
<th>Contract Rate</th>
<th>Difference (paid by CTSI)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Glucose Determination - Capillary</td>
<td>1x</td>
<td></td>
<td>$15.00</td>
<td>$15.00</td>
<td>$0.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Blood Spots</td>
<td>1x</td>
<td></td>
<td>$14.00</td>
<td>$14.00</td>
<td>$0.00</td>
<td>$14.00</td>
</tr>
<tr>
<td>CFR (GFR) (Glomerular Filtration Rate) - Blood &amp; Urine</td>
<td>3x</td>
<td></td>
<td>$646.00</td>
<td>$548.00</td>
<td>$0.00</td>
<td>$1,038.00</td>
</tr>
</tbody>
</table>

Add Adjustment Line

Subtotal: 0 hrs 5x $0.00 $1,067.00

Clinical Research Implementation Services Total: 0 hrs 5x $0.00 $1,067.00

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Invoice - Preliminary Total: 0 hrs 5x $0.00 $1,067.00
To Dispute/Approve Charges

After reviewing charges you have the option to approve all charges or dispute charges by selecting one of the below options and saving.

Approval Process:

After the invoice is approved, CTSI Finance will initiate the transfer of funds from the specified chart string(s) to the service line for payment. Once approved the approval date/time will be listed along with the name of the individual who approved the invoice and any notes or comments.

*EFS postings over 1,000.00 or are sponsored charges will need an additional approval made in EFS. These will show up in your EFS work flow if you are a certified approver for your department. If you’re an accountant on a project and a certified approver, you may have to approve an invoice twice (in the CTR Portal and in EFS).

Dispute Process:

The invoice will be sent to CTSI Finance Staff for review; they will work with appropriate study staff/service line manager to address the dispute. Once the issue has been updated, CTSI Finance Staff will e-mail the person entering the dispute with an update and any relevant comments. The invoice contact is once again prompted to log into the Portal in order to review the revised invoice and to perform the approval action. If the customer disputes the invoice again, this “dispute” process repeats itself until the customer performs the “approval” action.
**Invoice Notification/Action Timelines:**

Invoices are processed and available in the My Projects view the first business day after the 15th of each month or upon approval of the assigned CTSI Research Project Manager (RPM), if applicable, and may be accessed at by Invoice Contacts via the Portal.

Automated reminders are sent to Invoice Contacts (or PI if no Invoice Contact is specified) indicating the status of all open invoices. The emails are sent the 4th and 18th of each month listing the invoices in order of length invoice has been available. If an invoice has been not been responded to for 30 days or longer, the PI, Invoice Contact and Key Contact will all be sent a reminder/alert email highlighting those invoices which have been available over 30 days and indicating all study personnel that have been copied on that email. If a dispute/concern is entered, the 30 day time period will be reset upon availability of the revised invoice.

The invoice contact has 45 days from the date the invoice is available to approve/dispute. If the invoice is not responded to within 45 days of release or update of dispute, the CTSI Finance Staff will proceed with processing the invoice for payment in EFS.

**Invoice Contact Information**

Invoice reminder emails less than 30 days released are only sent to those individuals who have been designated as Invoice Contact on a project within the CTR Portal; in some cases this may not include the PI. We can designate any number of people as Invoice Contacts (for each study) within our system, so any study/department staff (PI, Accountant, Study Coordinator, etc.) can also be designated as an Invoice Contact. Within the invoicing system, PIs, Invoice Contacts, and Accountants have access to approve invoices. Any additions, deletions, or changes in Invoice Contact designations can be sent to ctsifin@umn.edu for update.