Credit Bill Using Copy Single Bill Process

You can only credit a bill once using the SWIFT Adjust Bill functions. You can use the Copy a Single Bill Process to apply a second credit.

To change the copied bill to a credit of the original invoice, you will enter the credit (negative) amount on the Bill Line(s) and change the Invoice Type to “CR”.

If you use the Copy a Single Bill to credit a bill, please note the following:

- **WARNING REGARDING BUDGET DATES!** You must manually update the Budget Date of each credit bill line to be the same as the original bill. When you use the SWIFT Adjustment functions to credit a bill, the Budget Date field on the credit bill is automatically updated to be the same as the original bill.

- Accounts Receivable staff must create the maintenance transaction manually to offset the original bill with the credit bill. The Auto Maintenance process only works with the Adjust Entire Bill process.

- The credit will not display in the View Adjustment History listing. However, if you “smart code” the Invoice number by using the original invoice number followed by “CR”, it may help you find the related invoices in reports and listings.

Steps to complete:

- Step 1: Copy a Single Bill to Credit
- Step 2: Update the New Bill with Negative Line Amounts and Set New Bill Status to Ready
- Step 3: Submit the Credit Bill for Approval
- Step 4: Run the Single Action Invoice Process

**Step 1: Copy a Single Bill to Credit**

1. Navigate to the Copy a Single Bill page using one of the options below.

<table>
<thead>
<tr>
<th>Navigation Options</th>
<th>Navigation Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Collection</td>
<td>Accounting, Billing, Maintain and Process Bills, left-menu, Maintain Invoices, Copy Single Bill.</td>
</tr>
<tr>
<td>WorkCenter</td>
<td>Accounting, Billing, Billing WorkCenter, left-menu, Links section, Maintain Invoices, Copy Single Bill.</td>
</tr>
</tbody>
</table>
2. At the Copy Single Bill page, verify the Business Unit and enter the Invoice number for the invoice you want to credit.

3. Click the Search button.

4. If necessary, click the Invoice link for the bill you want to credit in the Search Results section. The Copy Single Bill page displays.
5. Select the Copy Bill option in the Select Bill Action section.

6. Accept the default “1” for the Number of Copies.

7. In the Copy Results section, it is recommended that you enter your own invoice number in the Copy Bill field consisting of the original invoice number followed by a “CR” (“0000222789CR”). This practice may make it easier to find the related invoices in the future. If you accept the default “NEXT”, the system will assign the next available number to the credit bill.

8. Leave the Invoice Date blank and the Invoice Date will default to today’s date when you save. You can update the Invoice Date here or change it on the bill after it is copied.

9. Click the Save button. The Go To Bill Header – Gen Info link appears next to the new invoice number.

Step 2: Update the New Bill and Set Status to Ready

The copied bill is created with a status of “NEW”. Because the new credit bill will need to be netted with the original bill, the credit bill should not be modified other than changing the amounts to negative, making sure that the bill dates are correct, and adding any applicable notes.

1. Click on the Go To Bill Header Info 1 link. The Standard Billing pages display with the Header – Info 1 tab selected.

   Note: Billing information from the original bill has populated into the Bill Status, Bill Type, Cycle ID, Invoice Form, Bill Source, and Frequency Bill.
2. Update the **Invoice Date**, if necessary. If you remove it, the field will be entered automatically when the Single Action Invoice process runs.

3. Click on the **Line – Info 1** tab of the bill.

4. Make the changes necessary to make this a credit bill. In this example, we billed $50.00 more than we should have so we will enter a credit (negative) $50 amount.
5. Click the **Save** button and the below message will display indicating that the “Entry Type IN is not correct for the sign of the net extended amount.”

```
Entry Type IN is not correct for the sign of the net extended amt. (12500,217)
The Entry Type specified is not correct for the sign of the net extended amount.
```

6. Click on the **OK** button and the **Line Info – 2** tab displays with your cursor in the **Entry Type** field.

7. Notice that “IN” (Invoice) is displayed in the **Entry Type** field. Click on the **Entry Type Lookup** and select “CR” (Credit).
8. Select the Line – Info 1 option from the Navigation drop-down list to navigate back to the Bill Lines page.

9. Click on the Save button.

10. A system message appears indicating that approval will now be required. Click the OK button.
11. **UPDATE BUDGET DATES**! If you are crediting an invoice that was posted to a prior budget period, you must manually update the *Budget Date* for each bill line of the credit bill to be the same as the original invoice date. For example, if you are processing a credit on July 1, 2014 (FY15) for a bill that was invoiced on June 15, 2014 (FY14), you will need to enter a budget date of June 15, 2014, on each credit bill line or a different budget period than intended will be affected.

   a. To update the *Budget Date*, click on the *Accounting* Link in the **Go To** section or select **Acctg–Rev Distribution** from the **Navigation** drop-down listing and enter the correct *Budget Date* on each bill line.

12. Click on the **Header – Info 1** tab.
13. Optionally, click on the **Header Notes** link and enter any notes.
14. Change the bill *Status* to “RDY” (Ready)
15. Click on the **Save** button and the **Approvals** link becomes available.
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 on the right side of page. The **Approvals** page displays.

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 **Header Info 1** page.

4. There are several ways you can monitor the approval status:
   - Approvers and requesters can check the **My Work** section of the **Billing WorkCenter** to view approval information. Inquiries include:
     - Invoices Pending My Approval
     - Invoices Not Submitted for Approval
     - Invoices Pending Approval for a selected Business Unit
   - You will receive a 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.
• You can click on the link provided in the Notification or email to view the Header – Info 1 page of the invoice. (The link in the email will take you to the bill or the login page, depending on whether you are logged into the system.)

• When you click on the Approvals link on the Header - Info 1 tab, the Approvals page will display an “Approved” or “Denied” Approval Status. You can review any comments by clicking on the Preview Approvals button. On the Approvals page, click on 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:

<table>
<thead>
<tr>
<th>Module</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing</td>
<td><strong>Single Action Invoice Process.</strong> Refer to the “Run the Single Action Invoice Process” 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.</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td><strong>ARUpdate Process.</strong> 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 “Run the ARUpdate Process” guide.</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td><strong>Maintenance Worksheet.</strong> This process matches the credit invoice to the original invoice and closes the items. Refer to the “Apply Credit Bill or OA Amount” guide.</td>
</tr>
</tbody>
</table>