

QUICK REFERENCE GUIDE

Credit Bill and Rebill

Revised October 26, 2016

Credit an Entire Bill and Create Rebill

The credit and rebill actions are performed in one step and will create the credit bill and the new rebill. The rebill is created with a *Status* of “*NEW*”, allowing you the opportunity to make any changes that you desire. The credit bill is created with a status of “*RDY*” (Ready). Because the credit bill will need to be netted with the original bill, it should not be modified other than ensuring that the dates are correct and adding any applicable notes.

Process Steps

Steps to complete:

- Step 1: Select the Bill Adjustment Action to Credit an Entire Bill and Create Rebill
- Step 2: Complete Entry of the Credit Bill
- Step 3: Submit the Credit Bill for Approval
- Step 4: Complete the Rebill and Set Status to RDY (READY)
- Step 5: Run the Single Action Invoice Process for the Credit Bill and Rebill

Step 1: Select the Bill Adjustment Action to Credit an Entire Bill and Create Rebill

1. **Navigation Links:** Billing, Maintain Bills, Adjust Entire Bill.
2. At the *Adjust Entire Bill Search* page, verify your *Business Unit*, enter the *Invoice number* that you want to credit and click the **Search** button.

Favorites > Main Menu > Billing > Maintain Bills > Adjust Entire Bill

Adjust Entire Bill

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Business Unit: = G1001

Invoice: begins with 00000219995

Customer: begins with

Contract: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

- At the *Adjust Entire Bill* page, select the **Credit & Rebill** option in the *Select Bill Adjustment Action* section.

- Click on the **Adjustment Reason Lookup** icon and select **“CREDITMEMO”**.
Selecting “Credit Memo” for the reason, indicates that the agency and the customer have come to an agreement to credit the entire bill and a credit memo was created.
- In the *Adjustment Results* section, it is recommended that you enter your own **Credit Bill Number** consisting of the original invoice number followed by “CR” (“00000219995CR”). This practice may make it easier to find the related invoices in the future. If you accept the default *“NEXT”* in the *Credit Bill* field, the system will generate the next available number after you save.
- In the *Adjustment Results* section, it is recommended that you enter your own **Rebill Bill Number** consisting of the original invoice number followed by “RB” (“0000019995RB”). This practice may make it easier to locate the related transactions. If you accept the default *“NEXT”* in the *Rebill Bill* field, the system will generate the next available number after you save.
- Click the **Save** button to initiate the process. The *Header Info 1* link displays next to the *Credit Bill* and *Rebill* bill numbers.

[Favorites](#) | [Main Menu](#) > [Billing](#) > [Maintain Bills](#) > [Adjust Entire Bill](#)

Adjust Entire Bill

Unit: R3201 **Bill To:** 0000000004 Conestoga-Rovers & Associates
Invoice: 00000219995 **Invoice Amt:** 400.00 USD

Select Bill Adjustment Action	Adjustment Results
<input checked="" type="radio"/> No Bill Action <input type="radio"/> Credit Entire Bill <input type="radio"/> Credit & Rebill	*Credit Bill: <input type="text" value="00000219995CR"/> Header Info 1 Rebill Bill: <input type="text" value="00000219995RB"/> Header Info 1

Adjustment Reason:

8. We will process the credit bill first. Make note of the Rebill Bill invoice number for later use.

Step 2: Complete Entry of the Credit Bill

The credit bill is created with a Status of RDY (Ready). Because the credit bill will need to be netted with the original bill, the credit bill should not be modified other than ensuring that the bill dates are correct and adding any notes. If you are crediting an older invoice that used the “Crystal” format, you should change the format of the credit bill to the “XMLPUB” format at this time.

1. Click on the **Credit Bill Header Info 1** link. The *Billing General* page of the new Credit Bill displays.

Note: Billing information from the original bill has populated into the Bill Status, Bill Type, Cycle ID, Invoice Form, Bill Source, and Frequency Bill. The *Bill Lines* Section shows a negative quantity and amount for each line which indicates a credit.

Favorites | Main Menu > Billing > Maintain Bills > Adjust Entire Bill New Window

Billing General

Unit: R3201 Invoice: 00000219995CR Pretax Amt: -400.00 USD

Bill Status: RDY Invoice Date:

*Bill Type: MSC Bill Source: ONLINE

Cycle ID: DAILY *Frequency: Once

*Invoice Form: XMLPUB

Customer Information

*Customer: 0000000004 SubCust1:

Conestoga-Rovers & Associates SubCust2:

Payment Information

Header Detail

Lines to Add: Max Rows:

Line	Net Amount	Info 1	Info 2	Product Info	Order Info	Ship Info	Misc Info	Project Info	Service Info			
Seq	Line	Table	Identifier	Description	Quantity	UOM	Unit Price	Gross Extended	AR Account	Revenue Account		
1					-1.0000		200.0000	-200.00	Account	511002		
2					-2.0000		100.0000	-200.00	Account	511002		

Go to: [Copy Address](#) [Header Notes](#) [Standard Entry](#) [Approvals](#)

[Summary](#) [Bill Search](#) [Line Search](#) [Page Series](#)

Navigation: [Prev](#) [Next](#)

2. Click on the *Standard Entry* link. It is recommended that you use the *Standard Entry* option to view and enter data, especially if you are entering bill line information.
3. Enter the **Invoice Date** or leave it blank and the field will be entered automatically when the Single Action Invoice process runs. If you are crediting an older invoice that used the "Crystal" format, you should change the format of the credit bill to the "XMLPUB" format at this time.
4. **WARNING REGARDING BUDGET DATES!** The Budget Date from the original bill should have been automatically entered on the Accounting Revenue Distribution for each line of the credit bill. This is necessary so that the correct budget period is affected by the credit. For example, if you are processing a credit on July 1, 2014 (FY15) for a bill that was invoiced on June 15, 2014 (FY14), the budget date of June 15, 2014, should be used.

Favorites | Main Menu > Billing > Maintain Bills > Adjust Entire Bill > Express Billing > Standard Billing

Header - Info 1 | Line - Info 1 | Acctg - Rev Distribution

Unit: R3201 Invoice: 00000248315CR Bill To: 0000000299 Pretax Amt: -46.55 USD
 2645 Associates, LLC Max Rows: 5

Bill Line
 Seq: 1 Line: Net Extended: -46.55
 Identifier: Description: Copy Services

BI Creates GL Acct Entries

Bill Line Distribution - Revenue

Code	Fund	Fin DeptID	AppropriID	Account	Amount	Budget Date	Stat	Stat Amt	UOM
	2001	R328000	R32P101	553090	-46.55	12/16/2014			

Percent: 100.00 Amount: -46.55 Gross Extended: -46.55

Go to: [Line Info 2](#) [Tax](#) [Accounting](#) [Discount/Surcharge](#)

Notes: [Express Entry](#)

Summary: [Bill Search](#) [Line Search](#) Navigation: Acctg - Rev Distribution

Save Return to Search Notify Refresh Add Update/Display

- Optionally, click on the *Header Notes* link and enter any notes.
- Click the **Save** button.

Header - Info 1 | Line - Info 1

Unit: R3201 Invoice: 00000219995CR Pretax Amt: -400.00 USD

Status: RDY Invoice Date: Cycle ID: DAILY
 *Type: MSC Source: ONLINE *Frequency: Once
 *Customer: 0000000004 SubCust1: SubCust2:

Conestroga-Rovers & Associates

*Invoice Form: XMLPUB From Date: To Date:
 Accounting Date: Pay Terms: NET30 Pay Method: Check
 Remit To: R3201 Bank Account: 0001
 Sales: DEFAULT Bill Inquiry Phone: 651-757-2182
 Credit: DEFAULT Collector: DEFAULT
 Biller: BISPEC Billing Authority: BISUP

Go to: [Header Info 2](#) [Address](#) [Copy Address](#) [Approvals](#)

Notes: [Express Entry](#)

Summary: [Bill Search](#) [Line Search](#) Navigation: Header - Info 1

Save Return to Search Notify Refresh Add Update/Display

Step 3: Submit the Credit Bill for Approval

All credits require approval.

1. From the **Header – Info 1** tab, click on the *Approvals* link in the **Go to** section. The *Approvals* page displays.

The screenshot shows the 'Approvals' page with the following details:

- Business Unit:** R3201
- Invoice:** 00000219995CR
- Pretax Amount:** -400.00
- Approval Status:** Initial
- Comment:** A text input field with a small icon on the right.

Below the fields, there is a link for [View Supporting Documentation](#) and two buttons: **Submit for Approval** and **Preview Approvals**. At the bottom, there are three buttons: **OK**, **Cancel**, and **Refresh**.

2. Enter a comment, if applicable.
3. Click on the **Submit for Approval** button and click **OK** at the message. You are returned to the *Heading Info 1* page.

The screenshot shows a 'Message' dialog box with the following text:

The invoice has been submitted for approval. (12508,16)

At the bottom of the dialog box is an **OK** button.

4. Once the Credit Invoice has been approved, it must be processed through the Single Action Invoice process. You can monitor the approval status using your Worklist or from the *Bill Summary Info 2* page for the Credit Invoice. To navigate to the *Bill Summary Info 2* page:
 - a. **Navigation Links:** Billings, Review Billing Information, Summary.
 - b. At the *Bill Summary* search page, verify your *Business Unit* and enter the *Invoice Number*.

Bill Summary Info		Bill Summary Info 2	
Unit:	R3201	Invoice:	00000219995CR
GL Level:	BI Creates GL Acct Entries		
AR Level:	Bill Line is AR Open Item		
AR Option:	Use Line for Distribution		
Pre-Load Status:	Pending		
Budget Check Status:	Not Budget Checked		
Approval Status:	Initial		
<input checked="" type="checkbox"/> Attach Invoice Image			
<input type="checkbox"/> VAT Defaults Applied		<input type="checkbox"/> GL Entries Created	
<input type="checkbox"/> Invoice Printed		<input type="checkbox"/> AR Pending Item Created	
<input type="checkbox"/> EDI Sent			
<input type="checkbox"/> Currency Converted			
<input type="checkbox"/> Email Sent			
Go to:	Header Info 1	Address	Copy Address
	Bill Search	Line Search	Notes
<input type="button" value="Return to Search"/>		<input type="button" value="Notify"/>	
Bill Summary Info Bill Summary Info 2			

Note: the *Approval Status* is “Pending” at this time.

Step 4: Complete the Rebill and Set Status to RDY (READY)

You’ll need to complete the Rebill as you would any other new bill. Begin by navigating to the *Bill Entry* page.

1. **Navigation Links:** Billing, Maintain Bills, Standard Billing.
2. At the *Bill Entry* page, click on the **Find an Existing Value** tab and enter your search parameters.
 - a. Verify the *Business Unit*.
 - b. Enter the new Rebill invoice number.
3. Click the **Search** button.
4. The Rebill Status is “NEW”. Make any necessary changes to the bill, including changing customer. (Refer to the “Using Standard Billing to Enter a Bill” topic of the [ARBI2 Billing Advanced user Guide](#) for detailed instructions.) If you credited an older invoice that used the “Crystal” format, you should change the format of the new rebill to the “XMLPUB” format at this time.

Header - Info 1		Line - Info 1					
Unit:	R3201	Invoice:	00000219995RB	Pretax Amt:	400.00	USD	\$¥
Status:	NEW	Invoice Date:		Cycle ID:	DAILY		
Type:	MSC	Source:	ONLINE	Frequency:	Once		
Customer:	0000000004	SubCust1:		SubCust2:			
Conestroga-Rovers & Associates							
Invoice Form:	XMLPUB	From Date:		To Date:			
Accounting Date:		Pay Terms:	NET30	Pay Method:	Check		
Remit To:	R3201	Bank Account:	0001				
Sales:	DEFAULT	Bill Inquiry Phone:	651-757-2182				
Credit:	DEFAULT	Collect:	DEFAULT				
Billers:	BISPEC	Billing Authority:	BISUP				
Go to:	Header Info 2	Address	Copy Address	Notes			
Summary	Commit Cntrl						
Bill Search	Line Search						
					Header - Info 1		Page Series Prev Next

- After you have finished making the changes, change the *Bill Status* to “RDY” (Ready).
- Click on the **Save** button.

Step 5: Run the Single Action Invoice Process

Before the credit and rebill are fully processed and applied to the customer’s account in AR, the following processes must occur:

Module	Process
Billing	Single Action Invoice Process. Refer to the “Running the Single Action Invoice Process” topic of the ARBI2 Billing Advanced User Guide for instructions. This process creates a pending item in AR. Typically the person who creates bills does not have the security access to also run the Single Action Invoice process.
Accounts Receivable	ARUpdate Process. This process runs automatically several times a day or it can be run manually. It posts invoices (open items) to customer accounts in AR. Typically the person who creates bills does not have the security access to also run the ARUpdate Process. Refer to the “Running the ARUpdate Process” topic in the Accounts Receivable Advanced User Guide.
Accounts Receivable	Maintenance Worksheet. This process matches the credit invoice to the original invoice and closes the items. Refer to the “Applying Credit Bills or On Account Amounts” topic in the AR/BI3 Accounts Receivable Advanced User Guide .