

QUICK REFERENCE GUIDE

November 1, 2019

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 new bill is created with a *Status* of “NEW”, allowing you the opportunity to make any changes, including changing the customer, quantities, etc. The credit bill is created with a status of “RDY” (Ready). Because the credit bill 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.

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

Steps to complete:

- Step 1: Complete the Adjust Entire Bill page
- Step 2: Complete Entry of the Credit Bill
- Step 3: Submit the Credit Bill for Approval
- Step 4: Complete the Rebill and Set Status to RDY (READY)
- Step 5: Run the Single Action Invoice Process for the Credit Bill and Rebill

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, verify your *Business Unit*, enter the *Invoice number* that you want to credit and click the **Search** button.

Adjust Entire 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

Customer begins with

Contract begins with

Case Sensitive

[Basic Search](#)

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

Adjust Entire Bill

Unit G1001 Bill To 0000000006 League of Minnesota Cities
 Invoice 00000491255 Invoice Amt 200.00 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill
 Rebill Bill Header Info 1

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason

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

- 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” (“00000219995CR”). 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.
- In the **Adjustment Results** section, it is recommended that you enter your own **Rebill Bill Number** consisting of the original invoice number followed by “RB” (“0000019995RB”). This practice may make it easier to locate the related transactions. If you accept the default “NEXT” in the *Rebill Bill* field, the system will generate the next available number after you save.
- Click the **Save** button to initiate the process. The *Header Info 1* link displays next to the *Credit Bill* and *Rebill* bill numbers.

Adjust Entire Bill

Unit G1001	Bill To 0000000006	League of Minnesota Cities
Invoice 00000491255	Invoice Amt 200.00	USD

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill	00000491255CR	Header Info 1
Rebill Bill	00000491255RB	Header Info 1

Rebill Default Action

Retain Original Invoice Value

Use Current Customer Value

Adjustment Reason

CREDITMEMO 🔍

[Save](#)
[Return to Search](#)
[Notify](#)
[Refresh](#)

- We will process the credit bill first. Make note of the Rebill Bill invoice number for later use.

Step 2: Complete Entry of the Credit Bill

The credit bill is created with a Status of RDY (Ready). Because the 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.

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

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 which indicates a credit.

2. Enter the **Invoice Date** or leave it blank and the field will be entered automatically when the Single Action Invoice process runs.
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, 2014 (FY15) for a bill that was invoiced on June 15, 2014 (FY14), the budget date of June 15, 2014, should be used.

Code	Account	Activity	Source Type	Budget Date	Subcategory	Percentage	Stat	Stat Amt	UOM
ELD_INV	513304			08/16/2018		100.00			

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

All credits require approval.

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

Unit G1001 Invoice 00000491255CR Pretax Amt -200.00 USD

Status RDY Invoice Date Cycle ID DAILY

*Type MSC Source ONLINE *Frequency Once

*Customer 0000000006 View Activity SubCust1 SubCust2

*Invoice Form League of Minnesota Cities XMLPUB From Date 08/01/2018 To Date 08/31/2018

Accounting Date Pay Terms NET30 Pay Method Check

Remit To G1001 Bank Account 0001

Sales DEFAULT Billing Inquiry Phone

Credit DEFAULT Collector DEFAULT

Billing Specialist BISPEC Billing Authority BISUP

Go to: Header Info 2 Address Copy Address Approvals

Notes Express Entry Attachments

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

2. Complete the *Approvals* page. Enter a comment, if desired.

Approvals

Business Unit G1001

Invoice 00000491255CR

Pretax Amount -200.00

Approval Status

Comment Customer was charged for wrong amount.

View Supporting Documentation

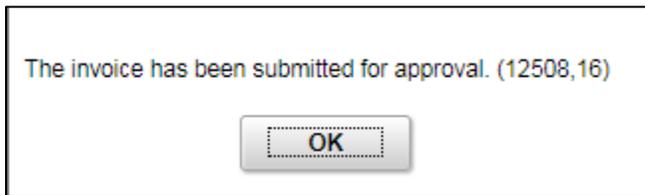
Submit for Approval Preview Approvals

OK Cancel Refresh

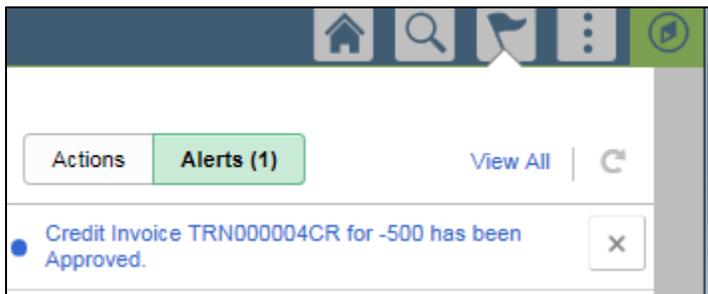
- You can see who has authority to approve the credit bill by clicking on the **Preview Approvals** button or view documents attached to the invoice by selecting the *View Supporting Documents* link.

SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

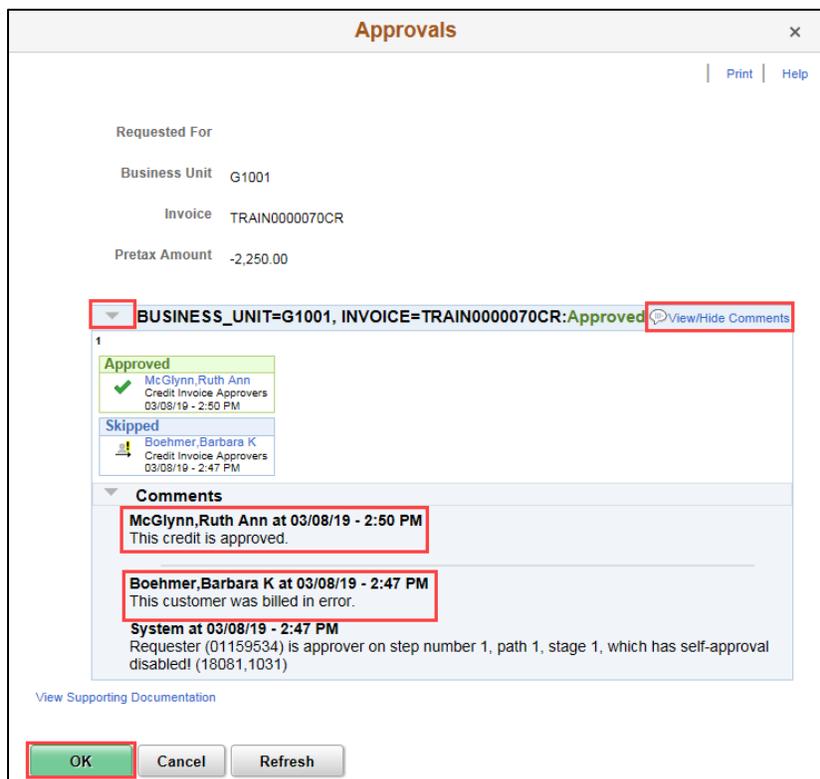
3. Click on the **Submit for Approval** button and click **OK** at the message. You are returned to the *Heading Info 1* page.



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:
 - 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.



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

You'll 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, click on the **Find an Existing Value** tab and enter your search parameters.
 - a. Verify the Business Unit.
 - b. Enter the new Rebill invoice number.
3. Click the **Search** button.

- 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)

The screenshot displays the 'Header - Info 1' tab of the SWIFT financial tool. Key fields include:

- Unit: G1001, Invoice: 00000491255RB, Pretax Amt: 200.00 USD
- Status: NEW
- *Type: MSC
- *Customer: 000000006
- *Invoice Form: XMLPUB
- Accounting Date: [empty]
- Remit To: G1001
- Sales: DEFAULT
- Credit: DEFAULT
- Billing Specialist: BISPEC
- Invoice Date: [empty]
- Source: ONLINE
- SubCust1: [empty]
- SubCust2: [empty]
- From Date: 08/01/2018
- Pay Terms: NET30
- Bank Account: 0001
- Bill Inquiry Phone: [empty]
- Collector: DEFAULT
- Billing Authority: BISUP
- Cycle ID: DAILY
- *Frequency: Once
- To Date: 08/31/2018
- Pay Method: Check

 Navigation and action buttons at the bottom include 'Save', 'Return to Search', 'Notify', 'Refresh', 'Add', and 'Update/Display'.

- After you have finished making the changes, change the *Bill Status* to “RDY” (Ready).
- Click on the **Save** button.

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. 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	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.