



MGM RESORTS INTERNATIONAL™

Procedure Manual **MGM Resorts BillDIRECT Convention Payer Users** **Version 1.0**

This procedure manual is intended to provide users with information on MGM Resorts BillDIRECT and its use as an invoice billing and payment system. This manual will provide step by step instructions for completing the task at hand as well as relevant screen shots.

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INTRODUCTION

This section includes some of the frequent use screens you will see while working with MGM Resorts BillDIRECT. It is intended to help you get logged in and to set up your account.

In order to access the MGM Resorts BillDIRECT Billing system, open your internet browser and enter the following web address in your internet browser's address bar:

<https://billing.mgmresorts.com>

This web address will bring you to the MGM Resorts BillDIRECT Login screen.

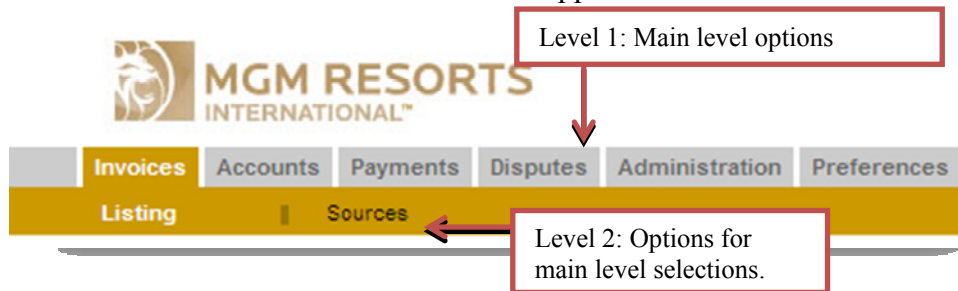
THE LOGIN SCREEN

The above screen will allow you to do the following:

1. **Login:** using the **User ID** and **Password** boxes. If you already have an account created your User ID and Password will be provided to you by an MGM Resorts representative.
2. **Enroll Now:** To self-enroll and become a registered user if this is your first time on the site.
Note: You may already have an existing account please check with your direct supervisor before enrolling.
3. **Password:** Receive password assistance if you are having trouble with your password.
4. **Contact Us:** Contact the system administrator should you have any questions or challenges. You can click the link on the homepage or email directly to BillDIRECTsupport@mgmresorts.com
5. If this is your first time logging in, the system will prompt you to complete a few tasks to complete the setup of your account.
 - A. MGM Resorts BillDIRECT will prompt you to agree to the Service Agreement. Review the agreement, scroll down and click accept.
 - B. You will be required to set up a security question. Select a question from the list in the drop down menu and enter your own answer.
 - C. Finally you will be asked to update your password. Enter your initial password. Then enter your new password, and reenter the new password for verification. Passwords are case sensitive, require alpha, numeric, and special characters and must be at least 8 characters in length.

TIERED LEVEL LINKS

The MGM Resorts BillDIRECT web based application utilizes a multi-tier menu bar structure:



1. **Level 1:** This tier contains all of the high level options that the user can select. You will find the ability to search at this level as well as summarized or dashboard data and reports.
2. **Level 2:** This tier will change based on your Level 1 selection and will contain all of the various options for the Level 1 menu selection. As you can see in the image above, the second tier for **Invoices** (Level 1) contains **Listing** and **Sources**.
3. Additional tiers may appear depending on the selected menu and your access level.

SELF-ENROLLMENT

Before clicking the **enroll now** button, please check with your supervisor and your MGM Resorts representative to see if you already have a login created. If you do not have an active login you will need to self-enroll.

The screenshot shows a web interface with a header bar. Below the header, there are two main sections. The left section is titled 'Sign On' and 'Enroll' and contains two input fields: 'User ID:' and 'Password:'. Below these fields is an 'OK' button. The right section contains three lines of text: 'If you are not a registered user, please **enroll now.**', 'Having trouble with your password?', and 'Need to [contact us?](#)'. The 'enroll now.' link is circled in red.

1. From the **Login** screen click the **enroll now** link.
2. Review MGM Resorts BillDIRECT Service Agreement and click **Accept.**

The screenshot shows the 'Primary Account' setup page for MGM Resorts International. At the top, there is a logo for MGM Resorts International and two tabs: 'Service Agreement' and 'Primary Account', with the latter being selected. Below the tabs, the title 'Primary Account' is displayed in a large, bold, orange font. A note states: 'Required fields are marked with an asterisk.' The form contains three input fields: 'Select a Biller:' with a dropdown menu showing 'MGM Resorts International'; 'Account Number:' with a text box containing '516-CONV-AA00626'; and 'Account Postal Code:' with a text box containing '89178'. An 'OK' button is located at the bottom right of the form.

3. To setup initial account:
 - A. **Select a Biller:** Select the resort to which you will be making payments.
Note: Enrollment E-mail will specify either MGM Resorts International or CityCenter Operating Companies **DO NOT** select: MGM Resorts/CityCenter (these options apply to MGM Resorts employees only).
 - B. **Enter Account Number:** Input your company's MGM Resorts BillDIRECT account number. Account number format will always be as follows ###-CONV-XX####. (3 digit **Biller** number, CONV, followed by the 7 character unique account number beginning with 2 letters followed by 5 numbers. To review a complete list of billers and their ID numbers please see the APPENDIX on page 39.)
 - C. **Account Postal Code:** Input the Zip Code associated to your billing address.
Note: If you do not have your MGM Resorts BillDIRECT Account Number or are unsure of your billing Zip Code please ask your Account Administrator or contact your MGM Resorts Representative.

4. Complete the User Information and click **Confirm**.
 - A. **First and last name**
 - B. **Company address**
 - C. **User email address**
 - D. **Company phone number**



User Information	User ID and Password
<h2>User Information</h2> <p>Required fields are marked with an asterisk.</p> <div><div>First Name:</div><div><input type="text"/></div></div> <div><div>Middle Name:</div><div><input type="text"/></div></div> <div><div>Last Name:</div><div><input type="text"/></div></div> <div><div>Address:</div><div><input type="text"/></div><div><input type="text"/></div><div><input type="text"/></div></div> <div><div>City:</div><div><input type="text"/></div></div>	

5. Select user name and password.
 - A. Usernames and Passwords are case sensitive
 - B. Passwords must have at least 8 characters.
 - C. Passwords must contain alphabetic, numeric and special characters.

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User Information **User ID and Password**

Login Information

Required fields are marked with an asterisk.

User ID:
*

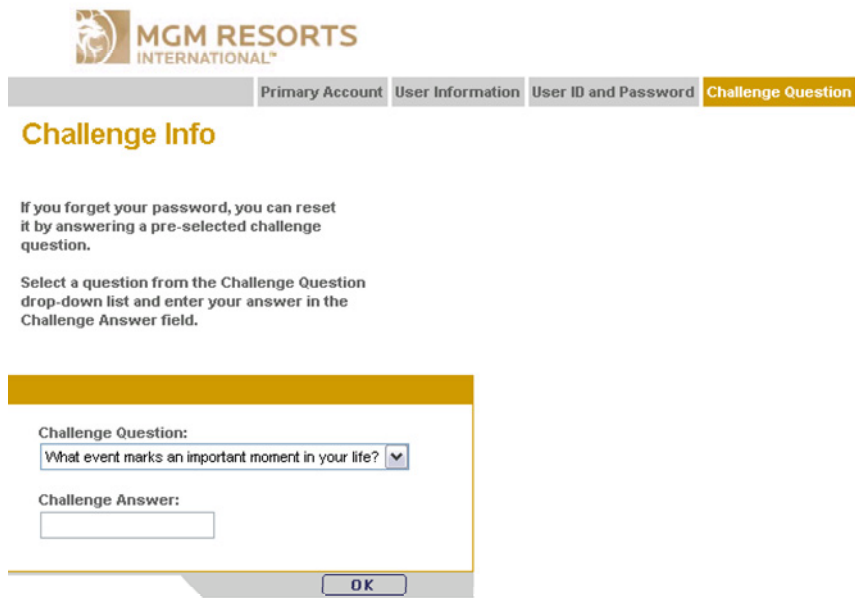
Password:
*

Passwords syntax must match the rules specified by the administrator.
- Password must contain numeric, alphabetic and special characters.
- Password must contain 8 or more characters.

Confirm Password:
*

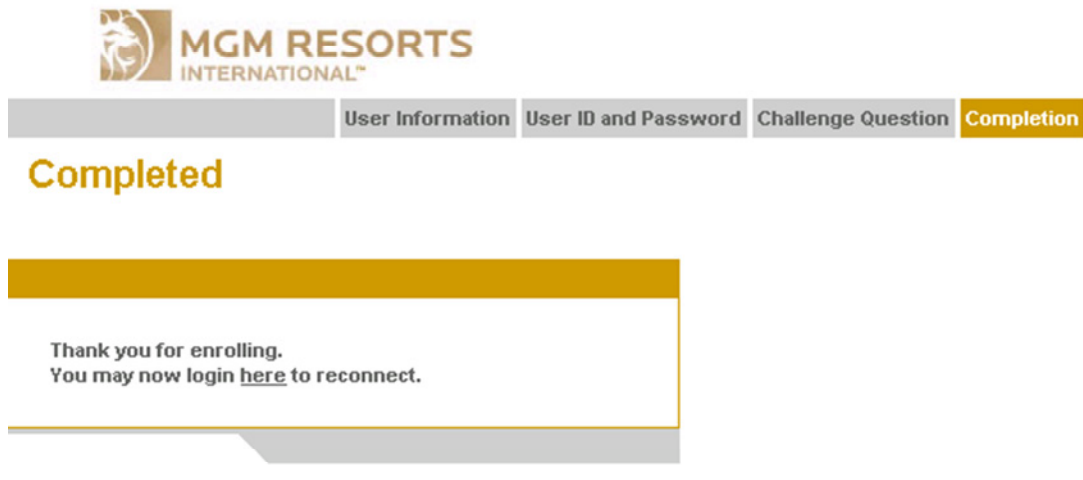
OK

6. Select a security question.
7. Enter an answer to the question and click **OK**.



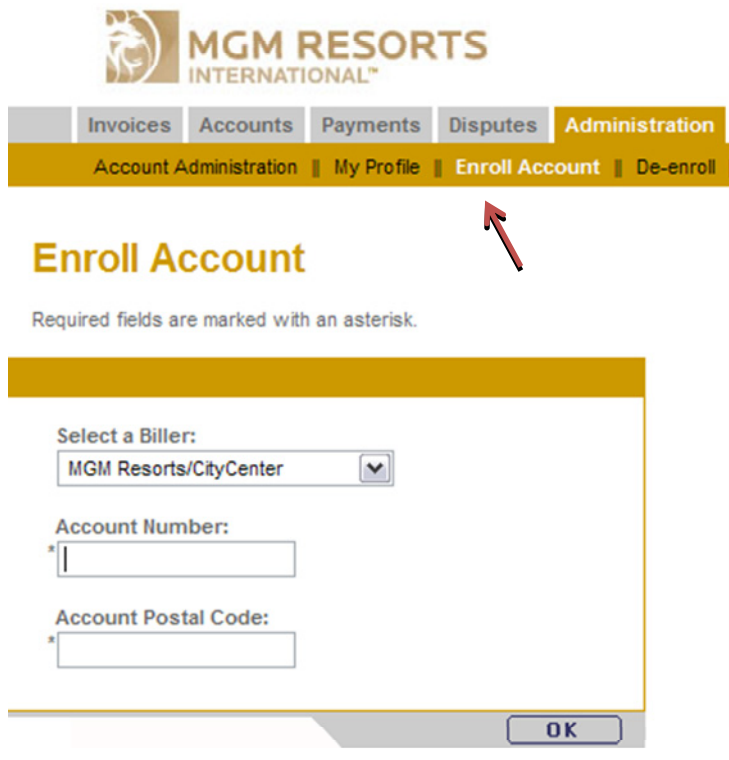
The screenshot shows the MGM Resorts International logo at the top left. Below it is a navigation bar with five tabs: "Primary Account", "User Information", "User ID and Password", "Challenge Question", and "Completion". The "Challenge Question" tab is currently selected and highlighted in orange. Below the navigation bar, the heading "Challenge Info" is displayed in orange. The main content area contains the following text: "If you forget your password, you can reset it by answering a pre-selected challenge question." and "Select a question from the Challenge Question drop-down list and enter your answer in the Challenge Answer field." Below this text is a form with two fields: "Challenge Question:" with a dropdown menu showing "What event marks an important moment in your life?" and "Challenge Answer:" with a text input field. At the bottom of the form is an "OK" button.

8. You will receive the **Completed** screen to confirm successful enrollment.



The screenshot shows the MGM Resorts International logo at the top left. Below it is a navigation bar with five tabs: "User Information", "User ID and Password", "Challenge Question", "Completion", and "Primary Account". The "Completion" tab is currently selected and highlighted in orange. Below the navigation bar, the heading "Completed" is displayed in orange. The main content area contains the following text: "Thank you for enrolling." and "You may now login [here](#) to reconnect." Below this text is a large empty space.

9. To enroll yourself in additional account in MGM Resorts BillDIRECT, click **Enroll Account** under the **Administration** command.
10. Follow the same steps to enter account number and last invoice number as the initial self-enrollment process.



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Invoices Accounts Payments Disputes **Administration**

Account Administration || My Profile || **Enroll Account** || De-enroll

Enroll Account

Required fields are marked with an asterisk.

Select a Biller:
MGM Resorts/CityCenter ▼

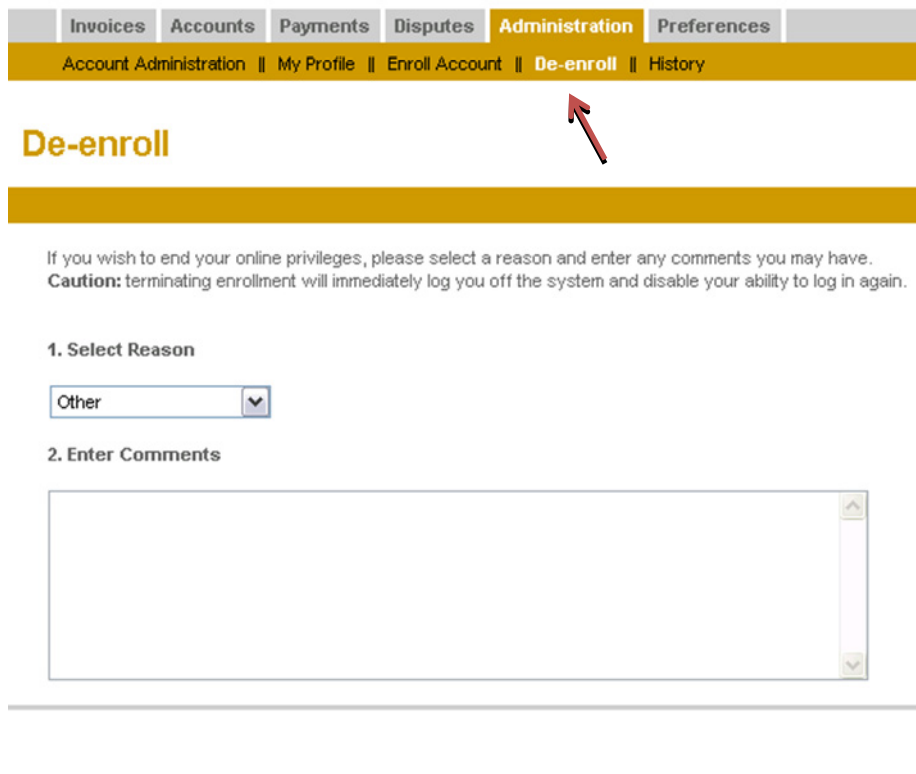
Account Number:
*

Account Postal Code:
*

OK

DE-ENROLLMENT

1. If you no longer need to login to MGM Resorts BillDIRECT, or if you need to delete your MGM Resorts BillDIRECT login for any other reason you can use the De-enroll feature.
2. To de-enroll yourself in MGM Resorts BillDIRECT, click **De-enroll** under **Administration** menu.
3. Enter the **Reason** and **Comments**.
4. Click **OK**.



Invoices Accounts Payments Disputes **Administration** Preferences

Account Administration || My Profile || Enroll Account || **De-enroll** || History

De-enroll

If you wish to end your online privileges, please select a reason and enter any comments you may have.
Caution: terminating enrollment will immediately log you off the system and disable your ability to log in again.

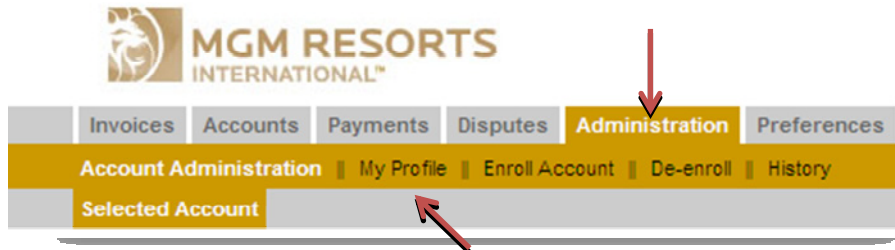
1. Select Reason

Other ▼

2. Enter Comments

USER PROFILE MAINTENANCE

On the Level 1 menu bar, the **Administration** tab will allow you to edit your personal and login information.



1. Select the **My Profile** menu on Level 2.
2. Click **Edit** to edit your personal profile information.

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Invoices Accounts Payments Disputes **Administration**

Account Administration || **My Profile** || Enroll Account || De-enroll ||

Personal Profile

User ID:
test.comadmin

First Name:
testtest

Last Name:
payer

Email:
eieidi@mgnme.com

Password:

Status:
Active

Address:
1111

City:
2222

State:
NV

Postal Code:
89183

Challenge Question:
What is your favorite food?

Challenge Answer:

Edit

3. On the following screen, you can change:
 - A. Profile information
 - B. Password
 - C. Security question

User Information	User Properties
<p>First Name: * <input type="text" value="testtest"/></p> <p>Middle Name: <input type="text"/></p> <p>Last Name: * <input type="text" value="payer"/></p> <p>Address: * <input type="text" value="1111"/> <input type="text"/> <input type="text"/></p> <p>City: * <input type="text" value="2222"/></p> <p>Country: * <input type="text" value="USA"/></p> <p>State: * <input type="text" value="NV"/></p> <p>Postal Code: * <input type="text" value="89183"/> (#####)</p> <p>Email: * <input type="text" value="eieidi@mgmme.com"/> (email@domain.com)</p> <p>Day Phone: <input type="text"/> (###-###-####)</p> <p>Evening Phone: <input type="text"/> (###-###-####)</p> <p>Challenge Question:</p>	<p>User ID: test.comadmin</p> <p>Current Password: * <input type="text"/></p> <p>New Password: * <input type="text"/></p> <p>Passwords syntax must match the rules specified by the administrator. - Password must contain numeric, alphabetic and special characters. - Password must contain 8 or more characters.</p> <p>Confirm New Password: * <input type="text"/></p> <p>Status: Active</p> <p>Application View: CustomerView</p> <p><input type="button" value="Cancel"/> <input type="button" value="OK"/></p>

4. Click **Preference** (Level 1 Command) to navigate to the **Notifications** screen. From this screen you can control what events warrant an email notification being sent to you.
5. Select **OK**.

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Invoices Accounts Payments Disputes Administration **Preferences**

Notification

Notifications

Please select the events for which you would like to receive an email notification:

<input checked="" type="checkbox"/>	Invoice Ready
<input checked="" type="checkbox"/>	Master Payment Requested
<input checked="" type="checkbox"/>	Payment Accepted
<input checked="" type="checkbox"/>	ACH Payment Failed
<input type="checkbox"/>	User Data Modified
<input type="checkbox"/>	User Password Modified
<input checked="" type="checkbox"/>	Invoice Disputed
<input checked="" type="checkbox"/>	Dispute Accepted
<input checked="" type="checkbox"/>	Dispute Rejected

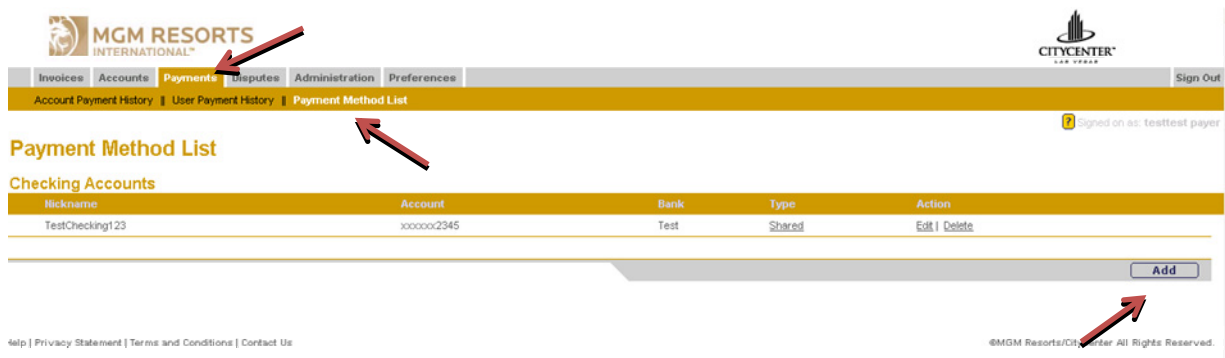
OK

ACH ACCOUNTS

In order to make payments in MGM Resorts BillDIRECT you will need to setup an ACH account. The ACH account will be a checking account that is used to pay your account invoices. This section will show you how to set up and modify ACH accounts in MGM Resorts BillDIRECT.

SETUP NEW ACH ACCOUNT

1. Click on Level 1 command **Payments**.
2. Click on Level 2 command **Payment Method List**. A list of payment methods associated with this account will appear.
3. Click **Add** to add a new payment method.



4. Enter the payment checking account information.
 - A. **Nickname:** Brief description of this account.
 - B. **Bank Name:** Name of the bank or financial institution housing this account.
 - C. **Routing Number:** A 9 digit code that identifies the bank or financial institution from which the payment will be drawn. Routing numbers appear on the bottom of your checks as displayed below.
 - D. **Account number:** The unique number which identifies your account within the bank or financial institution.
 - E. **Type:** Personal or Shared
 - i. Personal: Only you can use this account to make ACH payments.
 - ii. Shared: Can only be set up by an Admin account. Shared accounts can be used by multiple users, as set by the Admin.

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[Invoices](#)
[Accounts](#)
[Payments](#)
[Disputes](#)
[Administration](#)
[Preferences](#)

[Account Payment History](#) ||
 [User Payment History](#) ||
 [Payment Method List](#)

Add Checking Account

Required fields are marked with an asterisk.

Checking Account Information

Nickname:
*

Bank Name:
*

Routing Number:
*

Account:
*

Type:

☒ Personal
☐ Shared

Helpful Hints

Checking Account and Routing Information

Memo: _____

1 23456789 1 234 1 2345 1 2345

Routing Number Check Number Account Number

Only US bank accounts supported

5. If you select **Personal**, click **OK**.

6. If you select **Shared**, the system will ask you for your **Contact Email**. Enter email addresses for all contacts for this account. Separate multiple email addresses with a comma.
7. Click **Next**.

Type:

☐ Personal

☒ Shared

Contact Email(s):

ccrofts@mgmresorts.com

Cancel Next

8. The **Account Context Selection** screen will appear.
9. Click the **Add Additional Accounts** button to associate the ACH account to your MGM Resorts BillDIRECT account(s).

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Account Payment History User Payment History Payment Method List

Signed on as: Test Payer

Account Context Selection

Manage Account Context Assignments for payment method TestChecking123.
Please click Finalize to save any changes.

Name	Number	Type	Action
			Cancel Add Additional Accounts Finalize

10. Select the **Account** option. **Static Account Group** is not available at this time.
11. Click **OK**.

Account Context Selection

Select one of the following options:

☒ Account

☐ Static Account Group

Back OK


12. Search for the account by entering the account number into the **Account Number** search field. If you would like to bring up multiple accounts numbers you can use an asteric * as a wildcard. By entering *AA00626, MGM Resorts BillDIRECT will find all of the individual resort account for the company.

Add Account

Search By:

Account Number:

*AA00132



13. On the **Add Account Search Result** page you can select the accounts that will be associated to the ACH account. Select individual accounts by checking the box on the left. Or you can click **All** to automatically select all of the accounts.
14. Click **Add**.

Add Accounts Search Result

Please select the accounts to assign to the shared Payment Method and click the Add button.

Signed on as: Carl Reyer

Account Name	Account Number	City	State	Postal Code	Status	Select All
Project Lifesaver	516-CONV-4A00132	Stuart	FL	34994	Active	<input type="checkbox"/>

Cancel Add

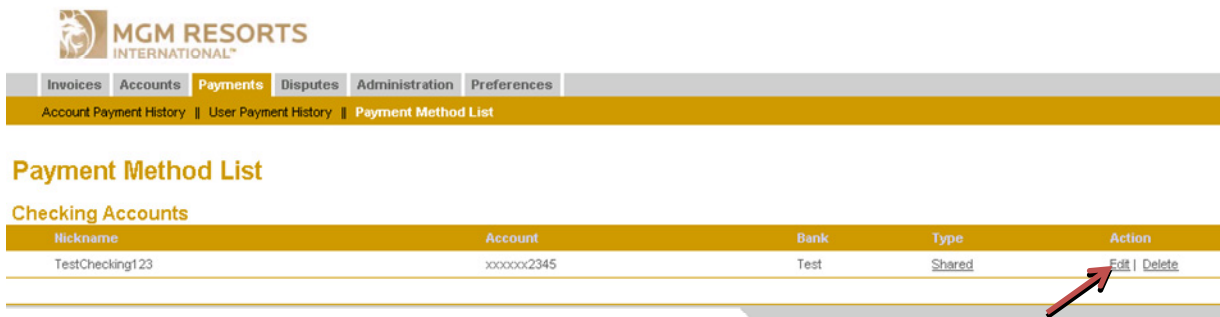



The **Account Context Selection** page will display all of the accounts selected.

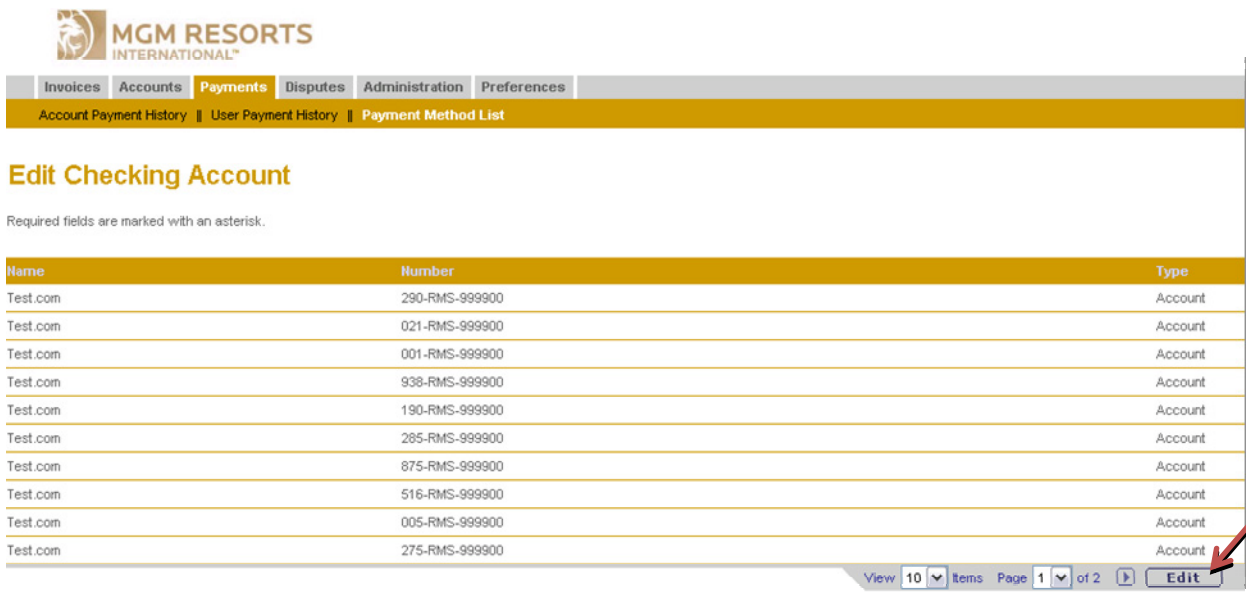
15. Click **Finalize**.
16. The **Verify Checking Account** page will appear. Verify all of the MGM Resorts BillDIRECT accounts displayed should be associated to the checking account shown.
17. Click **Verify**.

MODIFY ACH ACCOUNT

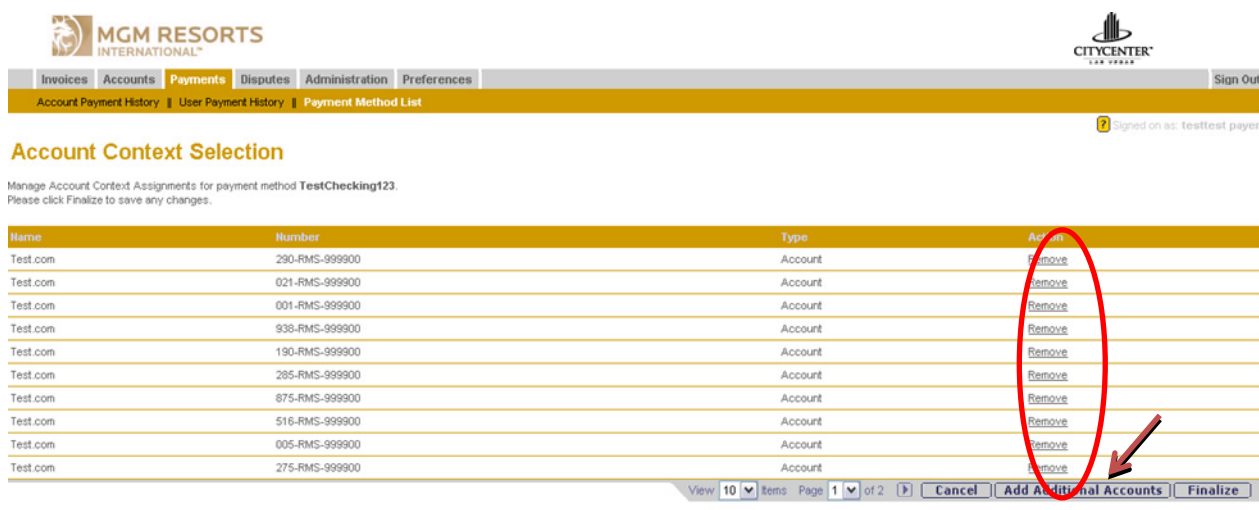
1. Click on Level 1 command **Payments**.
2. Click on Level 2 command **Payment Method List**.
3. You can chose to edit or delete ACH accounts
 - A. To delete the account click **Delete** and **Verify**
 - B. To edit the account click **Edit**



- C. The **Edit Checking Account** screen will display a list of all checking accounts associated to your account.
- D. Click **Edit** to edit the accounts associated with the checking account.



- E. From the **Account Context Selection** screen, click
- Remove** in the **Action** column to remove MGM Resorts BillDIRECT account from the checking account.
 - Add Additional Accounts**, select **Account** in the **Account Context Selection** screen, and search for the additional MGM Resorts BillDIRECT account you would like to associate to the checking account.
 - Finalize** when you are complete with account remove or add activity.



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CITYCENTER LAS VEGAS

Invoices Accounts **Payments** Disputes Administration Preferences Sign Out

Account Payment History | User Payment History | Payment Method List

Signed on as: testtest payer

Account Context Selection

Manage Account Context Assignments for payment method TestChecking123.
Please click Finalize to save any changes.

Name	Number	Type	Action
Test.com	290-RMS-999900	Account	Remove
Test.com	021-RMS-999900	Account	Remove
Test.com	001-RMS-999900	Account	Remove
Test.com	938-RMS-999900	Account	Remove
Test.com	190-RMS-999900	Account	Remove
Test.com	285-RMS-999900	Account	Remove
Test.com	875-RMS-999900	Account	Remove
Test.com	516-RMS-999900	Account	Remove
Test.com	005-RMS-999900	Account	Remove
Test.com	275-RMS-999900	Account	Remove

View 10 Items Page 1 of 2 Cancel Add Additional Accounts Finalize

- F. Once an ACH account is removed it cannot be re-activated. If you remove an ACH account in error it will need to be re-created as a new ACH account.

INVOICE REVIEW

There are several levels of detail in which you can review your invoice, which have been detailed in the section below. Once an invoice has been completed and released for review an email will be sent notifying you that your invoice is available.

INVOICE SUMMARY VIEW (ROLL UP INVOICE)

1. When you login to MGM Resorts BillDIRECT, the system will take you to your **Invoice Listing** screen (or click **Invoices** on Level 1 command to navigate to the screen). This screen will show you a list of invoices associated to your account.
 - A. Click the **Invoice Number** of the invoice you would like to view.
 - B. The **Roll Up Invoice Summary** screen will display the charge categories on the invoice.
 - C. Contract discounts are detailed at the bottom of the summary page.

MGM RESORTS INTERNATIONAL **CITYCENTER**

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Listing Sources Signed on as: Carl SBEYER

Roll Up Invoice Summary

Search LineItems Email Download

Account Name: DaVita, Inc.
Account Number: 516-CORV-ZZ00011
Account Balance: \$62,993.96
Address:
888 Sea Spotts Ave
Seattle, WA 98102
USA

Invoice Number: 1208RSCN
Invoice Date: 8/10/2012
Due Date: 9/24/2012

Charge Summary

	Category	Property	Sub Total	Total
<input type="checkbox"/>	Room and Tax			\$3,668.00
<input type="checkbox"/>	Food and Beverage			\$59,580.53
<input type="checkbox"/>	Audio Visual			\$365.43
<input type="checkbox"/>	Exhibitor Services			\$2,283.00

Discounts

	Category	Discount Amount
	Room and Tax	-\$750.00
	Food and Beverage	-\$5,025.00

Invoice Total: \$60,121.96
Total Online Payments: \$0.00
Total Online Disputes: \$2,872.00
Total Credits: \$0.00
Current Balance: \$62,993.96

LINE ITEM DETAIL VIEW

1. To view individual detailed transactions, start by drilling down in the **Resort Invoice Summary** page.
2. Select the transaction date (or block code for Room & Tax) by clicking on the “+”.
3. Click on the amount from the sub-category (which also will vary depending on the type of charge).

Invoice Summary

Account Name: IBM Corporation

Account Number: 001-CONV-ZZ00049

Account Balance: -\$1,100.00

Address

111 Starch Burg Ave

Hopeulikit, GA 00235

USA

Invoice Number: 1208HZOT

Invoice Date:

Due Date:

Category: Food and Beverage

Property: MGM Grand

Add LineItem

Search LineItems

	Transaction Date	BEO Number	Sub Total	Total
+	3/7/12			\$15,146.79
+	3/8/12			\$19,432.20
+	3/12/12			\$7,142.46
		494764840	\$1,473.50	
		494764843	\$119.35	
		494764844	\$309.44	
		494766575	\$1,710.00	
		494766576	\$138.51	
		494766577	\$359.10	
		494766762	\$2,349.00	
		494766764	\$190.27	
		494766766	\$493.29	
+	3/15/12			-\$2,265.71

4. Line Items are displayed

Item Detail

Account Name: IBM Corporation Account Number: 001-CONV-ZZ00049 Account Balance: -\$1,100.00					Invoice Number: 1208HZOT			
					Invoice Date:			
					Due Date:			
					Category: Food and Beverage			
					Property: MGM Grand			
Transaction Date	BEO Number	POS Check Number	Sub Category	Description	Quantity	Amount	Activity	Balance
3/7/2012	231127	1111	Catering - Food	Afternoon Tea Cookies	3	\$81.00	\$0.00	\$81.00
3/7/2012	231127	1111	Catering - Food	White & Dark Chocolate Dipped Strawberries	4	\$220.00	\$0.00	\$220.00
3/7/2012	231127	1111	Catering - Food	Diego Chips and Salsa Bar with Three Fire Roasted Salsas and Pico De Gallo	2	\$100.00	\$0.00	\$100.00
3/7/2012	231127	1111	Catering - Food	Freshly Brewed Decaf Coffee	2	\$148.00	\$0.00	\$148.00
3/7/2012	231127	1111	Catering - Food	Assorted Soft Drinks (On Consumption)	44	\$198.00	\$0.00	\$198.00
3/7/2012	231127	1111	Catering - Food	Freshly Brewed Coffee	4	\$296.00	\$0.00	\$296.00
3/7/2012	231127	1111	Catering - Food	Assortment of Hot Teas	2	\$148.00	\$0.00	\$148.00
3/7/2012	231127	1111	Catering - Service Charges	Service Charges	0	\$250.11	\$0.00	\$250.11
3/7/2012	231127	1111	Catering - Taxes	Total Item Tax	0	\$96.47	\$0.00	\$96.47

EMAIL INVOICE

1. Invoices can be e-mailed with two types of detail:
 - A. **Roll Up Invoice:** Shows discounts and charge category balances.
 - B. **Resort Invoice Summary:** Displays line item detail for a specific category of a specific resort.
2. On the **Roll Up** or **Resort Invoice Summary**, click **Email**. The **Email Invoice** screen will appear.
3. Enter the required information to email the invoice.
 - A. **E-mail(s):** Recipient email address. Multiple email address can be entered if they are separated by a comma.
 - B. **Subject:** Email subject
 - C. **Body:** Comments or notes you would like to include in the email.
 - D. Select an email invoice format: PDF or CSV.
 - E. If you would like to receive the invoice as a compressed, ZIP file, check the **Compress** box.
4. Click **OK** to send the email.
5. A confirmation screen will display after the email is sent.

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Invoices Accounts Payments Disputes Administration

Listing Sources

Email Invoice

Please select your preferred email attachment format:

Email Options

E-mail(s):

Enter one or more email addresses separated by ','

Subject:

From:

Receive BCC: ☐

Body:

Select Email Invoice Format

☐ PDF

☒ CSV

☐ Compress

Invoice(s)

1112VZKT

DOWNLOAD INVOICE / REQUEST CSV REGENERATION

1. As with e-mail invoices can be e-mailed with two types of detail:
 - A. Roll Up Invoice: Shows discounts and charge category balances.
 - B. Resort Invoice Summary: Displays line item detail for a specific category of a specific resort.
2. From the **Roll Up** or **Resort Invoice Summary**, you have the ability to download your invoice summary as either a PDF or a CSV file.
3. Click **Download**. The **Download** screen will appear.
4. Select the download format: PDF or CSV by clicking on the link. A screen will pop up and the request PDF or CSV file will be available for download.
 - A. PDF downloaded invoices will generate the original invoice. No activity will be represented on the PDF file.
 - B. CSV downloaded invoices will generate an invoice that is as recent as the last time a **Request CSV Generation** was processed. If a **Request CSV Generation** has not been processed it will provide the original invoice.
 - C. You can get a CSV invoice that includes recent line item activity by clicking on the link **Request CSV Generation**.
 - i. **Note: The re-generation process has an approximately 2 hour run time. After the time delay, return to this screen and download the CSV file.**

MGM RESORTS INTERNATIONAL™

Invoices Accounts Payments Disputes Administration Preferences

Listing || Sources

Download

Invoice(s)

1112VZKT

Please select your preferred download format:

Select Download Format

[PDF](#)

[CSV](#) [Request CSV Generation](#)

[Back](#)

5. You will now have successfully downloaded a summary invoice. To view charges on a transactional level, drill down through each property category and repeat steps 2-3.

INVOICE PAYMENT

This section will show you how to make payments on your invoices.

PAY INVOICE IN FULL

When you login to MGM Resorts BillDIRECT, the system will take you to **Invoice Listing** screen. This screen will show you a list of invoices associated to your account.

1. First, select the invoice number you wish to pay in full.
2. The **Roll Up Invoice Summary** page will appear, expand the category you wish to pay by clicking on the “+”.
3. Select the **Subtotal** of the resort you wish to pay.

MGM RESORTS INTERNATIONAL™

CITYCENTER LAS VEGAS

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Listing Sources

Signed on as: Carl SBYE

Roll Up Invoice Summary

Search Line Items Email Download

Account Name: UaVra, Inc.
 Account Number: 516-CONV-ZZ00011
 Account Balance: \$52,993.96
 Address:
 858 Sea Sports Ave
 Seattle, WA 98102
 USA

Invoice Number: 1208KSLN
 Invoice Date: 8/10/2012
 Due Date: 9/24/2012

Charge Summary

	Category	Property	Sub Total	Total
[-]	Room and Tax	Mandalay Bay	\$3,668.00	\$3,668.00
[+]	Food and Beverage			\$59,580.53
[+]	Audio Visual			\$365.43
[+]	Exhibitor Services			\$2,283.00

4. If the **Invoice Total** is correct and you would like to pay the balance from this screen, click **Pay** at the bottom of the screen to continue to the **Make a Payment** screen.
 - A. From the **Make a Payment** screen use the drop down menu to select the ACH account you would like to use for this transaction.
 - B. Then enter the date you would like the payment to take place. If the date entered is a weekend or holiday the transaction will occur on the following business day.
 - C. If you have any additional notes you would like to leave on the payment transaction you can enter them in the optional **Notes** field.
 - D. Once these fields are complete click **OK**.

MGM RESORTS INTERNATIONAL

CITYCENTER LAS VEGAS

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Listing || Sources

Signed on as: Carl SBEYER

Make a Payment

Account Number	Account Name	Invoice Number	Amount Due	Payment Amount
275-CONV-ZZ00011	DaVita, Inc.	1208NYUA	\$57,427.53	57,427.53

Total Payment: \$57,427.53

Select a Payment Method

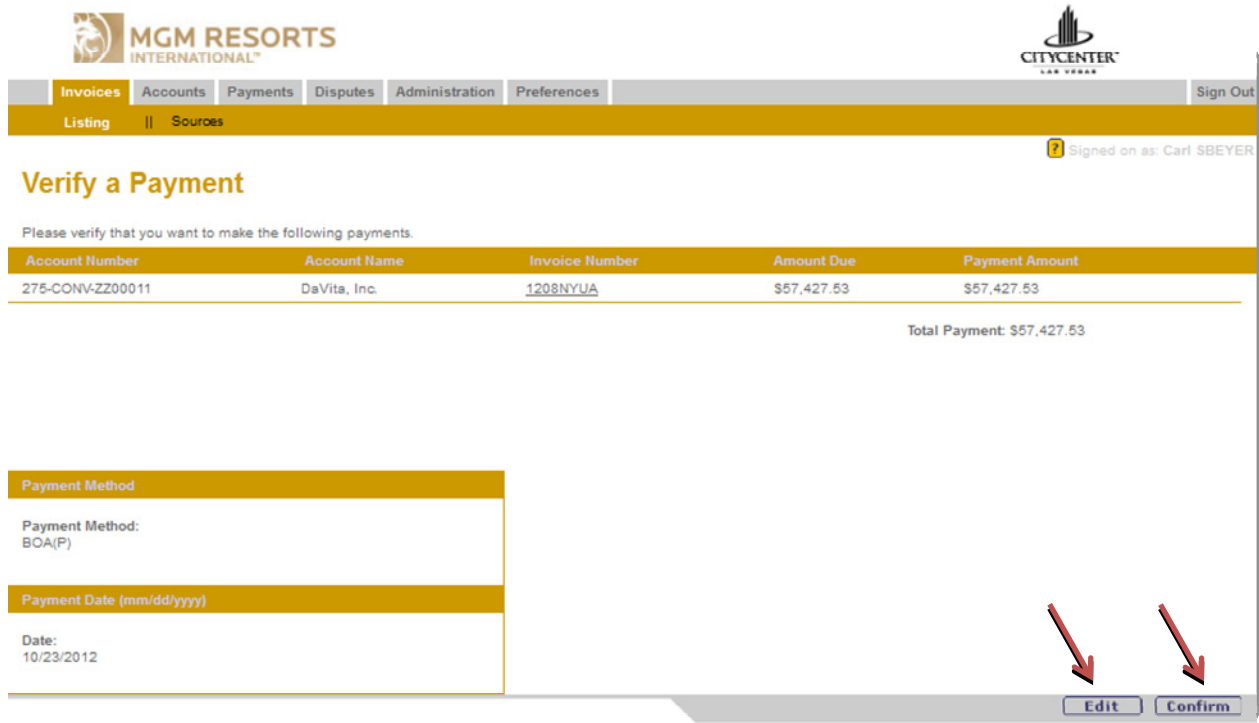
BOA(F) ▼

Enter a Payment Date (mm/dd/yyyy)

Date: 10/23/2012

Recalculate Cancel OK

- E. Once the **Verify a Payment** screen appears, review all of the fields and confirm the information is correct.
- F. If any of the information is incorrect, click **Edit** to go back to the **Make a Payment** screen.
- G. If all information is correct and you are ready to process the payment, click **Confirm**.



MGM RESORTS INTERNATIONAL **CITYCENTER LAS VEGAS**

Invoices Accounts Payments Disputes Administration Preferences Sign Out

Listing || Sources

Signed on as: Carl SBEYER

Verify a Payment

Please verify that you want to make the following payments.

Account Number	Account Name	Invoice Number	Amount Due	Payment Amount
275-CONV-ZZ00011	DaVita, Inc.	1208NYUA	\$57,427.53	\$57,427.53

Total Payment: \$57,427.53

Payment Method

Payment Method:
BOA(P)

Payment Date (mm/dd/yyyy)

Date:
10/23/2012

[Edit](#) [Confirm](#)

- H. When the confirmation screen appears your payment is complete.

Confirm a Payment

The following payment has been scheduled.

MGM RESORTS BILLDIRECT – PAYER MANUAL

Item Detail

Account Name: DeVita, Inc.
Account Number: 275-CONVZZ00011
Account Balance: \$62,743.96

Invoice Number: 1208NYUA
Invoice Date: 8/10/2012
Due Date: 9/24/2012
Category: Food and Beverage
Property: Mandalay Bay

Transaction Date	BEQ Number	POS Check Number	Sub Category	Description	Quantity	Amount	Activity	Balance	Selected	All
5/3/2012	290834	55516	Catering - Food	CHOCOLATE AND CAFFEINE THEMED BREAK	14	\$322.00	\$0.00	\$322.00	<input type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Breakfast Pastry Basket (Croissant, Danish Pastry, Muffins, Filled Beignets, and Large Almond Triangle)	2	\$102.00	\$0.00	\$102.00	<input checked="" type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	GABRIELA LUNCH BUFFET	16	\$848.00	\$0.00	\$848.00	<input type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Assorted Organic Domestic and Herbal Tea	1	\$70.00	\$0.00	\$70.00	<input type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Bottled Water (Still and Sparkling)	18	\$72.00	\$0.00	\$72.00	<input checked="" type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Freshly Brewed Organic Coffee Includes Flavored Syrups with Sugar-Free Option	1	\$70.00	\$0.00	\$70.00	<input type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Freshly Brewed Organic Decaffeinated Coffee Includes Flavored Syrups with Sugar-Free Option	1	\$70.00	\$0.00	\$70.00	<input checked="" type="checkbox"/>	
5/3/2012	290834	55516	Catering - Food	Assorted Sodas	15	\$63.75	\$0.00	\$63.75	<input checked="" type="checkbox"/>	
5/3/2012	290834	55516	Catering - Service Charges	Service Charges	0	\$339.73	\$0.00	\$339.73	<input type="checkbox"/>	
5/3/2012	290834	55516	Catering - Taxes	Total Item Tax	0	\$131.04	\$0.00	\$131.04	<input type="checkbox"/>	

View 10 Items Page 1 of 2

Pay Lines

Dispute Lines

- C. On the **Pay Line Items** screen you have the opportunity to set how much you want to pay on each line item.

Note: Every line item will default to pay the total amount due.

- D. Set the **Payment Date**, the **Payment Method** and add **Notes** if necessary.

- E. Click **OK**.

Pay Item Detail

Transaction Date	BEQ Number	POS Check Number	Sub Category	Description	Quantity	Amount	Current Balance	Payment Amount
5/3/2012	290834	55516	Catering - Food	Breakfast Pastry Basket (Croissant, Danish Pastry, Muffins, Filled Beignets, and Large Almond Triangle)	2	\$102.00	\$102.00	\$ 102.00
5/3/2012	290834	55516	Catering - Food	Bottled Water (Still and Sparkling)	18	\$72.00	\$72.00	\$ 72.00
5/3/2012	290834	55516	Catering - Food	Freshly Brewed Organic Decaffeinated Coffee Includes Flavored Syrups with Sugar-Free Option	1	\$70.00	\$70.00	\$ 70.00
5/3/2012	290834	55516	Catering - Food	Assorted Sodas	15	\$63.75	\$63.75	\$ 63.75

Total Pay Amount: \$307.75

Due Date: 10/24/2012 (mm/dd/yyyy)

Note:

Total Due Today: \$307.75

Payment Method: None

Cancel Recalculate OK

- F. Click **Verify** to complete the transaction.

APPLY CREDIT TO INVOICE

1. If your account has existing credits, you will have the opportunity to apply the credits to invoices when making a payment.
2. Existing credits will be displayed on the **Make a Payment** screen.
3. In order to apply the credit(s) to the current invoice check the box next to the credit you would like to apply.
4. Set the amount you would like to apply in the **Applied Credit Amount** box.

Note: The **Applied Credit Amount** cannot be greater than the **Amount Due** on the invoice.

Make a Payment

Account Number	Account Name	Invoice Number	Amount Due
021-ENT-999900	Test.com (Show)	1112NZNY	\$1,408.77

Total Payment: \$1,408.77

Credit Item Detail

Reference 1	Reference 2	Category	Total Credit Amount	Available Credit Amount	Applied Credit Amount	Series
Wilson Charles Bernard		Credit	\$73.87	\$73.87	73.87	<input type="checkbox"/>

Total Credit Amount: \$0.00
Total Due Today: \$1,408.77

Select a Payment Method

TestChecking123(S) ▼

Enter a Payment Date (mm/dd/yyyy)

Date: 1/8/2012

Enter a Note (optional)

Cancel OK

- When verifying the payment you will see the total amount due, total credit being applied and the new balance to be paid minus the credit, which is labeled **Total Due Today**.
- Complete the payment as described above in steps [A-H in section 3](#).

Verify a Payment

Please verify that you want to make the following payments.

Account Number	Account Name	Invoice Number	Amount Due
021-ENT-999900	Test.com (Show)	1112NZNY	\$1,408.77

Total Payment: \$1,408.77

Credit Item Detail

Reference 1	Reference 2	Category	Total Credit Amount	Available Credit Amount	Applied Credit Amount
Wilson Charles Bernard		Credit	\$73.87	\$73.87	\$73.87

Total Credit Amount: \$73.87
Total Due Today: \$1,334.90

Payment Method
Payment Method:
TestChecking123(S)

Note (optional)

Payment Date (mm/dd/yyyy)
Date:
1/6/2012

Edit **Confirm**

DISPUTES

This section will show how to dispute an invoice in full or specific line items on an invoice.

DISPUTE ENTIRE INVOICE

*****PLEASE NOTE*****

DISPUTING AN INVOICE IN FULL OR FROM THE ROLL UP LEVEL IS NOT RECOMMENDED. DOING THIS DOES NOT IDENTIFY WHICH SPECIFIC CHARGES YOU BELIEVE TO BE INCORRECT AND MAY CAUSE RECONCILIATION ERRORS.

IF YOU DO BELIEVE THE ENTIRE INVOICE HAS BEEN CREATED IN ERROR PLEASE CONTACT YOUR MGM RESORTS ACCOUNTS RECEIVABLE CLERK BEFORE ISSUING THIS TYPE OF DISPUTE.

DISPUTE BY LINE ITEM

1. Disputes can be applied to individual line items on an invoice.
2. After individual line items are disputed from an invoice the invoice will remain active for review and payment with an updated **Balance Due**, while the dispute is researched.
 - A. Begin by drilling down to the category and resort which contains the line item and question.
 - B. Once on the **Resort Summary Page**, continue to drill down to the category subtotal where your charge is located (Note that the categories and sub-categories change depending on the type of charge)
3. Line item disputes will be applied in the **Roll Up Invoice Summary** screen.
 - A. Identify all of the individual lines you would like to dispute.
 - B. Check the boxes on the right of the screen.
 - C. In order to dispute only the selected line you must click **Dispute Lines**.

Item Detail

Account Name: DeVita, Inc.
 Account Number: 275-CONV-ZZ00011
 Account Balance: \$82,743.98

Invoice Number: 1208HYCR
 Invoice Date: 8/10/2012
 Due Date: 9/24/2012
 PurchaseOrderNumber: Room and Tax
 Property: Mandalay Bay


Transaction Date	Block Code	Confirmation Number	Guest Name	Sub Category	Room Number	Check-in	Check-out	Nights	Amount	Activity	Balance	Select
5/3/2012	XDVITA	328173538	Barr,Bari	Room Revenue	29809	5/1/2012	5/4/2012	3	\$200.00	\$0.00	\$200.00	<input checked="" type="checkbox"/>
5/3/2012	XDVITA	328173538	Barr,Bari	Resort Fee	29809	5/1/2012	5/4/2012	3	\$25.00	\$0.00	\$25.00	<input type="checkbox"/>
5/3/2012	XDVITA	328173538	Barr,Bari	Resort Fee Tax	29809	5/1/2012	5/4/2012	3	\$24.00	\$0.00	\$24.00	<input type="checkbox"/>
5/3/2012	XDVITA	328173538	Barr,Bari	Room Tax	29809	5/1/2012	5/4/2012	3	\$3.00	\$0.00	\$3.00	<input type="checkbox"/>
5/2/2012	XDVITA	328173538	Barr,Bari	Resort Fee	29809	5/1/2012	5/4/2012	3	\$25.00	\$0.00	\$25.00	<input checked="" type="checkbox"/>
5/2/2012	XDVITA	328173538	Barr,Bari	Resort Fee Tax	29809	5/1/2012	5/4/2012	3	\$12.00	\$0.00	\$12.00	<input checked="" type="checkbox"/>
5/2/2012	XDVITA	328173538	Barr,Bari	Room Revenue	29809	5/1/2012	5/4/2012	3	\$100.00	\$0.00	\$100.00	<input type="checkbox"/>
5/2/2012	XDVITA	328173538	Barr,Bari	Room Tax	29809	5/1/2012	5/4/2012	3	\$3.00	\$0.00	\$3.00	<input type="checkbox"/>

View 10 Items [Pay Lines](#) [Dispute Lines](#)

- D. When disputing line items you must select a single, common reason for the disputes. On the next screen you will be able to change the reason on the individual items.
- E. Use the drop down menu to choose the reason most of the line items are being disputed.
- F. Click **OK**.

Dispute Line Items

Reason:	<div>Incorrect Amount Incorrect Amount Incorrect Reference Number Duplicate No Show Incorrect Date Incorrect Event Code Incorrect Guest Name</div>	Invoice Number: 1208HYCR Invoice Date: 8/10/2012 Due Date: 9/24/2012 Category: Room and Tax Property: Mandalay Bay
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- 4. Definition for different dispute **Reason**:
 - A. **Incorrect Amount** – rate/price code variance
 - B. **Incorrect Reference Number** – voucher/reference missing or incorrect
 - C. **Duplicate** – reservation appears more than once
 - D. **No Show** – guest did not attend show
 - E. **Incorrect Date** – date variance from booking list to wholesaler list
 - F. **Incorrect Event Code** - incorrect show booked
 - G. **Incorrect Guest Name** - reservation booked under incorrect guest

H. The **Disputed Line Items** screen will allow you to assign different reasons to each disputed item.

Note: Every item will default to the common reason selected on the previous screen.

I. Edit the **Payment Amount** field to set what you should pay for each item. If the item is being disputed due to incorrect amount, enter the correct amount in this field. If you should not pay for the item at all due to duplicate or other reasons enter “0.00”.

J. Use the **Notes** section to enter comments explaining the reason for the dispute to MGM Resorts.

K. Click **OK**.

Dispute Line Items

Reason: Incorrect Amount

Invoice Number: 1208HYCB
 Invoice Date: 8/10/2012
 Due Date: 9/24/2012
 Category: Room and Tax
 Property: Mandalay Bay

Transaction Date	Block Code	Confirmation Number	Guest Name	Sub Category	Room Number	Check-in	Check-out	Nights	Amount	Current Balance	Payment Amount	Requested Dispute Reason
5/3/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$200.00	\$200.00	\$ 0.00	Incorrect Amount
5/2/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$25.00	\$25.00	\$ 0.00	Incorrect Amount
5/2/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$12.00	\$12.00	\$ 0.00	Incorrect Amount

Total Requested Dispute Amount: \$237.00

Note:

Hints

- The entered Payment Amount is considered as an indicator to the new Current Balance of each LineItem in the table.
- The Total Requested Dispute Amount field is the calculated amount which would be subtracted from the Current Balance of the invoice.

Cancel OK

L. Click **Verify**.

Dispute Line Items

Reason: Incorrect Amount

Invoice Number: 1208HYCR
 Invoice Date: 8/10/2012
 Due Date: 9/24/2012
 Category: Room and Tax
 Property: Mandalay Bay

Transaction Date	Block Code	Confirmation Number	Guest Name	Sub Category	Room Number	Check-in	Check-out	Nights	Amount	Current Balance	Payment Requested Amount	Dispute Reason
5/3/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$200.00	\$200.00	\$50.00	Incorrect Amount
5/2/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$25.00	\$25.00	\$0.00	Incorrect Amount
5/2/2012	XDVITA	328173538	Barr,Bari	Convention	29809	5/1/2012	5/4/2012	3	\$12.00	\$12.00	\$0.00	Incorrect Amount

Total Requested Dispute Amount: \$187.00

Note:

Hints

- The entered Payment Amount is considered as an indicator to the new Current Balance of each LineItem in the table.
- The Total Requested Dispute Amount field is the calculated amount which would be subtracted from the Current Balance of the Invoice.

Edit Verify

- You will receive a confirmation of the disputes.
- You can now re-enter the invoice and view the updated current balance due.

Dispute Line Items

Dispute Created Successfully.

- Once a dispute is entered it will be sent to an MGM Resorts representative for review. The MGM Resorts will do the appropriate research and either Approve or Reject the dispute. You will receive an email notifying you of the status.
 - If the dispute is Approved the amount will be adjusted off and the amount will not appear on the invoice.
 - If the dispute is Rejected the amount will be placed back on the invoice for payment.