

QUICK REFERENCE GUIDE

February 20, 2024

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!** Budget dates must be manually updated on a credit bill line to be the same as the original bill line. 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 a maintenance worksheet to 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 Adjustment History for the original invoice. Utilizing the original Invoice ID with a “CR” added to the end may help you find the related invoices.

Step 1: Copy a Single Bill to Credit

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

Navigation Options	Navigation Path
Navigation Collection	Accounting, Billing, Maintain and Process Bills, left-menu, Maintain Invoices, Copy Single Bill.
WorkCenter	Accounting, Billing, Billing WorkCenter, left-menu, Links section, Maintain Invoices, Copy Single Bill.

2. At the Copy Single Bill page, verify or enter the Business Unit and enter the Invoice number for the invoice you want to credit.
3. Select the Search button.

Maintain Invoices

- Standard Billing
- Express Billing
- Adjust Entire Bill
- Bill Summary
- Copy Single Bill**
- Recurring Bill Schedules
- Create Recurring Bills
- Delete Canceled Bills

Generate Invoices

Copy Single Bill

Find an Existing Value

Search Criteria

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

Recent: Choose from recent searches | Saved: Choose from saved searches

*Business Unit: E6001

Invoice: begins with 00000745747

Bill Status: []

Customer: begins with []

Contract: begins with []

Show fewer options

Case Sensitive

Search Clear

4. If necessary, select the Invoice link for the bill you want to credit in the Search Results section.

Search Results

1 rows - Business Unit "E6001" Invoice "00000745747"

Business Unit	Invoice	Invoice Type	Bill Status	Bill Type Identifier	Bill Source	Customer	Contract
E6001	00000745747	Regular	Invoiced	MSC	ONLINE	0000000051	(blank)

- The Copy Single Bill page displays. Select the **Copy Bill** option in the Select Bill Action section.
- Accept the default "1" for the Number of Copies.
- For the invoice ID, a recommended practice is to use the original invoice ID and add "CR" to it in the *Copy Bill field. This practice can help you identify related invoices in the future. Accepting "NEXT" allows SWIFT to assign the next available ID.
- Leave the Invoice Date blank. It will default to the current date after saving. You can change it later.
- Select the **Save** button.

Copy Single Bill

Unit: E6001 | Bill To: 0000000051 | St John's University

Invoice: 00000745747 | Invoice Amt: 861.00 | USD

Select Bill Action

No Bill Action

Copy Bill

Number of Copies: 1 | Create Bills

Copy Results

Sequence: *Copy Bill: 00000745747CR | Invoice Date: []

Save Return to Search Notify

10. Select the **Go To Bill Header – Gen Info** link that appears next to the new invoice number.

Copy Results			
Sequence	*Copy Bill	Invoice Date	
1	00000745747CR	01/09/2024	Go To Bill Header - Gen. Info

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

The copied bill opens on the Header – Info 1 page 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.

1. Update the Invoice Date, if necessary. If you remove it, the date will be automatically updated when running Single Action Invoice Process (SAIP).
2. Select the **Line – Info 1** tab.

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

Unit E6001 Invoice 00000745747CR Pretax Amt 861.00 USD

Status: **NEW** Invoice Date: 01/09/2024 Cycle ID: DAILY

*Type: MSC Source: ONLINE *Frequency: Once

*Customer: 0000000051 SubCust1: SubCust2: Pay Method: Check

*Invoice Form: XMLPUB From Date: To Date: Billing Authority: BISUP

Accounting Date: Pay Terms: NET30 Billing Specialist: BISPEC

Remit To: E6001 Bank Account: 0001 Billing Supervisor: Billing Specialist: Billing Supervisor:

Sales: DEFAULT Bill Inquiry Phone: 651-259-3958 Billing Specialist: Billing Supervisor:

Credit: DEFAULT Collector: DEFAULT Billing Specialist: Billing Supervisor:

Go to: Header Info 2 Address Copy Address Page Series

Notes: Express Entry Attachments

Summary Bill Search Line Search Navigation: Header - Info 1 Add Update/Display

Buttons: Save, Return to Search, Notify, Refresh

3. Make the changes necessary to make this a credit bill. In this example, we billed \$50.00 more than we should have, therefore, we enter a credit (negative) of \$50 amount in the Unit Price field. The Gross Extended Date will be updated after saving.
4. Select the **Save** button.

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

Unit E0001 Bill To 0000000051 Pretax Amt 861.00 USD

Invoice 00000745747CR St John's University Max Rows 5

Bill Line 1 of 1 View All

Seq 1 Line Net Extended 861.00

Table Identifier Description MN St Grant Student 11 21-22

Quantity 1.0000 From Date To Date

Unit of Measure EA Unit Price -50 Line Type REV Accumulate

Gross Extended 861.00 Tax Code Tax Exempt

Exempt Cert

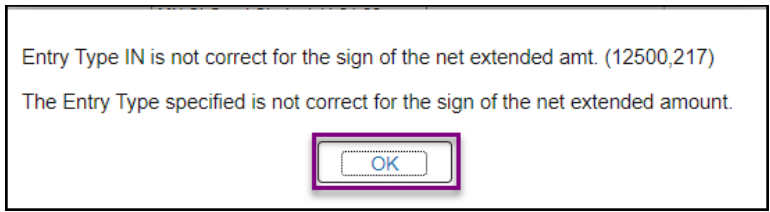
Less Discount	0.00
Plus Surcharge	0.00
Net Extended	861.00
VAT Amount	0.00
Tax Amount	0.00
Net Plus Tax	861.00

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

Summary Bill Search Line Search Navigation Line - Info 1 Page Series Prev Next

Save Return to Search Notify Refresh Add Update/Display

5. A message will display indicating that the "Entry Type IN" is not correct. Select the **OK** button.



6. 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. Select the Lookup icon and select "CR" (Credit).

System Source Entry Type IN Entry Reason

Recognition Basis Invoice Date

AR Option Use Line for Distribution GL Level BI Creates GL Acct Entries

Discount/Surcharge

Line - Info 2 Page Series

Look Up Entry Type X Help

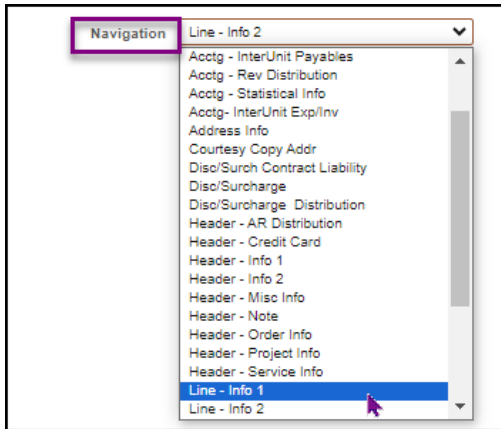
Cancel

Search Results

View 100 1-2 of 2

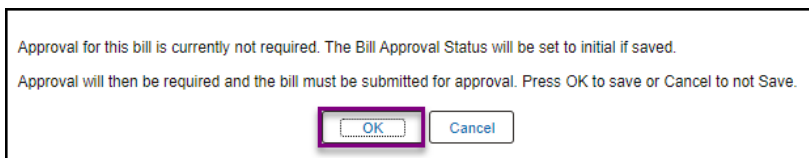
SetID	Entry Type
SHARE	CR
SHARE	OA

8. Select the **Line – Info 1** option from the **Navigation** dropdown to navigate back to the bill line page.

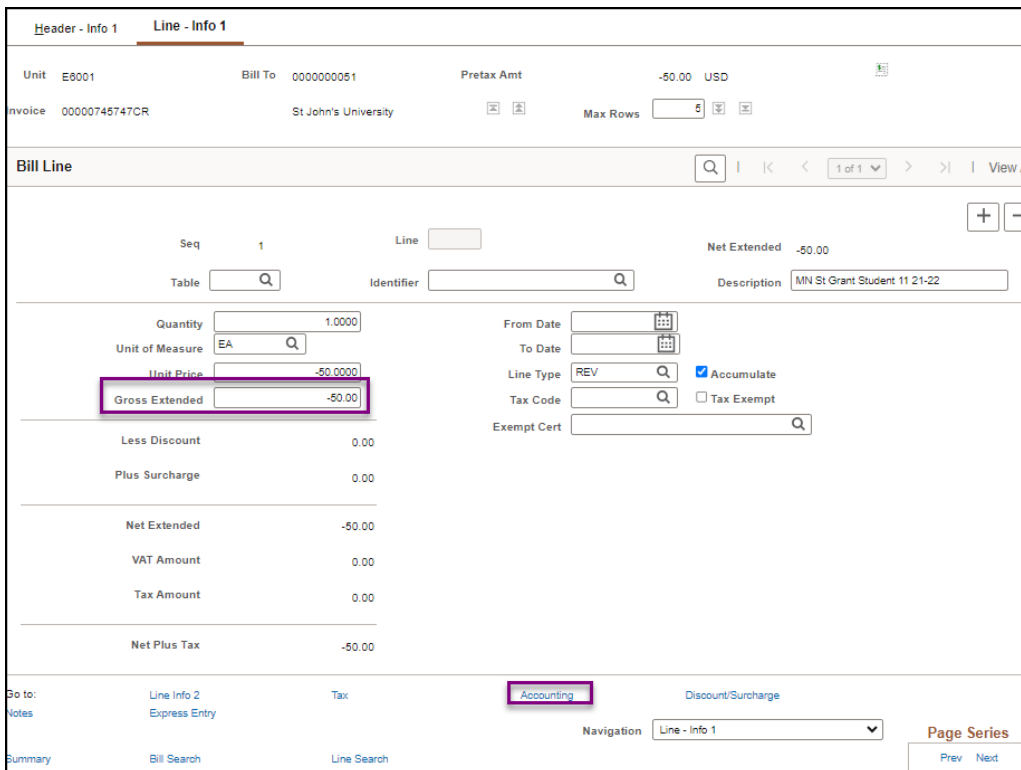


9. Select the Save button.

10. A system message appears indicating that approval is not currently required. This is because the bill is still in a “NEW” status. Select the OK button.



11. Notice the negative amount in the Gross Extended field. Select the **Accounting** link in the Go To: section.



- The Revenue Distribution page displays. ChartField information is populated from the original invoice. However, you **must** update each bill line of the credit bill to have the same Budget Date as the original invoice 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.
- Optionally, select the header **Notes** link and enter any notes.
- Select the **Save** button.

The screenshot shows the 'Bill Line Distribution - Revenue' interface. It features a table with columns for Code, Fund, Fin DeptID, Appropriation ID (CF3), Account, %fil, Percentage, Amount, Budget Date, and Stat. The Budget Date field is highlighted with a purple box. Below the table, there are summary rows for Percent, Amount, and Gross Extended. At the bottom, there are navigation and action buttons, including 'Save', 'Return to Search', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

Step 3: Submit the Credit for Approval

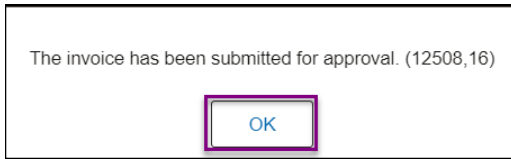
- All credits require approval. You are not able to approve your own credit bills. From the Header – Info 1 tab, select “RDY” in the Status field and save again. In the Go to: section towards the bottom of the page, an Approvals link appears. Select the **Approvals** link.

The screenshot shows the 'Go to:' section of the interface. It includes links for 'Notes', 'Header Info 2 Express Entry', 'Address', 'Copy Address Attachments', 'Approvals', 'Summary', 'Bill Search', and 'Line Search'. The 'Approvals' link is highlighted with a purple box. There is also a 'Navigation' dropdown menu set to 'Header - Info 1'.

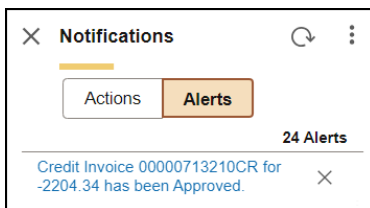
- The Approvals window displays. Enter a comment, if applicable. You can see who has authority to approve the credit bill by selecting on the **Preview Approvals** button or view documents attached to the invoice by selecting the View Supporting Documents link. Select the **Submit for Approval** button.

The screenshot shows the 'Approvals' window. It displays the following information: Business Unit: E8001, Invoice: 00000745747CR, Pretax Amount: -50.00, Approval Status: Initial, and Comment: Overcharged customer \$50. At the bottom, there are buttons for 'View Supporting Documentation', 'Submit for Approval', 'Preview Approvals', 'OK', 'Cancel', and 'Refresh'. The 'Submit for Approval' button is highlighted with a purple box.

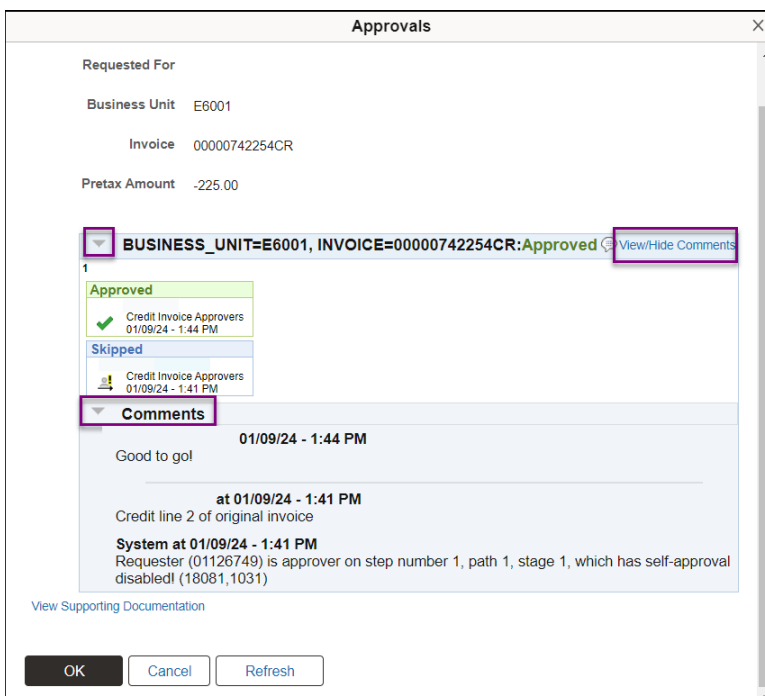
3. A message opens indicated the invoice has been submitted for approval. Select the **OK** button.



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.



1. 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
Billing	Single Action Invoice Process. Refer to the “Run the Single Action Invoice Process” guide for instructions. This process creates a pending item in AR.
Accounts Receivable	ARUpdate Process. 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 “Run the ARUpdate Process” guide.
Accounts Receivable	Auto Maintenance Process. 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.