

ILLiad

ILLiad Billing Foundations: *Session 1*

Agenda

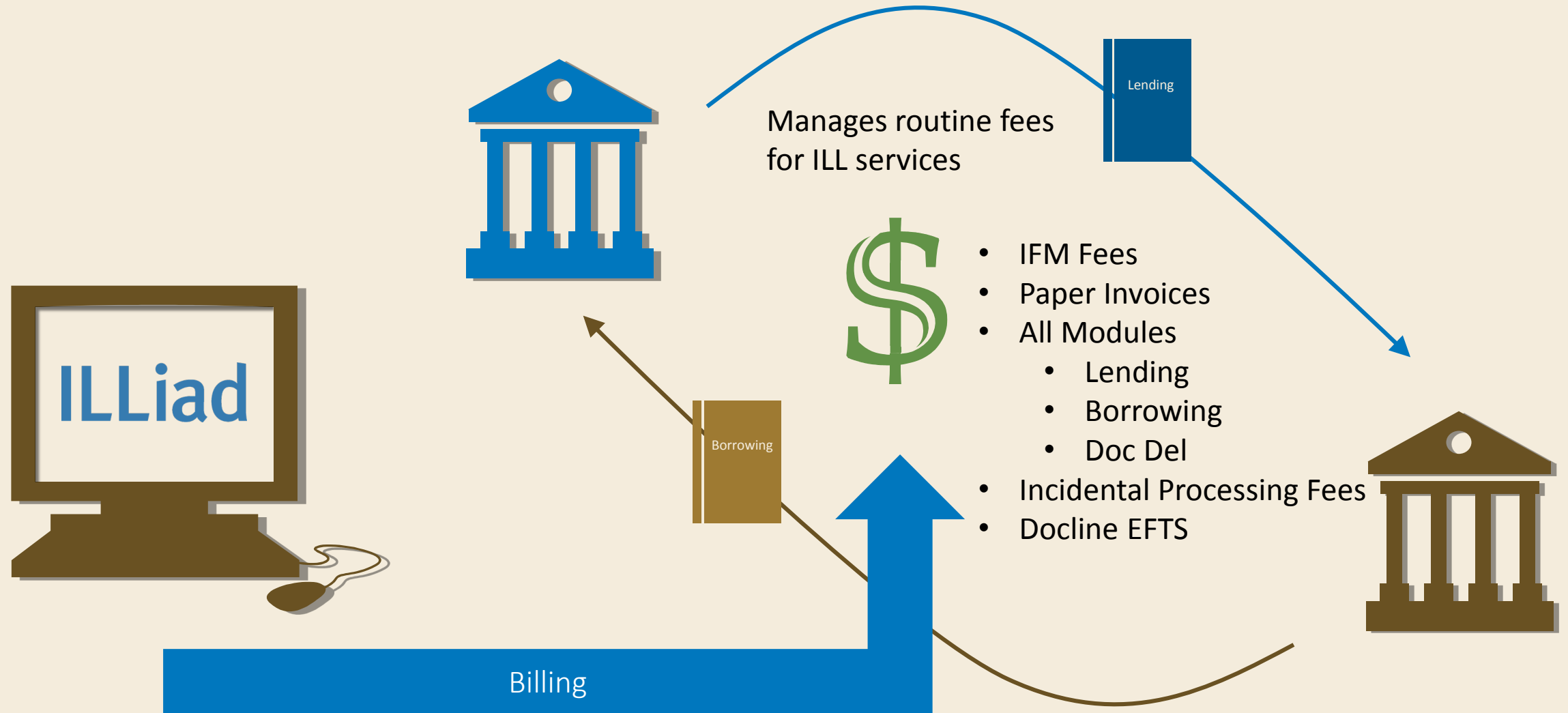
- Session 1
 - Billing Overview
 - Workflow Processes
 - Configuration

- Session 2
 - Billing Manager Functionality
 - Alternate Billing Workflows

ILLiad Billing Foundations

BILLING OVERVIEW

What is ILLiad Billing For?



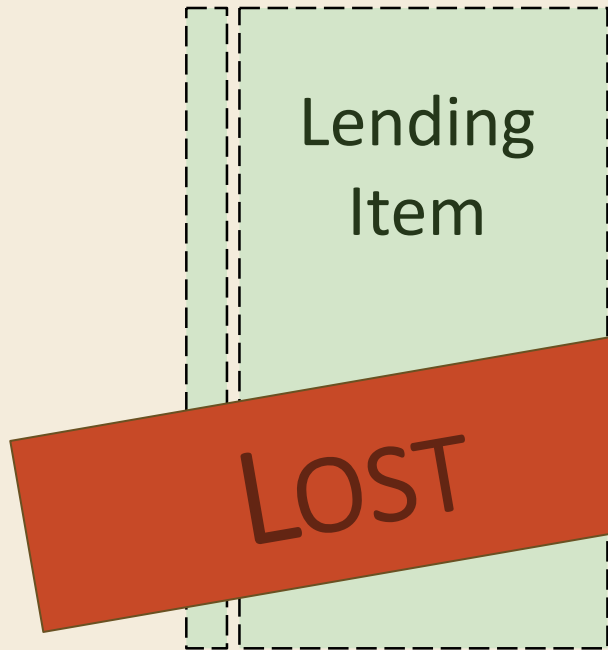
What ILLiad Billing Doesn't Do Well?



Handle these billing situations outside of ILLiad



What ILLiad Billing Doesn't Do Well?



Handle these billing situations outside of ILLiad



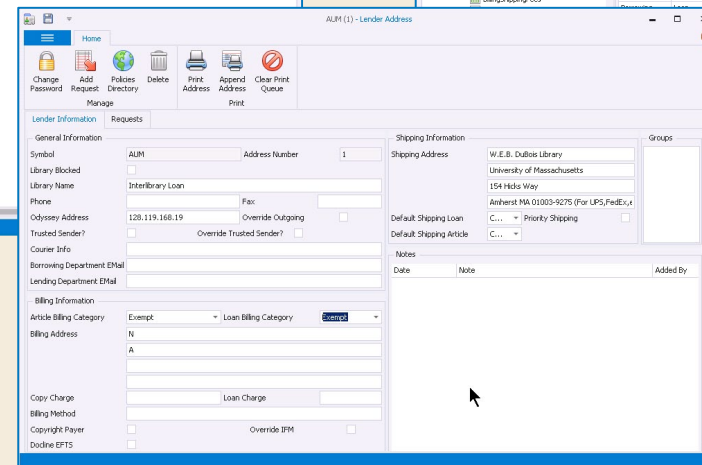
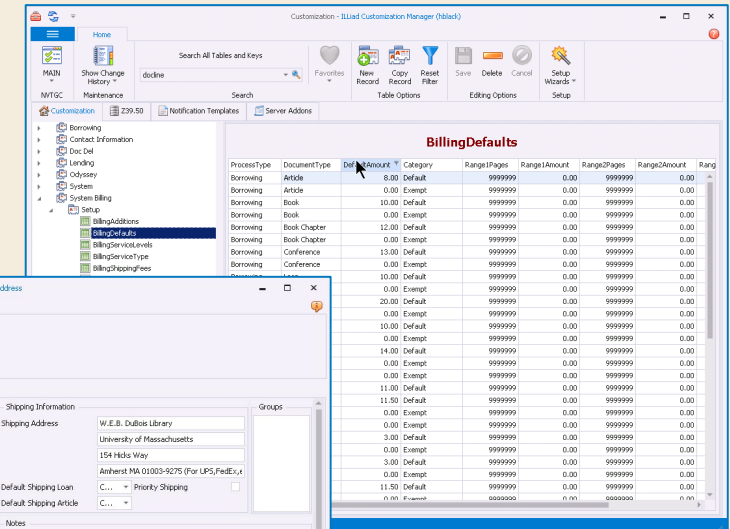
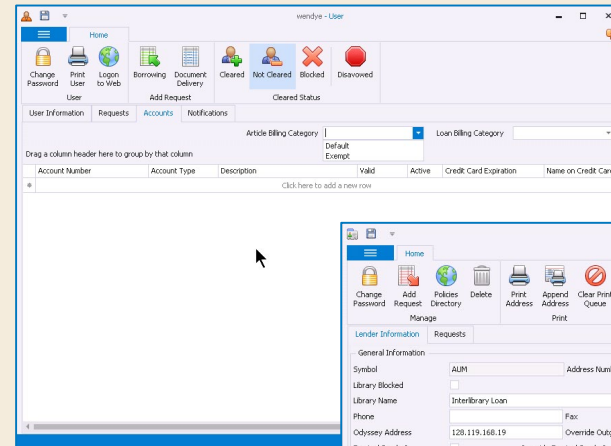
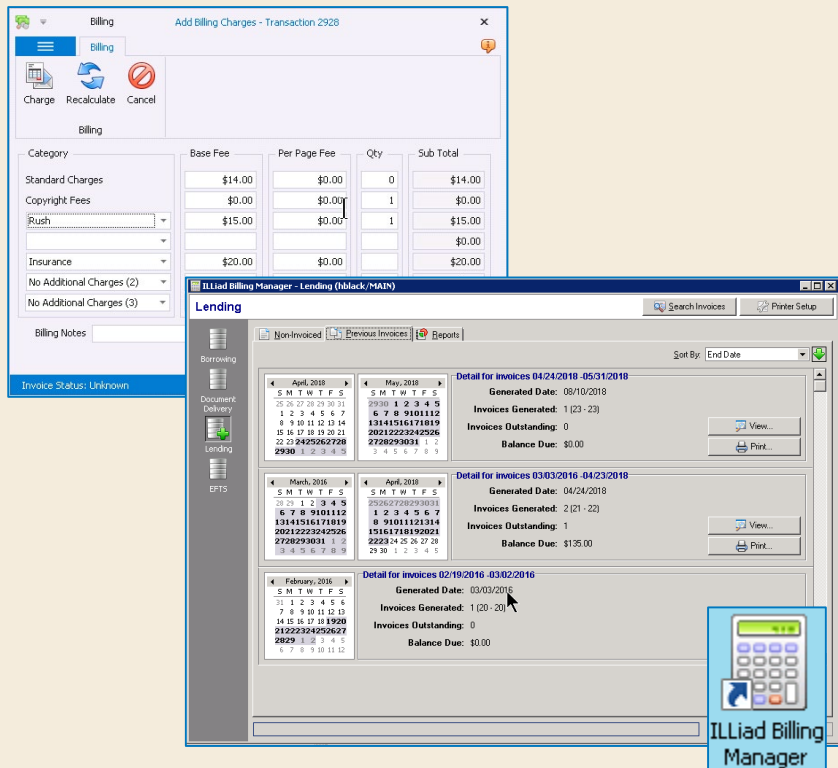
Components Used for Billing

- Processing

- Request: Add Billing Charges Window
- Billing Manager

- Configuration

- Customization Manager
- Patron User Records
- Lender Address Records



ILLiad Billing Foundations

WORKFLOW PROCESS REVIEW

ILLiad Billing is a (fairly) Manual Process

- Fees added to each request when filled

Lending



Mark Found

Mark Found Scan Now

Borrowing
Doc Del



Check In

Check In Scan Now

Check In Scan Later

Billing Add Billing Charges - Transaction 2928

Charge Recalculate Cancel

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$14.00	\$0.00	0	\$14.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
				\$0.00
				\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Billing Notes				Total
				\$14.00

Invoice Status: Unknown

ILLiad Billing is a (fairly) Manual Process

- Default fees determined by category assigned to lender or borrower

The screenshot shows a software window titled "Add Billing Charges - Transaction 2928". The window has a menu bar with "Billing" and a toolbar with "Charge", "Recalculate", and "Cancel" buttons. Below the toolbar is a table with the following columns: Category, Base Fee, Per Page Fee, Qty, and Sub Total.

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$14.00	\$0.00	0	\$14.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
				\$0.00
				\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Total				\$14.00

Below the table is a "Billing Notes" field. A red arrow points from the "Billing Notes" field to the "Total" row of the table, which is highlighted with a red box. The "Total" row shows a value of \$14.00. At the bottom of the window, the "Invoice Status" is "Unknown".

ILLiad Billing is a (fairly) Manual Process

- Additional fees or modifications can be made on the fly

The screenshot displays the 'Add Billing Charges - Transaction 2928' window. At the top, there are icons for 'Charge', 'Recalculate', and 'Cancel'. Below these is a table of billing charges. The table has the following data:

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$14.00	\$0.00	0	\$14.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
Rush	\$15.00	\$0.00	1	\$15.00
				\$0.00
Insurance	\$20.00	\$0.00		\$20.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00

Below the table is a 'Billing Notes' field and a 'Total' field showing \$49.00. A red arrow points from the 'Billing Notes' field to the 'Total' field. The 'Invoice Status' at the bottom is 'Unknown'.

OCLC IFM or EFTS Indicated in Billing Prompt

Billing Add Billing Charges - Transaction 1488

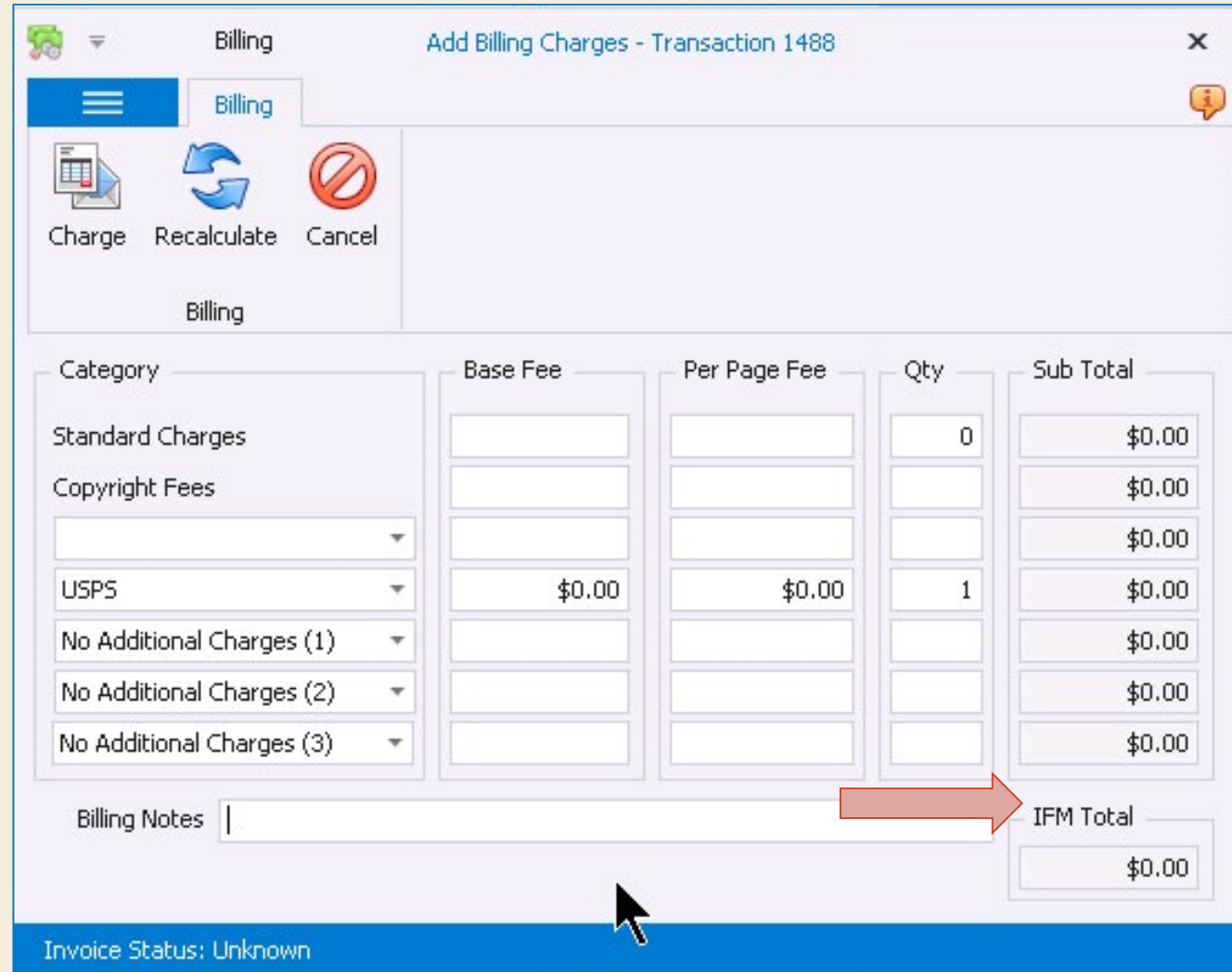
Charge Recalculate Cancel

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges			0	\$0.00
Copyright Fees				\$0.00
				\$0.00
USPS	\$0.00	\$0.00	1	\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00

Billing Notes

IFM Total \$0.00

Invoice Status: Unknown



Billing Prompt

- Charged on Ship (Lending) or Delivery (Borrowing, Doc Del)
- Fees Saved to ILLiad Record
- IFM Processed for OCLC Requests
- EFTS Saved for Monthly Report

The screenshot shows a library system interface with a 'Billing Prompt' dialog box open. The dialog box is titled 'Add Billing Charges - Transaction 2278' and contains a table of charges. A red arrow points to the 'Total' amount of \$14.00.

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$14.00	\$0.00	0	\$14.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
				\$0.00
COKAMO	\$0.00	\$0.00	1	\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Billing Notes				Total
				\$14.00

Invoice Status: Unknown

Lending Applying Fees after Shipped

The screenshot displays a software interface for managing lending requests. The main window is titled 'System 1678 - Lending Request'. The top toolbar includes various actions such as 'Cancel Request', 'Conditionalize Request', 'Mark Found', 'Mark Found Scan Now', 'Route', 'Add Flag', 'Remove Flag', 'Policies Directory', 'Billing', 'View', 'Send Notification', and 'Pending Updates'. The 'Billing' button is highlighted with a red box. Below the toolbar, there are tabs for 'Detail', 'History', 'Z39.50', 'PubMed/Docline', 'OCLC', 'Amazon', 'OCLC AE', 'Shipments', and 'Innovative Search'. The 'Detail' tab is active, showing 'General Request Information' with fields for Transaction Number (1678), Username (MAIN), Transaction Date (7/23/2013 4:12 PM), Delivery Method, Service Level (Regular), and Billing Account. Below this is 'Loan Info' with fields for Title, Author, Publisher, and Place. A 'Billing' dialog box is open, titled 'Add Billing Charges - Transaction 1678'. It has a 'Billing' button and three buttons: 'Charge', 'Recalculate', and 'Cancel'. Below these buttons is a table for adding charges:

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges			0	\$0.00
Copyright Fees				\$0.00
				\$0.00
				\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Total				\$0.00

At the bottom of the dialog box, there are checkboxes for 'Ariel' and 'Odyssey (PDF Enabled)'. The main window also shows a 'Record not found' message in a yellow box. The status bar at the bottom of the main window reads 'Item Shipped' and 'Lending'.

ONLY FOR INVOICED ITEMS
NOT IFM

Borrowing Fee Tracker

System 12 - Borrowing Request

Cancel Request, Renew Request, Send Delivery Notification, Route, Route To Document Delivery, Add Flag, Remove Flag, Cloning, OCLC, Billing, User, Pending Updates, Import into Resubmission

Detail, History, OCLC, Z39.50, PubMed/Docline, OCLC AE, Amazon, Innovative Search

General Request Information

Transaction Number: 12, Username: avisonm, Transaction Date: 5/1/2018 12:51 PM, Delivery Method: Hold for Pickup, Service Level: Regular, Billing Account: [empty]

OCLC Information

ILL Number, OCLC Number, Lending String, Lender, System ID, OCLC Status

Item Information

Call Number, Location, Due Date: 8/8/2011, Reason For Cancellation, Item Num/Ref Num, ISxN, Special Instructions, Max Cost/Pieces: 1

Article Exchange URL, Article Exchange Password, Citation Information, Cited In: firstsearch.oclc.org:WorldCat, Title, Date

Invoice Information

Invoice Number	Invoice Date	Item Amount	Other Fees	Entry Date
27956	2/25/2019	\$25.00	\$0.00	3/12/2019

Checked Out to Customer | Borrowing

- Record fees for Borrowing invoices
- No internal ILLiad functionality
- Strictly a reference point
- Searchable through ODBC linking

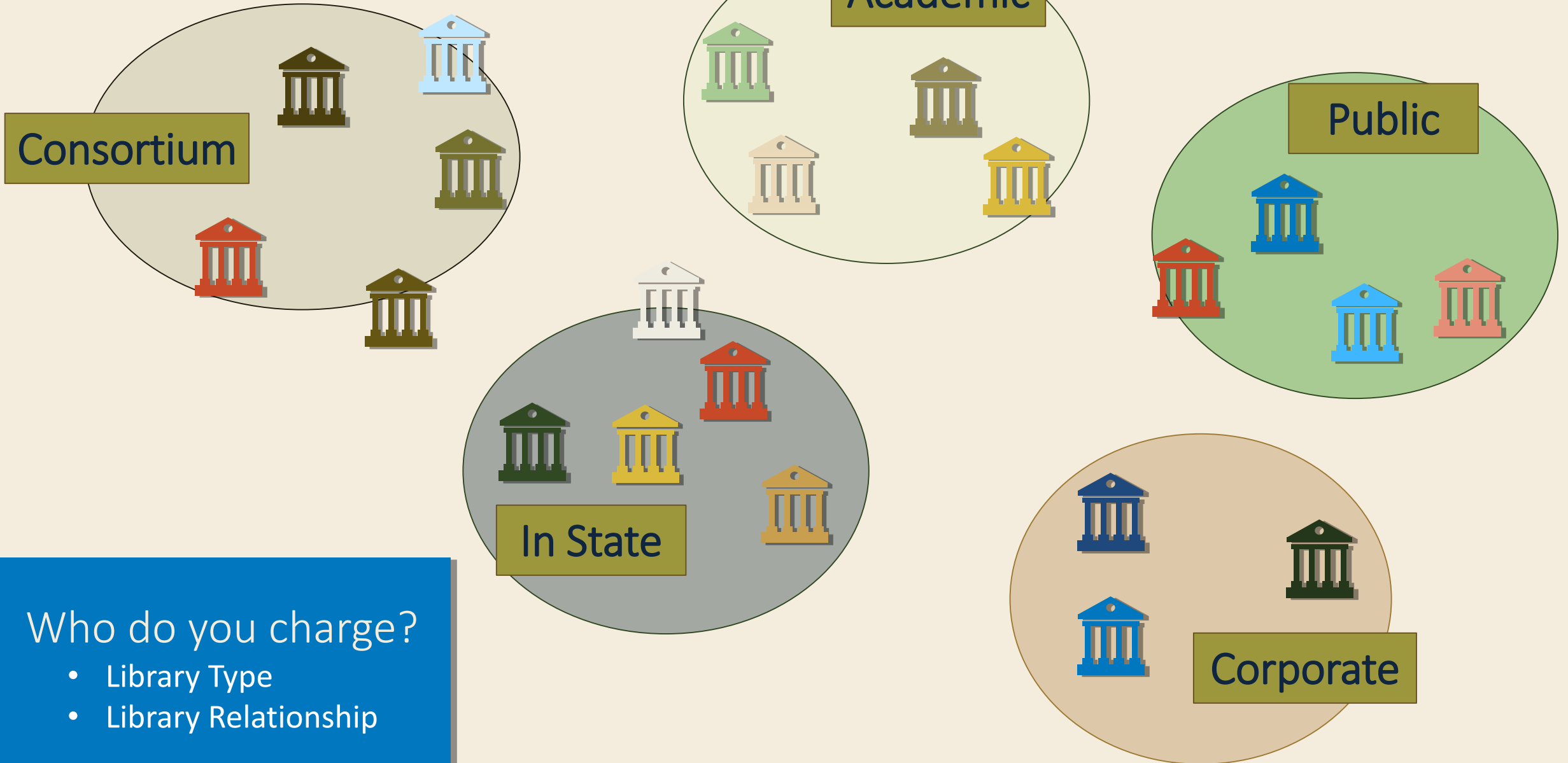
ILLiad Billing Foundations

BILLING CONFIGURATION

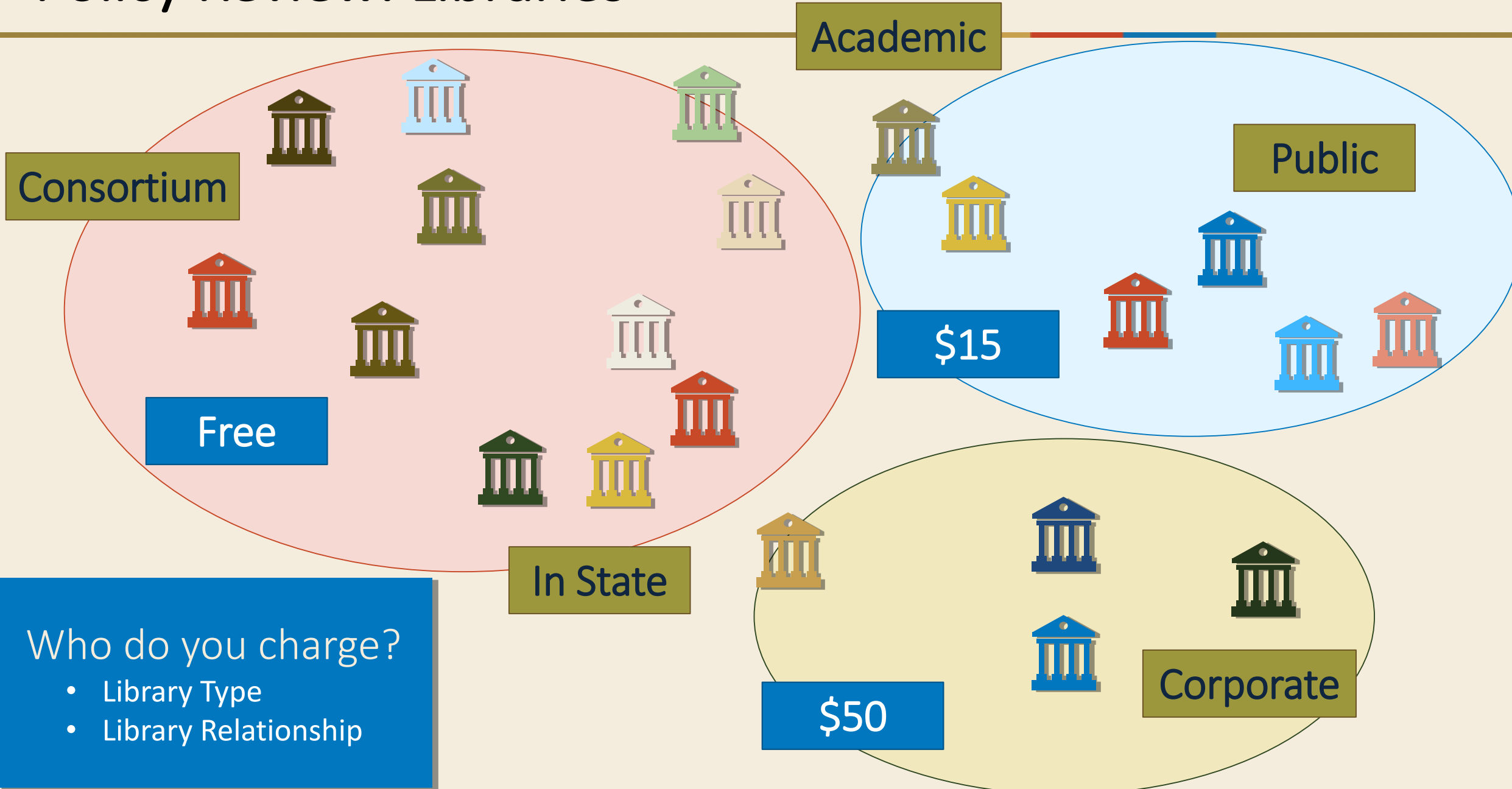
Policy Review



Policy Review: Libraries



Policy Review: Libraries

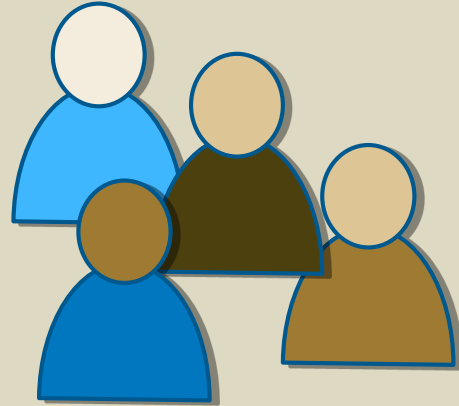


Who do you charge?

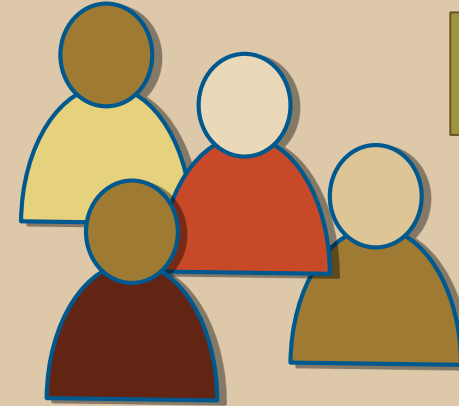
- Library Type
- Library Relationship

Policy Review: Patrons

No
Charge



\$15



\$25



Who do you charge?

- Patron Type
- Service Type

Policy Review: Format Type



Loan



Article

What do you charge?

- Article v. Loan
- Document Type
- Per Page Fee

Policy Review: Recommendation

Keep It Simple

Avoid Reciprocal Fees

Billing Configuration

- Managed Primarily in Customization Manager
- Types of Fee Structures
 - Billing Defaults
 - Billing Additions
 - Billing Service Levels
 - Billing Service Type
 - Billing Shipping Fees
 - Default Accounts—Borrowing & Doc Del



Activate Billing

- Control per Process Type—Borrowing, Doc Del, Lending
 - Activate one or all
- Customization Manager Keys
 - Borrowing | Billing | Billing Active
 - Doc Del | Billing | Billing ActiveDocDel
 - Lending | Billing | Billing ActiveLending



Billing Configuration: Billing Defaults

- System Billing
- Setup
- BillingDefaults

The screenshot displays the ILLiad Customization Manager interface. The left sidebar shows a tree view with 'System Billing' expanded to 'Setup', where 'BillingDefaults' is selected and highlighted by a red arrow. The main area shows a table titled 'BillingDefaults' with the following columns: ProcessType, DocumentType, DefaultAmount, Category, Range1Pages, Range1Amount, Range2Pages, Range2Amount, Range3Pages, and Range3Amount. A mouse cursor is pointing at the 'DefaultAmount' column for the 'Lending Article' row with 'Invoice' category.

ProcessType	DocumentType	DefaultAmount	Category	Range1Pages	Range1Amount	Range2Pages	Range2Amount	Range3Pages	Range3Amount
Doc Del	Patent	3.00	Default	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Patent	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Report	3.00	Default	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Report	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Standards	14.00	Default	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Standards	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Theses	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Doc Del	Thesis	3.00	Default	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Article	15.00	Article 15 Loan 10						
Lending	Article	30.00	Article30						
Lending	Article	10.00	Articles Not Loans	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Article	10.00	Default	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Article	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Article	50.00	Invoice	99999999	0.00	9999999	0.00	9999999	0.00
Lending	Article	10.00	Per Page Fees	20	0.00	50	0.05	100	0.10
Lending	Loan	10.00	Article 15 Loan 10						
Lending	Loan	14.00	Default	99999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	0.00	IFLA Vouchers	9999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	75.00	Intl Invoice	99999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	50.00	Intl OCLC IFM	99999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	50.00	Invoice	99999999	0.00	9999999	0.00	9999999	0.00
Lending	Loan	10.00	Loans not Articles	99999999	0.00	9999999	0.00	9999999	0.00

Primary Configuration

Add Record for Each Billing Category

The screenshot displays the ILLiad Customization Manager interface. The main window title is "Customization - ILLiad Customization Manager (hblack)". The interface includes a navigation pane on the left with a tree view under "System Billing" containing "Setup" and "BillingDefaults". The "BillingDefaults" table is currently selected and displayed in the main area. The table has the following data:

ProcessType	DocumentType	DefaultAmount	Category	Range1Pages	Range1Amount	Range2Pages	Range2Amount	Range3Pages	Range3Am
Doc Del	Patent	3.00	Default	9999999	0.00	9999999	0.00	9999999	
Doc Del	Patent	0.00	Exempt	9999999	0.00	9999999	0.00	9999999	
Doc Del	Report								
Doc Del	Report								
Doc Del	Standards								

The "New Record" button in the top toolbar is highlighted with a red box. An "Edit Row" dialog is open in the foreground, showing a list of fields for editing:

- ProcessType
- DocumentType
- DefaultAmount
- Category
- Range1Pages
- Range1Amount
- Range2Pages
- Range2Amount
- Range3Pages
- Range3Amount

Caution

Default is a
Required Category



Exempt v. Default

Billing tables are shared with all locations on
shared server systems

Billing Additions

- Additional charges
- Applied at the time of service

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges	\$14.00	\$0.00	0	\$14.00
Copyright Fees	\$0.00	\$0.00	1	\$0.00
Rush	\$15.00	\$0.00	1	\$15.00
				\$0.00
Insurance	\$20.00	\$0.00		\$20.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00
Billing Notes				Total
				\$49.00

Invoice Status: Unknown

AdditionName	AdditionCategory	BaseFee	Range1Pages	Range1Amount	Range2Pages	Range2Amount
Insurance	Intl Invoice	20.00				
Referral Fee	Referrals	20.00				

Per Item Fees

Billing Service Levels

- Assigns fee for augmented service level
- A RUSH record will pre-populate Rush fees
- Assigned to Process type
 - Rush fee for Borrowing can be different than the Rush fee for lending

Per Item Fees

Billing Service Type

- Used only for statistical purposes

Per Item Fees

Billing Shipping Fees

- Additional fees for types of shipping methods
 - E.g. Expedited
- Also use for multiple delivery methods that may not incur a fee
 - E.g. Courier
 - Can be printed on book straps or other custom documents
- Default shipping method set in Lending keys
 - Lending | Importing | LendingDefaultArticleShipping
 - Lending | Importing | LendingDefaultLoanShipping

Per Item Fees

Processing IFM Fees

- IFM fees added automatically when IFM **indicated on Lending request**
 - Total field on the billing form will be labeled IFM Total instead of Total.
- IFM Fees added on Shipped/Mark Found/Mark Found Scan Now
 - Can no longer “Undo Shipped” for IFM transactions

Billing Add Billing Charges - Transaction 1488

Charge Recalculate Cancel

Category	Base Fee	Per Page Fee	Qty	Sub Total
Standard Charges			0	\$0.00
Copyright Fees				\$0.00
				\$0.00
USPS	\$0.00	\$0.00	1	\$0.00
No Additional Charges (1)				\$0.00
No Additional Charges (2)				\$0.00
No Additional Charges (3)				\$0.00

Billing Notes | IFM Total \$0.00

Invoice Status: Unknown

Configurations for IFM

- Enable IFM
 - Lending | Billing | IFMSupport

The screenshot displays the ILLiad Customization Manager interface. The title bar reads "Customization - ILLiad Customization Manager (hblack)". The interface includes a navigation pane on the left with a tree view containing categories like Borrowing, Contact Information, Doc Del, Lending, Billing, and IFMSupport. The "IFMSupport" item is selected and highlighted. The main content area shows the "Settings" for "IFMSupport", with a "Key Value" set to "Yes" and a "Description" that reads: "Determines if your lending department uses OCLC IFM for billing (so should update that way on OCLC) versus direct billing." Below the settings is a "Tracking" section with a table showing changes. The table has columns for "Value Changed From", "Value Changed To", "NVTGC", and "Changed Time".

Customization - ILLiad Customization Manager (hblack)

Home

Search All Tables and Keys

Search

Table Options: New Record, Copy Record, Reset Filter

Editing Options: Save, Delete, Cancel

Setup Wizards Setup

Customization Z39.50 Notification Templates Server Addons

Borrowing

Contact Information

Doc Del

Lending

Billing

BillingActiveLending

BillingItemPrintDetailsLending

BillingMonthlyInvoiceLending

IFMSupport

Cancellations

Conditionals

EFTS

General

Import Queues

Importing

Overdues

Printing

Searching

Odyssey

System

System Billing

Web Interface

IFMSupport

Settings

Key Value

Yes No

Description

Determines if your lending department uses OCLC IFM for billing (so should update that way on OCLC) versus direct billing.

Tracking All Sites

Value Changed From	Value Changed To	NVTGC	Changed Time
--------------------	------------------	-------	--------------

Configurations for IFM

- Edit Addresses | Override IFM box
 - Force Invoice rather than IFM

The screenshot shows a web application window titled "ygp34559 (1) - Lender Address". The interface includes a top navigation bar with a "Home" tab and a toolbar with icons for "Change Password", "Add Request", "Policies Directory", "Delete", "Print Address", "Append Address", and "Clear Print Queue". Below the toolbar, there are two tabs: "Lender Information" (selected) and "Requests".

The "Lender Information" tab is divided into several sections:

- General Information:** Fields for Symbol (ygp34559), Address Number (1), Library Blocked (checkbox), Library Name (Lovely Iowa Library), Phone, Fax, Odyssey Address, Override Outgoing (checkbox), Trusted Sender? (checkbox), and Override Trusted Sender? (checkbox).
- Shipping Information:** Fields for Shipping Address (123 Window Street, Opnearilia, IA 58975), Default Shipping Loan (Priority Shipping), and Default Shipping Article.
- Billing Information:** Fields for Article Billing Category (Invoice), Loan Billing Category (Invoice), Billing Address, Copy Charge, Loan Charge, Billing Method, Copyright Payer (checkbox), and Docline EFTS (checkbox).
- Notes:** A table with columns for Date, Note, and Added By.
- Groups:** A list of groups with "IN-STATE" selected.

The "Override IFM" checkbox is located at the bottom of the "General Information" section and is checked. It is highlighted with a red rectangular box, and a red arrow points to it from the right.

Configurations for EFTS

- Activate EFTS tracking
 - Lending | EFTS | EFTSActive
 - Lending | EFTS | EFTSLIBID
 - Lending | EFTS | EFTSSHID



A screenshot of a web-based configuration interface for EFTS. The interface is divided into a left-hand navigation pane and a main content area. The navigation pane lists various system components, with 'Lending' and 'EFTS' expanded. Under 'EFTS', three options are listed: 'EFTSActive', 'EFTSLIBID', and 'EFTSSHID'. Red arrows point to 'Lending', 'EFTS', and 'EFTSActive'. The main content area is titled 'EFTSActive' and contains a 'Settings' section. The 'Key Value' is set to 'Yes' via a radio button. Below this is a 'Description' field with the text: 'Determines if you use EFTS to bill other libraries for DOCLINE requests.' At the bottom of the main area, there is a 'Tracking' section with a table header showing 'Value Changed From', 'Value Changed To', and 'NV'. The top of the interface shows navigation tabs for 'Customization', 'Z39.50', 'Notification Templates', and 'Server Addons'.

Configurations for EFTS

- Mark EFTS participants in the Lender Address form.
 - The billing form indicates **EFTS Total** rather than Total or IFM Total

A screenshot of a web application window titled "CAUBTP (1) - Lender Address". The window contains a form with several sections: "General Information", "Shipping Information", "Billing Information", and "Groups". The "Decline EFTS" checkbox is checked and highlighted with a red box. A red arrow points to this checkbox from the right. The "Billing Information" section includes fields for "Article Billing Category", "Loan Billing Category", "Billing Address", "Copy Charge", "Loan Charge", "Billing Method", and "Copyright Payer". The "Shipping Information" section includes fields for "Shipping Address", "Default Shipping Loan", and "Default Shipping Article". The "Groups" section shows a list with "IN-STATE" selected. The "Notes" section is empty.

Lender Address Record

AUM (1) - Lender Address

Home

Change Password Add Request Policies Directory Delete Print Address Append Address Clear Print Queue

Manage Print

Lender Information Requests

General Information

Symbol: AUM Address Number: 1

Library Blocked:

Library Name: Interlibrary Loan

Phone: _____ Fax: _____

Odyssey Address: 128.119.168.19 Override Outgoing:

Trusted Sender?: Override Trusted Sender?:

Courier Info: _____

Borrowing Department Email: _____

Lending Department Email: _____

Billing Information

Article Billing Category: Exempt Loan Billing Category: Exempt

Billing Address: N

A

Copy Charge: _____ Loan Charge: _____

Billing Method: _____

Copyright Payer: Override IFM:

Decline EFTS:

Shipping Information

Shipping Address: _____

Default Shipping: _____

Default Shipping: _____

Notes: _____

Date: _____

Courier Info

Borrowing Department Email: _____

Lending Department Email: _____

Billing Information

Article Billing Category: Exempt Loan Billing Category: Exempt

Billing Address: N

A

Copy Charge: _____ Loan Charge: _____

Billing Method: _____

Copyright Payer: Override IFM:

Decline EFTS:

Borrowing Configuration: User Account

The screenshot displays a web application interface for managing user accounts. The window title is "MTN - User". The top navigation bar includes "Home" and "Add Request" buttons. Below this, there are tabs for "User Information", "Requests", and "Accounts", with a red arrow pointing to the "Accounts" tab. The "Accounts" section features two dropdown menus for "Article Billing Category" and "Loan Billing Category". Below these is a table with columns: "Account Number", "Account Type", "Description", "Valid", "Active", "Credit Card Expiration", and "Name on Credit Card". A red box highlights the first two rows of the table. A mouse cursor is visible over the table area.

Account Number	Account Type	Description	Valid	Active	Credit Card Expiration	Name on Credit Card
789456123			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
123456789			<input type="checkbox"/>	<input checked="" type="checkbox"/>		

Borrowing Configurations: User Account

ILLiad

Edit your Account Information below.

Active All

- **Logoff MTN**
- **Main Menu**
- **New Request**
 - ↳ Photocopy
 - ↳ Book
 - ↳ Book Chapter
 - ↳ Conference Paper
 - ↳ Patent
 - ↳ Report
 - ↳ Thesis
 - ↳ Standards Document
 - ↳ Other (Free Text)
- **View**
 - ↳ Outstanding Requests
 - ↳ Electronically Received Articles
 - ↳ Checked Out Items
 - ↳ Cancelled Requests
 - ↳ History Requests
 - ↳ All Requests
 - ↳ Notifications
- **Tools**
 - ↳ Change User Information
 - ↳ Change Accounts
 - ↳ Change Password
- **About ILLiad**

Current Accounts				
Account Number	Type	Description	Valid	Delete
789456123			Yes	Delete
123456789				Delete

Add Account

Account Number


Account Type

Description

Expiration Date

Name on Card

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Borrowing Configuration: Request Forms

ILLiad Active All

- Logoff MTN
- Main Menu
- New Request
 - Photocopy
 - Book
 - Book Chapter
 - Conference Paper
 - Patent
 - Report
 - Thesis
 - Standards Document
 - Other (Free Text)
- View
 - Outstanding Requests
 - Electronically Received Articles
 - Checked Out Items
 - Cancelled Requests
 - History Requests
 - All Requests
 - Notifications
- Tools
 - Change User Information
 - Change Accounts
 - Change Password
- About ILLiad

Book Request

* Indicates required field

Enter information below and press the Submit Request button to send.

Describe the item you want

* Author/Editors

* Title
Please do not abbreviate unless your citation is abbreviated

Publisher

Place of Publication

Date of Publication

Edition

ISBN (International Standard Book Number)
If given will speed request processing

Call Number

OCLC or Docline UI Number

* Not Wanted After Date
(MM/DD/YYYY)

Will you accept the item in a language other than English?

If yes, specify acceptable languages in the notes field.

Will you accept an alternate edition of this item?

Account Number

Notes
Put any information here that may help us find the item, as well as any other pertinent information.

Where did you learn about this item?

Retroactive Billing for Borrowing & Doc Del

Requires adding account information to ALL existing user records



Will likely need to edit web pages