Manually Apply Credit Bills or On Account Amounts

This guide covers how to use a Maintenance Worksheet to offset debits and credits on a customer’s account. You will use maintenance worksheets to apply credits to Items on a customer’s account that result from:

- Credit bills from the SWIFT Billing Module
- Payments not applied to an open item (On-accounts payments)

In this example, the credit on the customer’s account was created in the SWIFT Billing module when a credit bill was created for an existing invoice. The credit bill was sent to SWIFT Accounts Receivable by the Single Action Invoice process and loaded to the customer’s account by the ARUpdate process.

As a result of this activity, the customer’s account has two open items. One is the original invoice with a debit of $350. The other is the credit bill, with a credit of $-350.

Once you complete the Maintenance Worksheet and ARUpdate has been run, both items—the credit and debit—will be closed.

Steps to complete:

- Step 1: Create Maintenance Worksheet and Select Criteria
- Step 2: Select the Items to Offset on the Worksheet Application page
- Step 3: Set the Worksheet Items for Posting on the Worksheet Action page
Step 1: Create Maintenance Worksheet and Select Criteria

First, you’ll create a maintenance worksheet.

1. Navigate to the Create Worksheet page by using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
</table>
| Navigation Collection | Accounting, Accounts Receivable, Maintain Items.  
The Create Worksheet page will display by default. |
| WorkCenter         | Accounting, Accounts Receivable, Receivables WorkCenter, left-menu,  
Links section, Maintain Items, Create Worksheet. |

2. Click on the Add New Value tab.
3. Accept the default Business Unit or enter a Business Unit.
4. Accept the default “NEXT” in the Worksheet ID field and the system will assign the next number available after you save the worksheet.

5. Click on the Add button. The Worksheet Selection page displays.
6. Use the Worksheet Selection page to select the items that you want to work with on the Worksheet Application page in the next step.

Note: If you enter only Customer Criteria, all open items for the customer will be brought in. If you enter only Reference Criteria, only the specific item(s) referenced will be brought in. You can also use the Customer and Reference Criteria sections in combination.
• To bring in all open items for the customer, complete the **Customer Criteria** section.

<table>
<thead>
<tr>
<th>Customer Fields</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Customer Criteria</strong></td>
<td>The default is “None”. Accept the default to allow the broadest search. Other options included in the drop-down list allow you to restrict the type items searched to “Corporate Items”, “Customer Items”, or Remit From Items”.</td>
</tr>
<tr>
<td><strong>Customer ID</strong></td>
<td>Enter the <em>Cust ID</em> or click on the <strong>Lookup</strong> to search for and select a Customer.</td>
</tr>
<tr>
<td><strong>Business Unit</strong></td>
<td>Accept the <em>Business Unit</em> default or enter a <em>Business Unit</em>. <strong>Note</strong>: once you select the <em>Business Unit</em>, SWIFT populates the other fields in the <strong>Customer Reference</strong> section.</td>
</tr>
</tbody>
</table>

• To bring in only specific items, complete the **Reference Criteria** section.

<table>
<thead>
<tr>
<th>Reference Fields</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reference Criteria</strong></td>
<td>Must = “Specific Value”. After you enter the Reference, the value will automatically change to “Specific Value”.</td>
</tr>
<tr>
<td><strong>Qual Code</strong></td>
<td>Select “I - Item”.</td>
</tr>
<tr>
<td><strong>Reference</strong></td>
<td>Enter the Item reference number or click on the <strong>Lookup</strong> to search for the Item. <strong>Note</strong>: Use the <strong>Add New Row (+)</strong> icon to enter additional reference numbers. When you select specific Items, they will populate to the <em>Worksheet Application</em> page already selected in the next step.</td>
</tr>
<tr>
<td><strong>Anchor BU</strong></td>
<td>Enter the <em>Business Unit</em> if not already supplied in the <strong>Customer Criteria</strong> section.</td>
</tr>
</tbody>
</table>
Note: In this example, the Customer ID is used and all open items for the customer will be brought into the worksheet.

7. Optionally, use the Item Inclusion Options section to indicate whether certain types of items will be included or excluded from the worksheet.
   - The default value is “All Items”. This example will use the default so all open items for the customer will be included on the worksheet.

8. After setting your criteria, click the Build button. The Worksheet Application page displays. In this example, all open items for the customer displays, including the credit and the debit items.
Step 2: Select the Items to Offset on the Worksheet Application page

Next, use the Worksheet Application page to select the Items to offset.

- If you are working with a large list of debits and credits, you can click on the Absolute Value Sort button in the header to sort the Item List by the absolute value of the Item Balance column to more quickly find related credit and debit items.

1. Complete the Item List section as follows:

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Field Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sel</td>
<td>If necessary, click the Sel option for each item you want to work with. If you selected specific items on the Worksheet Selection page, the items will be selected automatically. <strong>Note:</strong> You can select more than one debit and/or credit. However, the sum of the debits you select must equal the sum of the selected credits.</td>
</tr>
<tr>
<td>Item Balance</td>
<td>The Item Balance. If you are applying a partial credit to an Item, you may need to reduce the Item Balance amount for the original invoice to match the partial credit amount. The sum of all of the debits you select must equal the sum of the selected credits. The system will automatically add a line for the balance of the Item to the Item List and this amount will remain an open amount on the Customer’s account.</td>
</tr>
</tbody>
</table>
### Field Name | Field Description
--- | ---
**Type** | Accept the default “MT” (Offset an Item). If you brought in specific items, the Type will be automatically supplied. If you brought in all open items for the customer, the “MT” will be entered automatically for the items you select after you have saved the page. The Type field indicates what action will be taken when the worksheet is posted.

**Reason** | Leave blank. There is no associated Reason code for the “Offset an Item” Entry Type.

2. Click on the Save button. If you receive an error indicating that the item is already tagged in another group, it means that there is another unposted Maintenance or Payment Worksheet that has the item selected. You won’t be able to complete this worksheet until you resolve this issue. Refer to the “Resolve Worksheet Error: Item Already Tagged in Another Group” guide for more information.

3. Verify that the Balance section indicates that the Debits (Dr) equal the Credits (Cr) (Net should equal zero).

### Step 3: Set the Worksheet Items for Posting on the Worksheet Action page

Next, use the Worksheet Action page to set the Items for posting.

1. Click on the Worksheet Action link.

2. **WARNING!** Make sure to select “Batch Standard” for the Action in the Posting Action section. If you leave the default “Do Not Post”, the information entered will be saved, but the transaction will not be posted.
3. Click on the **OK** button.
4. Click on the **Save** button.

**Note:** the **Status** field now displays “Batch Standard”.

The transactions included on the worksheet will be picked up the next time the ARUpdate process runs and will be posted to the customer account(s).