

## Credit an Entire Bill

This guide covers how to credit an entire bill. There are times when a customer’s account must be credited for an entire invoice. For example, the customer may have been billed for something that the customer did not purchase. In these circumstances, the Adjust Entire Bill function can be used to credit the customer’s entire bill.

The credit bill is created with a status of “RDY” (Ready). Because the credit bill created will need to be netted with the original bill, it should not be modified other than ensuring that the bill dates are correct and adding any applicable 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 Entire Bill Page

1. Navigate to the Adjust Entire Bill page by using one of the options below.

| Navigation Options           | Navigation Path   |
|------------------------------|---|
| <b>Navigation Collection</b> | Accounting, Billing, Maintain and Process Bills, left menu, Adjust Entire Bill.                           |
| <b>WorkCenter</b>            | Accounting, Billing, Billing WorkCenter, left menu, Links section, Maintain Invoices, Adjust Entire Bill. |

2. At the Adjust Entire Bill 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.

The screenshot shows the 'Adjust Entire Bill' search interface. On the left, a sidebar under 'Maintain Invoices' has 'Adjust Entire Bill' selected. The main content area is titled 'Adjust Entire Bill' and 'Find an Existing Value'. It features a 'Search Criteria' section with a prompt: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are 'Recent Searches' and 'Saved Searches' dropdowns. The search criteria include:
 

- 'Business Unit' with a dropdown arrow and the value 'E6001'.
- 'Invoice' with a 'begins with' dropdown and an empty text field.
- 'Customer' with a 'begins with' dropdown and the value '0000000021'.
- 'Contract' with a 'begins with' dropdown and an empty text field.

 At the bottom, there is a 'Show fewer options' link, a 'Case Sensitive' checkbox, and three buttons: 'Search', 'Clear', and 'Save Search'. The 'Search' button is highlighted with a red box.

3. Select the proper invoice.

Search Results  
2 rows - Business Unit "E6001" Customer "0000000021"

| Business Unit | Invoice     | Invoice Type | Bill Type Identifier | Bill Source | Customer   | Contract |   |
|---------------|-------------|--------------|----------------------|-------------|------------|----------|---|
| E6001         | 00000705071 | Regular      | MSC                  | ONLINE      | 0000000021 | (blank)  | > |
| E6001         | 00000069704 | Regular      | MSC                  | ONLINE      | 0000000021 | (blank)  | > |

- The Adjust an Entire Bill displays. Select "Credit Entire Bill" in the Select Bill Adjustment Action section.
- Select "CREDITMEMO" in the Adjustment Reason field.
- Accept "Retain Original Invoice Balance" in the Rebill Default Action section.
- The \*Credit Bill field in the 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.
- Select the **Save** button to initiate the process.

**Adjust Entire Bill**

Unit E6001 Bill To 0000000021 North Hennepin Community College  
 Invoice 00000705071 Invoice Amt 2,925.00 USD

**Select Bill Adjustment Action**

No Bill Action  
 Credit Entire Bill  
 Credit & Rebill

**Adjustment Results**

\*Credit Bill 00000705071CR  
 Rebill Bill NEXT Header Info 1

**Rebill Default Action**

Retain Original Invoice Value  
 Use Current Customer Value

Adjustment Reason CREDITMEMO

Save Return to Search Previous in List Next in List Notify Refresh

9. After saving, the Header Info 1 link displays next to the new invoice ID. Select the hyperlink.

**Adjust Entire Bill**

Unit E6001 Bill To 0000000021 North Hennepin Community College  
 Invoice 00000705071 Invoice Amt 2,925.00 USD

**Select Bill Adjustment Action**

No Bill Action  
 Credit Entire Bill  
 Credit & Rebill

**Adjustment Results**

\*Credit Bill 00000705071CR [Header Info 1](#)  
 Rebill Bill NEXT Header Info 1

## Step 2: Complete Entry of the Credit Bill

The new credit bill opens in a new browser window. Notice “RDY” 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 new credit bill will be netted against the original bill and should not be modified other than ensuring dates are correct and adding any notes.

1. 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.

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

| Description    | Amount    |
|----------------|-----------|
| Less Discount  | 0.00      |
| Plus Surcharge | 0.00      |
| Net Extended   | -2,925.00 |
| VAT Amount     | 0.00      |
| Tax Amount     | 0.00      |
| Net Plus Tax   | -2,925.00 |

3. The Revenue Distribution page displays. ChartFields 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.
4. Optionally, select the header **Notes** link and enter any notes.
5. Select the **Save** button.

**Bill Line Distribution - Revenue**

Acctg Information Reference Information

| Code | Fund | Fin DeptID | Appropriation ID (CF3) | Account | Percentage | Amount   | Budget Date |
|------|------|------------|------------------------|---------|------------|----------|-------------|
|      | 1000 | E6010000   | E609411                | 512832  | 100.00     | -2925.00 | 06/23/2022  |

Percent 100.00 Amount -2,925.00 Gross Extended -2,925.00

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

Navigation: Acctg - Rev Distribution

Page Series: Prev Next

Save Return to Search Notify Refresh

## Step 3: Submit the Credit Bill for Approval and Monitor

1. All credits require approval. You are not able to approve your own credit bills. From the Header – Info 1 tab, select the **Approvals** link in the Go to: section at the bottom of the page.

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

Summary Bill Search Line Search Navigation Header - Info 1

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**

Print | Help

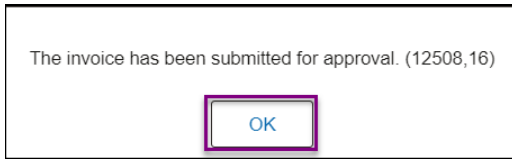
Business Unit E6001  
Invoice 00000705071CR  
Pretax Amount -2,925.00  
Approval Status Initial  
Comment customer invoiced in error

View Supporting Documentation

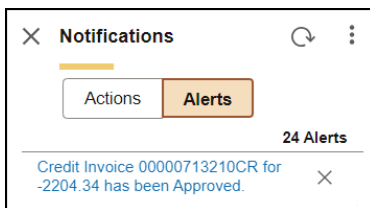
Submit for Approval Preview Approvals

OK Cancel Refresh

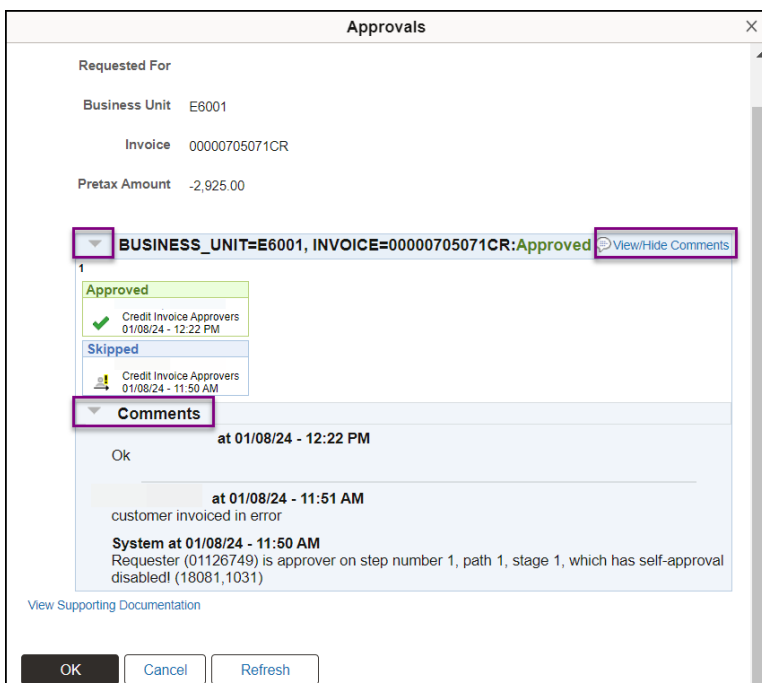
- A message opens indicated the invoice has been submitted for approval. Select the **OK** button.



- 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.
- 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.



- 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

Before the credit is fully processed and applied to the customer’s account in AR, the following processes must occur:

| 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. |