

QUICK REFERENCE GUIDE

November 1, 2019

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.

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.

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2. At the *Copy Single Bill* page, verify the *Business Unit* and enter the *Invoice number* for the invoice you want to credit.

Copy Single 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 =

Invoice begins with

Bill Status =

Customer begins with

Contract begins with

Case Sensitive

[Basic Search](#)

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.

Copy Single Bill

Unit G1001 Bill To TRN000003 TRAINING CUSTOMER 3

Invoice TRN0000400 Invoice Amt 350.00 USD

Select Bill Action

No Bill Action
 Copy Bill

Copy Results

1-1 of 1

Sequence	*Copy Bill	Invoice Date
1	NEXT	

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.

Copy Single Bill

Unit G1001 Bill To TRN000003 TRAINING CUSTOMER 3

Invoice TRN0000400 Invoice Amt 350.00 USD

Select Bill Action

No Bill Action

Copy Bill

Number of Copies

Copy Results

Sequence	*Copy Bill	Invoice Date
1	<input type="text" value="TRN0000400CR"/>	<input type="text"/>

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.

Header - Info 1		Line - Info 1	
Unit	G1001	Bill To	TRN000003
Pretax Amt	350.00	USD	
Invoice	TRN0000400CR	TRAINING CUSTOMER 3	Max Rows 5

Bill Line		1 of 1		View All
Seq	1	Line		Net Extended 350.00
Table	ID	Identifier	ELD_INV	Description Enterprise Learning Dev
Quantity	7.0000	From Date		
Unit of Measure	EA	To Date		
Unit Price	-50.00	Line Type	REV	<input checked="" type="checkbox"/> Accumulate
Gross Extended	350.00	Tax Code		<input type="checkbox"/> Tax Exempt
Less Discount	0.00	Exempt Cert		
Plus Surcharge	0.00			
Net Extended	350.00			
VAT Amount	0.00			
Tax Amount	0.00			
Net Plus Tax	350.00			

- 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.

- Click on the **OK** button and the **Line Info – 2** tab displays with your cursor in the *Entry Type* field.
- Notice that “*IN*” (Invoice) is displayed in the *Entry Type* field. Click on the *Entry Type Lookup* and select “*CR*” (Credit).

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Unit G1001 Bill To TRN000003 Pretax Amt -350.00 USD
 Invoice TRN0000400CR TRAINING CUSTOMER 3 Max Rows 5

Bill Line 1 of 1 | View All

Seq 1 Line Net Extended -350.00

Table ID Identifier ELD_INV Description Enterprise Learning Dev

Purchase Order Contract No Contract Date SubCustomer 1 SubCustomer 2

Line Line Type Entry Type CR Entry Reason Revenue Recognition Basis Invoice Date

Use Effective Dated Price on Recurring Bills

AR Level Bill Line is AR Open Item AR Option Use Line for Distribution GL Level BI Creates GL Acct Entries

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

Summary Bill Search Line Search Navigation Line - Info 2 Page Series Prev Next

8. Select the **Line – Info 1** option from the **Navigation** drop-down list to navigate back to the *Bill Lines* page.

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

Unit G1001 Bill To TRN000003 Pretax Amt -350.00 USD
 Invoice TRN0000400CR TRAINING CUSTOMER 3 Max Rows 5

Bill Line 1 of 1 | View All

Seq 1 Line Net Extended -350.00

Table ID Identifier ELD_INV Description Enterprise Learning Dev

Quantity 7.0000 From Date To Date

Unit of Measure EA Unit Price -50.0000 Line Type REV Accumulate Tax Exempt

Gross Extended -350.00 Tax Code Exempt Cert

Less Discount	0.00
Plus Surcharge	0.00
Net Extended	-350.00
VAT Amount	0.00
Tax Amount	0.00
Net Plus Tax	-350.00

9. Click on the **Save** button.

10. A system message appears indicating that approval will now be required. Click the **OK** button.

Approval for this bill is currently not required. The Bill Approval Status will be set to initial if saved.

Approval will then be required and the bill must be submitted for approval. Press OK to save or Cancel to not Save.

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.

The screenshot shows the 'Revenue Distribution' tab for a bill line. At the top, it displays 'Unit G1001', 'Bill To TRN000003', and 'Pretax Amt -350.00 USD'. Below this, the 'Bill Line' section shows 'Seq 1', 'Line Identifier ELD_INV', and 'Net Extended -350.00'. The 'Description' is 'Enterprise Learning Dev'. A table titled 'Bill Line Distribution - Revenue' contains the following data:

Code	Fund	Fin DeptID	Appropriation ID (CF3)	Account	Amount	Budget Date	Sub Acct	SW Cost
ELD_INV	5200	G1037610	G100086	513304	-350.00	<input type="text" value=""/>		

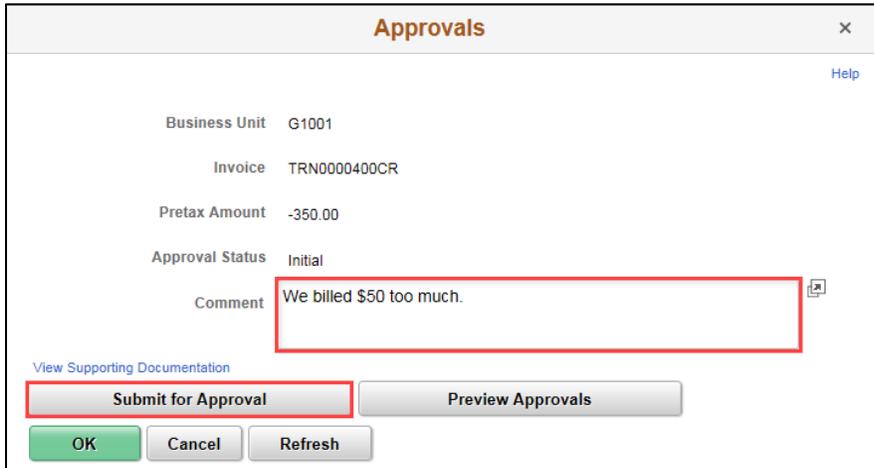
Below the table, a summary row shows 'Percent 100.00', 'Amount -350.00', and 'Gross Extended -350.00'. At the bottom, the 'Navigation' dropdown is set to 'Acctg - Rev Distribution'. Buttons for 'Save', 'Return to Search', 'Notify', and 'Refresh' are visible at the very bottom.

- 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.



Approvals [x] [Help]

Business Unit G1001

Invoice TRN0000400CR

Pretax Amount -350.00

Approval Status Initial

Comment We billed \$50 too much. [📎]

[View Supporting Documentation](#)

Submit for Approval Preview Approvals

OK Cancel 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 *Header Info 1* page.

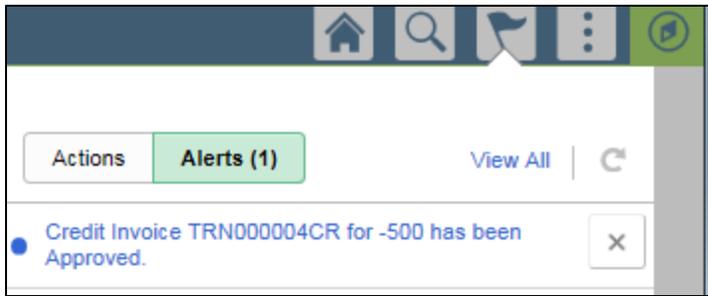


The invoice has been submitted for approval. (12508,16)

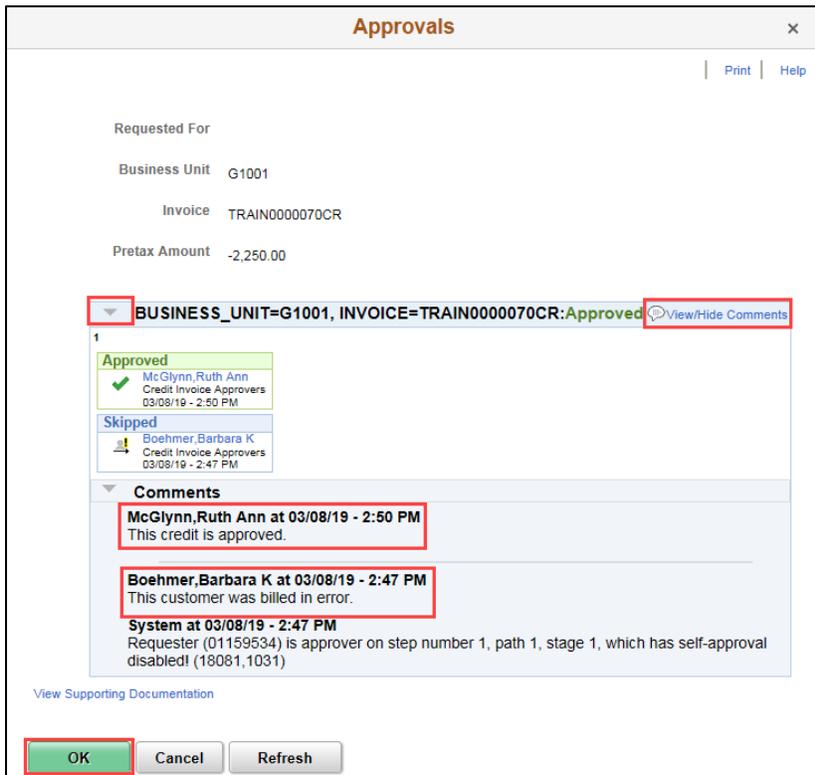
OK

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.

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- 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:

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. 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 “Run the ARUpdate Process” guide.
Accounts Receivable	Maintenance Worksheet. This process matches the credit invoice to the original invoice and closes the items. Refer to the “Apply Credit Bill or OA Amount” guide.