

Credit Entire Bill and Create Rebill

The Adjust Entire Bill function enables you to credit the original bill and create a rebill in one step. 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. The rebill is created with “NEW” as its status, allowing you the opportunity to make any changes, including changing the customer, quantities, etc.

If you just want to credit the bill, refer to the “[Credit an Entire Bill](#)” guide for instructions.

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 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, the 'Maintain Invoices' menu is expanded, and 'Adjust Entire Bill' is selected. The main content area is titled 'Adjust Entire Bill' and 'Find an Existing Value'. Below this, there is a 'Search Criteria' section with the instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two dropdown menus for 'Recent Searches' and 'Saved Searches'. The search criteria include:

- 'Business Unit' with a dropdown set to '=' and a text input containing 'E6001'.
- 'Invoice' with a dropdown set to 'begins with' and an empty text input.
- 'Customer' with a dropdown set to 'begins with' and a text input containing '0000000021'.
- 'Contract' with a dropdown set to 'begins with' and an empty text input.

 Below the search criteria, there is a 'Show fewer options' link and a 'Case Sensitive' checkbox. At the bottom, there are three buttons: 'Search' (highlighted with a red box), 'Clear', and 'Save Search'.

3. Select the proper invoice.

Search Results

1 rows - Business Unit "E6001" Customer "0000000021"

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

1. The Adjust an Entire Bill displays. Select "Credit Entire Bill" in the Select Bill Adjustment Action section.
2. Select "CREDITMEMO" in the Adjustment Reason field.
3. Accept "Retain Original Invoice Balance" in the Rebill Default Action section.
4. The Adjustment Results section is where the new invoice IDs display. A recommended practice is to use the original invoice ID and add "CR" to the credit bill and "RB" to the rebill. This practice can help you identify related invoices in the future. Accepting "NEXT" allows SWIFT to assign the next available ID.
5. Select the **Save** button to initiate the process.

Adjust Entire Bill

Unit: E6001 Bill To: 0000000021 North Hennepin Community College

Invoice: 00000069704 Invoice Amt: 260.88 USD

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill: 00000069704CR

Rebill Bill: 00000069704RB Header Info 1

Rebill Default Action

Retain Original Invoice Value

Use Current Customer Value

Adjustment Reason: CREDITMEMO

Save Return to Search Notify Refresh

9. After saving, the Header Info 1 links display next to the new invoice IDs. We will process the credit bill first. Select the hyperlink for the credit bill.

Adjust Entire Bill

Unit: E6001 Bill To: 0000000021 North Hennepin Community College

Invoice: 00000069704 Invoice Amt: 260.88 USD

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill: 00000069704CR [Header Info 1](#)

Rebill Bill: 00000069704RB [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.

Seq	Line	Net Extended	Table	Identifier	Description
1		-76.00			AU 12-Z1-15-43 SG 10-11

Quantity	-1.0000
Unit of Measure	EA
Unit Price	76.0000
Gross Extended	-76.00

Less Discount: 0.00
 Plus Surcharge: 0.00
 Net Extended: -76.00
 VAT Amount: 0.00
 Tax Amount: 0.00
 Net Plus Tax: -76.00

Go to: Accounting

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	-76.00	04/13/2023
Percent	100.00	Amount	-76.00	Gross Extended	-76.00		

Go to: Notes, Line Info 2 Express Entry, Tax, Accounting, Discount/Surcharge, Navigation: Acctg - Rev Distribution, Page Series: Prev Next

Summary, Bill Search, Line Search

Save, Return to Search, Notify, Refresh, Add

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

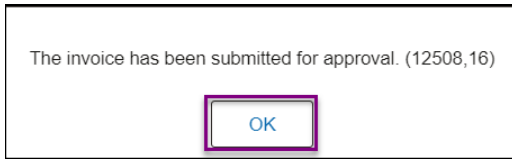
Business Unit: E6001
 Invoice: 00000705071CR
 Pretax Amount: -2,925.00
 Approval Status: Initial
 Comment: customer invoiced in error

View Supporting Documentation

Submit for Approval, Preview Approvals

OK, Cancel, Refresh

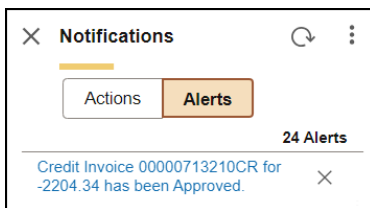
3. A message opens indicated the invoice has been submitted for approval. Select the **OK** button.



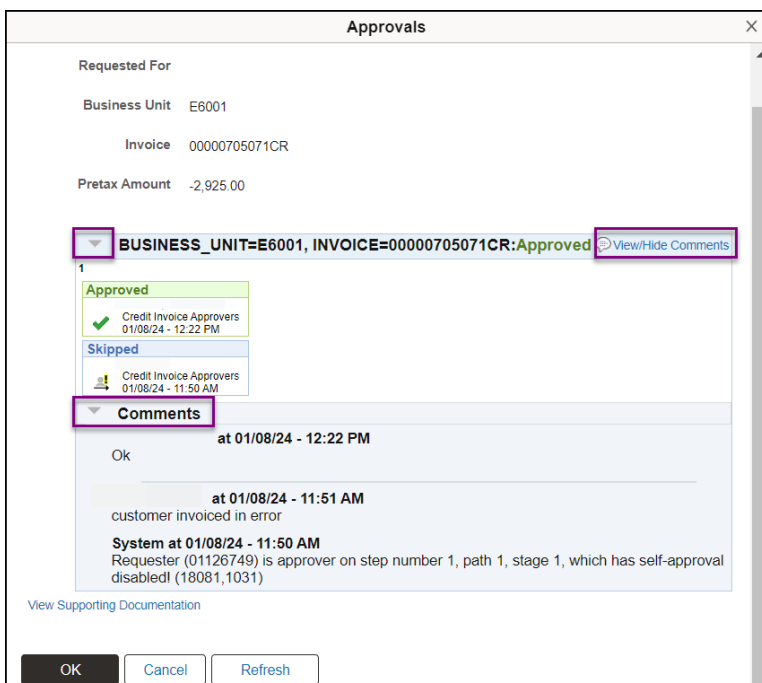
4. There are several ways you can monitor the approval status.

- 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.



6. 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: Complete the Rebill and Set Status to RDY (READY)

You need to complete the Rebill as you would any other new bill.

1. Navigate to the Standard Billing page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Billing, Maintain and Process Bills. The Standard Billing entry page will open by default.
WorkCenter	Accounting, Billing, Billing WorkCenter, left menu, Links section, Maintain Invoices, Standard Billing.

2. At the Bill Entry page, select the Find an Existing Value tab and enter your search parameters.
 - a. Verify the Business Unit.
 - b. Enter the new Rebill invoice number.
3. Select the **Search** button.
4. The Rebill Status is “NEW”. Make any necessary changes to the bill, including changing customer. (Refer to the [“Enter a Bill – Standard Entry”](#) guide for detailed instructions)
5. After making changes, select “RDY” (Ready) in the Status field.
6. Select the **Save** button.

The screenshot displays the 'Header - Info 1' section of the SWIFT Standard Billing entry page. The 'Status' field is set to 'RDY'. The 'Save' button is highlighted. The page includes fields for Unit (E6001), Invoice (0000069704RB), Pretax Amt (260.88 USD), and Cycle ID (ON_DEMAND). Other fields include *Type (MSC), *Customer (0000000021), *Invoice Form (XMLPUB), Accounting Date, Remit To (E6001), Sales (DEFAULT), Credit (DEFAULT), Billing Specialist (BISPEC), Invoice Date, Source (ONLINE), Cycle ID (ON_DEMAND), *Frequency (Once), SubCust1, SubCust2, From Date, Pay Terms (NET30), To Date, Pay Method (Check), Bank Account (0001), Bill Inquiry Phone (651-259-3951), Collector (DEFAULT), and Billing Authority (BISUP). Navigation options include 'Go to: Notes', 'Header Info 2', 'Express Entry', 'Address', 'Copy Address', 'Attachments', 'Summary', 'Bill Search', 'Line Search', and 'Page Series' (Prev, Next). A 'Navigation' dropdown is set to 'Header - Info 1'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

Step 5: Run the Single Action Invoice Process

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

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.