SWIFT STATEWIDE INTEGRATED
FINANCIAL TOOLS

QUICK REFERENCE GUIDE
November 1, 2019

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 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.

Steps to complete:

- Step 1: Complete the Adjust Entire Bill page

- Step 2: Complete Entry of the new Credit bill

- Step 3: Submit the Credit Bill for Approval

- Step 4: Run 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
Navigation Collection	Accounting, Billing, Maintain and Process Bills, left-menu, Adjust Entire Bill.
WorkCenter	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 the Invoice number that you want to credit and click the **Search** button.

3. At the *Adjust Entire Bill* page, select the **Credit Entire Bill** option in the **Select Bill Adjustment Action** section.

4. Click on the **Adjustment Reason** lookup icon and select "CREDITMEMO".

   Note: Selecting "Credit Memo" for the reason, indicates that the agency and the customer have come to an agreement to credit the entire bill and a credit memo was created.

5. Accept the **Rebill Default Action** "Retain Original Invoice Balance."

6. In the **Adjustment Results** section, it is recommended that you enter your own Credit Bill Number consisting of the original invoice number followed by "CR" ("00000219987CR"). This practice may make it easier to find the related invoices in the future. If you accept the default "NEXT" in the Credit Bill field, the system will generate the next available number after you save.

7. Click the **Save** button to initiate the process. The *Header Info 1* link displays next to the Credit Bill number.

   Note: After you save, the *Select Bill Adjustment Action* option displays "*No Bill Action*". As long as you selected the **Credit Entire Bill** option before saving, the credit will process.

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Step 2: Complete Entry of the New Credit Bill

The credit bill is created with a status of "RDY" (Ready). Because the new credit bill will need to be netted with the original bill, the credit bill should not be modified other than ensuring that the bill dates are correct and adding any notes.

1. Click on the *Header Info 1* link. The *Header − Info 1* page of the new Credit Bill displays.

Adjust Entire Bill

Unit	G1001	Bill To	TRN000002	TRAINING CUSTOMER 2
Invoice	TRN000001	Invoice Amt	450.00	USD

Select Bill Adjustment Action

- ⦿ No Bill Action
- ○ Credit Entire Bill
- ○ Credit & Rebill

Adjustment Results

*Credit Bill	TRN000001CR	Header Info 1
Rebill Bill	NEXT	Header Info 1

Rebill Default Action

- ⦿ Retain Original Invoice Value
- ○ Use Current Customer Value

Adjustment Reason CREDITMEMO 🔍

[Save] [Return to Search] [Notify] [Refresh]

Note: Billing information from the original bill has populated into the Bill Status, Bill Type, Cycle ID, Invoice Form, Bill Source, and Frequency Bill. The **Line – Info 1** tab shows a negative quantity and amount for each line of the bill, which indicates a credit.

Header - Info 1	Line - Info 1

Unit G1001	Invoice TRN000001CR	Pretax Amt -450.00 USD

Status	RDY	Invoice Date		Cycle ID	DAILY
*Type	MSC	Source	ONLINE	*Frequency	Once
*Customer	TRN000002	SubCust1		SubCust2	
	TRAINING CUSTOMER 2 ▼View Activity				
*Invoice Form	XMLPUB	From Date	09/01/2018	To Date	09/30/2018
Accounting Date		Pay Terms	NET30	Pay Method	Check
Remit To	G1001	Bank Account	0001		
Sales	DEFAULT	Bill Inquiry Phone	651-259-3628		
Credit	DEFAULT	Collector	DEFAULT		
Billing Specialist	BISPEC	Billing Authority	BISUP		
	Billing Specialist		Billing Supervisor		

Go to:
Notes

| Header Info 2 | Address | Copy Address | Approvals |
| Express Entry | | Attachments | |

Summary | Bill Search | Line Search | Navigation: Header - Info 1

Page Series: Prev Next

[Save] [Return to Search] [Notify] [Refresh] [Add] [Update/Display]

2. Enter the Invoice Date or leave it blank and the field will be entered automatically when the Single Action Invoice process runs. If you are crediting an older invoice that used the "Crystal" format, you should change the format to "XMLPUB" at this time.

3. **WARNING REGARDING BUDGET DATES**! The Budget Date from the original bill should have been automatically entered on the Accounting Revenue Distribution for each line of the credit bill. 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, 2018 (FY19) for a bill that was invoiced on June 15, 2018 (FY18), the budget date of June 15, 2018 should be used.

4. Optionally, click on the *Header Notes* link and enter any notes.

5. Click the **Save** button.

Step 3: Submit the Credit Bill for Approval and Monitor

All credits require approval. You'll need to submit the credit for approval and monitor the approval process.

1. From the **Header – Info 1** tab, click on the *Approvals* link in the **Go to** section. The *Approvals* page displays.


2. Enter a comment, if applicable.

3. Click on the **Submit for Approval** button and click **OK** at the message indicating that the invoice has been submitted for approval. You are returned to the *Header Info 1* page.

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

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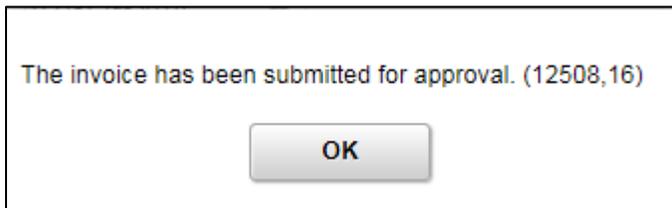
4. There are several ways you can monitor the approval status:

- Approvers and Requestors can check the **My Work** section of the **Billing WorkCenter** to view approval information. Inquiries include:

  o Invoices Pending My Approval

  o Invoices Not Submitted for Approval

  o 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.

Actions   Alerts (1)   View All   C

Credit Invoice TRN000004CR for -500 has been Approved.   ×
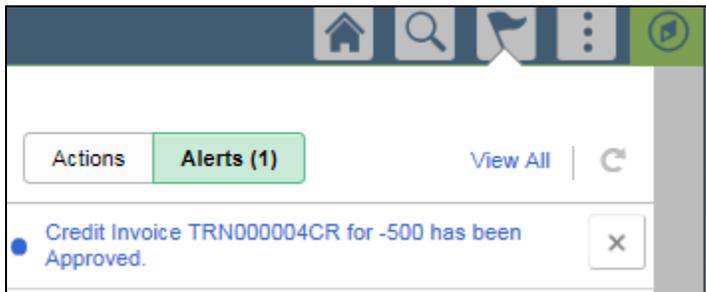
- You can click on the link provided in the Notification or email to view the *Header –Info 1* page of the invoice. (The link in the email will take you to the bill or the login page, depending on whether you are logged into the system.)

- 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.
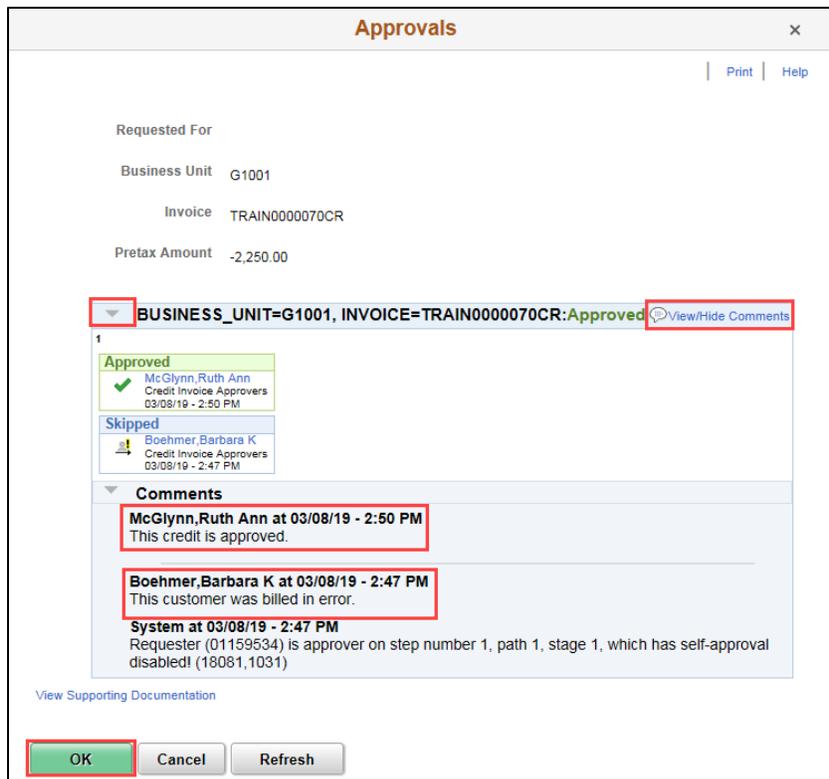
Step 4: Run the Single Action Invoice Process

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 (AR 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	**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.