

## Credit Bill Lines

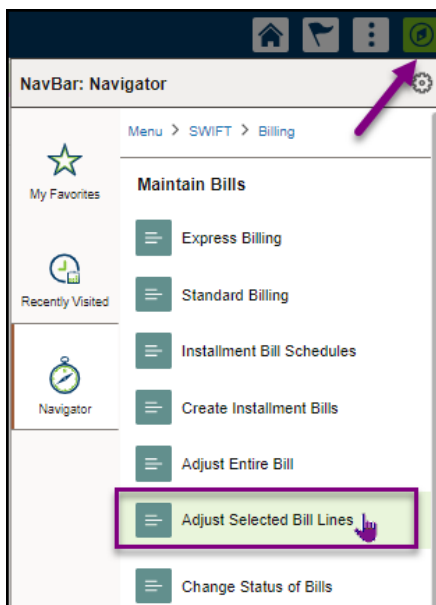
Most agencies use the “Credit an Entire Bill” or “Credit Entire Bill and Rebill” processes; however, there may be instances when you want to credit specific lines on an invoice. To adjust a particular line or lines, use the Adjust Selected Bill Lines process. This enables you to choose the specific line(s) you want to adjust rather than crediting the entire bill.

Although the Adjust Bill Lines Process includes different options, this guide covers how to use the Credit Line option to credit one or more lines of a bill. A credit bill with a status of “NEW” is created for the selected lines. Because the line(s) on the new credit bill will need to be netted with the original bill lines, the credit bill should not be modified other than ensuring that the bill dates are correct and adding any notes. All credit bills must go through the approval process before they are ready to be processed by the Single Action Invoice Process.

### Step 1: Complete the Adjust Selected Bill Lines Page

1. Navigate to the Adjust Selected Bill Lines page by using NavBar Navigator.

Navigation Options	Navigation Path
<b>NavBar Navigator</b>	Green NavBar icon in Header, Navigator, SWIFT, Billing, Maintain Bills, Adjust Selected Bill Lines.



1. At the Adjust Selected Bill Lines search page, enter your Business Unit and enter criteria to locate the bill you would like to credit, for example, Customer ID or Invoice ID. Select the **Search** button.

**Find an Existing Value**

▼ **Search Criteria**

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

Recent  Saved

\*Business Unit =

Invoice begins with

Customer begins with

Contract begins with

^ Show fewer options

Case Sensitive

2. Select the invoice link in the Search Results section.

▼ **Search Results**

1 rows - Business Unit "E6001" Invoice "0000074" +1 more

<< < 1-1 of 1 > >> | View All

Business Unit	Invoice	Invoice Type	Bill Type Identifier	Bill Source	Customer	Contract	
E6001	<a href="#">00000742254</a>	Regular	MSC	ONLINE	0000000085	(blank)	>

3. The Adjust Selected Bill Lines page displays. In the Line Adjustment Parameters section, select the Adjust Selected Lines option radio button.
4. Select "Credit Line" in the Line Opt dropdown.
5. Select "CREDITMEMO" in the Adjustment Reason Default lookup. This reason will be automatically populated to each selected bill line.
6. The \*Adjustment field in the Line Adjustment Results section is where the new credit invoice ID displays. A recommended practice is to use the original invoice ID and add "CR" to it. This practice can help you identify related invoices in the future. Accepting "NEXT" allows SWIFT to assign the next available ID.
7. In the Select Bill Lines section, select the line(s) you want to credit. The Adjustment Reason auto populates with the reason you selected earlier.
8. Select the **Save** button to initiate the process.

**Adjust Selected Bill Lines**

Unit	E6001	Bill To	0000000085	National Council for State Authorization
Invoice	00000742254	Invoice Amt	1,000.00	USD

**Line Adjustment Parameters**

No Bill Action  
 **Adjust Selected Lines**  
 Add to Existing Bill  
 Line Opt: Credit Line  
 Adjustment Reason Default: CREDITMEMO

**Line Adjustment Results**

\*Adjustment: 00000742254CR  
Total Lines Adjusted

1 To 2 Of 2 Sort L

**Select Bill Lines**

Select	Line	Seq	Identifier	Description	Gross Extended	Net Extended	Adjustment Reason
<input type="checkbox"/>	1	1		Gift Card	775.00	775.00	
<input checked="" type="checkbox"/>	2	2		Admin cost	225.00	225.00	CREDITMEMO

Select All  Clear All

- After saving, the Header Info 1 and Bill Line Info 1 links appear in the Line Adjustment Results section. Select the **Header Info 1** link.

**Line Adjustment Results**

\*Adjustment: 00000742254CR [Header Info 1](#)  
[Bill Line Info 1](#)

Total Lines Adjusted: 1

## Step 2: Complete Entry of the Credit

The new credit bill opens in a new browser window. Notice “NEW” in the Status field. Billing information from the original bill has populated into the Bill Status, Bill Type, Cycle ID, Invoice Form, Bill Source, and Frequency Bill. The lines of the new credit bill will be netted against lines of the original bill and should not be modified other than ensuring dates are correct and adding any notes.

- Enter an Invoice Date or leave it blank and allow it to auto populate when running the Single Action Invoice Process (SAIP). Select the **Line – Info 1** tab.

**Header - Info 1** **Line - Info 1**

Unit E6001 Invoice 0000742254CR Pretax Amt -225.00 USD

Status NEW Invoice Date [Calendar] Cycle ID DAILY  
 \*Type MSC Source ONLINE \*Frequency Once  
 \*Customer 0000000085 SubCust1 SubCust2  
 National Council for State Authorization  
 \*Invoice Form XMLPUB From Date [Calendar] To Date [Calendar]  
 Accounting Date [Calendar] Pay Terms NET30 Pay Method Check  
 Remit To E6001 Bank Account 0001  
 Sales DEFAULT Bill Inquiry Phone 651-259-3958  
 Credit DEFAULT Collector DEFAULT  
 Billing Specialist BISPEC Billing Authority BISUP

2. Notice the negative amount which fully credits the line on the original bill. Select the **Accounting** link in the Go to: section.

**Bill Line** [Search] | < > | 1 of 1 | View All

Seq 1 Line [ ] Net Extended -225.00

Table [ ] Identifier [ ] Description Admin cost

Quantity -1.0000  
 Unit of Measure EA  
 Unit Price 225.0000  
 Gross Extended -225.00

From Date [Calendar]  
 To Date [Calendar]  
 Line Type REV  Accumulate  
 Tax Code [ ]  Tax Exempt  
 Exempt Cert [ ]

Less Discount	0.00
Plus Surcharge	0.00
Net Extended	-225.00
VAT Amount	0.00
Tax Amount	0.00
Net Plus Tax	-225.00

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

Navigation Line - Info 1 **Page Series** [Prev](#) [Next](#)

1. The Revenue Distribution page displays. ChartField and Budget Date information is populated from the original invoice. 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, 2024 (FY25) for a bill that was invoiced on June 15, 2024 (FY24), the budget date of June 15, 2024, should be used.
2. Optionally, select the header **Notes** link and enter any notes.
3. Select the **Save** button.

**Bill Line** 1 of 1 | View All

Seq 1      Line      Net Extended -225.00  
 Identifier      Description Admin cost

BI Creates GL Acct Entries

**Bill Line Distribution - Revenue** 1 of 1 | View All

Acctg Information      Reference Information      ID

Code	Fund	Fin DeptID	Appropriation ID (CF3)	Account	Amount	Budget Date	Stat	Stat Amt
	2000	E6032501	E602500	410001	-225.00	05/01/2023		

Percent 100.00      Amount -225.00      Gross Extended -225.00

Go to:      Line Info 2      Tax      Accounting      Discount/Surcharge  
 Notes      Express Entry

Navigation: Acctg - Rev Distribution

Page Series: Prev Next

**Save**      Return to Search      Notify      Refresh      Add      Update/Display

## Step 3: Submit the Credit for Approval

1. All credits require approval. You are not able to approve your own credit bills. From the Header – Info 1 tab, select “RDY” in the Status field and save again. In the Go to: section towards the bottom of the page, an Approvals link appears. Select the **Approvals** link.

Go to:      Header Info 2      Address      Copy Address      **Approvals**  
 Notes      Express Entry      Attachments

Navigation: Header - Info 1

Summary      Bill Search      Line Search

2. The Approvals window displays. Enter a comment, if applicable. You can see who has authority to approve the credit bill by selecting on the **Preview Approvals** button or view documents attached to the invoice by selecting the View Supporting Documents link. Select the **Submit for Approval** button.

**Approvals** Help

Business Unit E6001  
 Invoice 00000742254CR  
 Pretax Amount -225.00

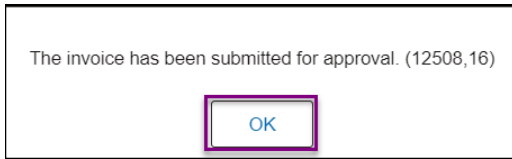
Approval Status Initial  
 Comment Credit line 2 of original invoice

View Supporting Documentation

**Submit for Approval**      Preview Approvals

OK      Cancel      Refresh

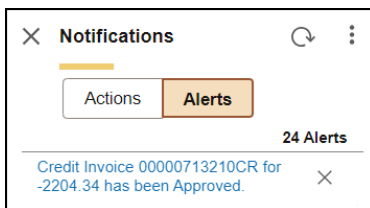
3. A message opens indicated the invoice has been submitted for approval. Select the **OK** button.



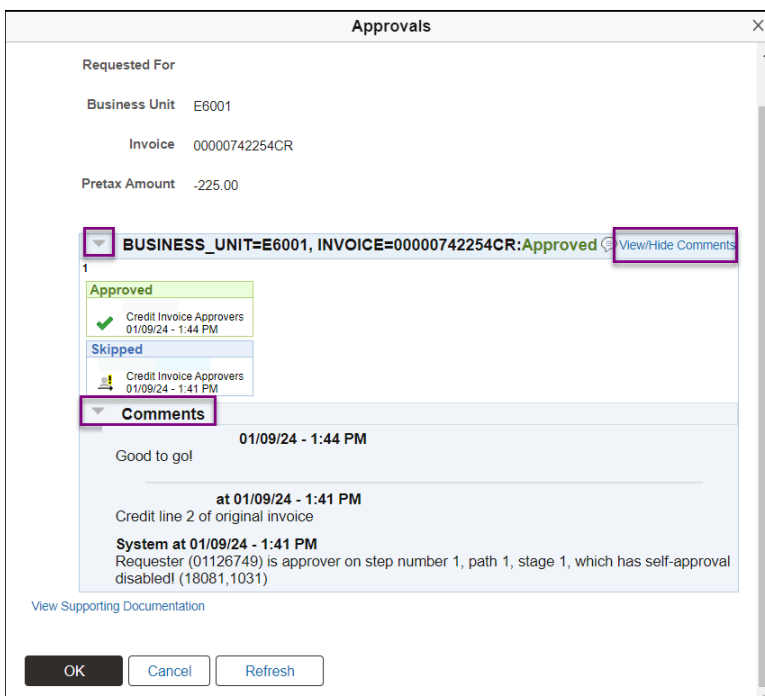
4. There are several ways you can monitor the approval status.

- Approvers and Requestors can check the My Work section of the Billing WorkCenter to view approval or invoice statuses.
- You may receive an Alerts notification and an email indicating that the Credit Invoice was approved or denied. For more information about the approval process, refer to the [“Credit Bill Approval Process”](#) guide.

5. Select the hyperlink in the Alerts area or from your email notification. Depending on whether you are logged in or not, you will land on the Header – Info 1 page or the login page.



6. Select the **Approvals** link on the Header - Info 1 tab. The Approvals window displays. You should see “Approved” or “Denied” in the Approval Status. You can review any comments by selecting on the Preview Approvals button. On the Approvals page, select the Arrow next to the Business Unit and select the View/Hide Comments link.



## Step 4: Run the Single Action Invoice Process

After the credit bill has been approved, the following actions must take place before the credit is fully processed and applied to the customer’s account in AR:

Module	Process
<b>Billing</b>	<b>Single Action Invoice Process.</b> Refer to the “ <a href="#">Run the Single Action Invoice Process</a> ” guide for instructions. This process creates a pending item in AR.
<b>Accounts Receivable</b>	<b>ARUpdate Process.</b> This process automatically runs several times a day. AR Update posts invoices (AR items) to customer accounts in AR. You may be able to run it manually if you have permissions. Refer to the “ <a href="#">Run the ARUpdate Process</a> ” guide.
<b>Accounts Receivable</b>	<b>Auto Maintenance Process.</b> The Automatic Maintenance Process automatically creates Maintenance Transactions (MT) that offset original bills with credit bills created by the Adjust Entire Bill process. It runs in the nightly batch, along with the ARUpdate process that posts the maintenance transactions to customer accounts.