OMNI AR/Billing: Adjusting Invoices (Crediting & Rebilling)


Use this document to understand how to correct a bill after it has been invoiced. This document shows how to adjust an entire bill and how to adjust individual bill lines. It also shows how to correct “unpaid internal” invoices or internal invoices that failed in AP (see page 4, text in red).

Additionally, use the instructions in this document to understand how to review bill adjustment history.

Adjusting an Entire Bill

IMPORTANT: Before beginning, complete these tasks.

1) Determine whether the credit/rebill action is due to an internal invoice being unpaid (failing in AP; on FSU_AUX_INV_UNPAID_INTRN) query. If the answer is yes, follow the prompts for each case as specified on page 4.

2) Determine the exact aspects that need to be changed.

Main Menu > Billing > Maintain Bills > Adjust Entire Bill
1. Locate your Invoice
   a. Business Unit: AUX01
   b. Search by Invoice, Customer, or Contract
2. Select your Bill Adjustment Action

a. Credit Entire Bill
   i. Select the Credit Entire Bill button
   ii. Set the Adjustment Reason to “BILL ERROR”
   iii. Click Save
iv. Two Bills will be generated, one for the credit bill and the other for the adjustment bill (rebill bill).

v. The Credit Bill is an exact reversal of the original invoice. You can click on the Header Info 1 link to review it if desired. It should not be edited unless you are crediting and rebilling an internal invoice that failed in AP (see next steps).

   a. Important: If you are crediting and rebilling an internal invoice that failed in AP (and thus appears on the FSU_AUX_INV_UNPAID_INTRN query), you must navigate to the credit bill and edit a field to cause the credit bill to fail in AP again, leaving the net effect of the 3 transactions on the rebill. To do so, follow these steps. Do not perform these steps on the rebill bill, only the credit bill.
      i. In the Adjustments Results box, note the credit bill ID.
      ii. Click the “Header Info 1” link to navigate to the credit bill.

   iii. You will be brought to the credit bill. You now need to edit a field that will cause the credit bill to fail in AP. Delete the PO from the bill line(s) and replace it with the text “PO deleted intentionally.”
      1. Navigate to the Line – Info 2 page
      2. Delete the PO and enter the text “PO deleted intentionally.”
      3. Repeat for other line(s) as needed
      4. Save the bill.
      5. Proceed to edit the Rebill bill as needed/if needed; this depends on the nature of the reason why it failed in AP. To understand whether it needs to be corrected, review the Pre AP check query. Does the rebill invoice
vi. The Rebill Bill will be an exact copy of the original invoice. Click on the corresponding Header Info 1 link to navigate to the bill in order to make the needed adjustments.

a. The bill will be in a status of “NEW” and will not invoice during the next batch process unless the status is changed to “RDY”.

b. Review OMNI ARBilling BPG ABILL2 for instructions on adding and removing lines, assigning accounting, and entering Purchase Order Information.

Adjusting Individual Bill Lines

**IMPORTANT: Before beginning, complete these tasks.**

1) Determine whether the credit/rebill action is due to an internal invoice being unpaid (failing in AP; on FSU_AUX_INV_UNPAID_INTRN) query. If the answer is yes, DO NOT USE the Adjusting Individual Bill Lines option. Adjust the entire bill as shown above.

2) Determine the exact aspects that need to be changed.
1. Locate your Invoice
   a. Set the Business Unit to AUX01
   b. Search by Invoice, Customer, or Contract

2. Determine your adjustment method and set your Line Adjustment Parameters
   i. Decision: What manner of corrective action is required?
      1. Create Net Adjustment Only
a. Use this option if you only want the customer to see the net difference between the original charge and the adjustment. The Controller’s Office does not recommend this approach as it is less clear to the customer.

2. Create Reversal and Rebill
   a. Use this option if you want the new invoice to show a line for the credit and another line for the adjusted charge. This is the preferred method when crediting and rebilling lines.

3. Credit Line
   a. Use this option if you are only crediting a line or lines without rebilling an adjusted amount.
3. Once you have determined your adjustment method, set the Adjustment Reason to “BILL ERROR”

4. Select the line(s) that you will be adjusting
   a. The adjustment reason will automatically populate for each selected line. If it does not populate, type “BILL ERROR” into the Adjustment Reason field for the line.

5. Click Save

6. An Adjustment Bill will be created and you will be presented with hyperlinks to the new bill header and line info.
7. The Header and Line info will be exact copies of the original Header and Line that you are adjusting
   a. Header information will likely not be changed, unless you need to update the Purchase Order Number

8. Click on the “Bill Line Info 1” hyperlink

9. You can make your adjustments on the “Line – Info 1” tab

10. Use the top right-hand navigation to move between bill lines if you are adjusting multiple lines

11. Please review OMNI ARBilling BPG ABILL2 for additional instructions on adding and removing lines, assigning accounting, and entering Purchase Order Information

12. Once you have completed your adjustments, click on the “Header – Info 1” tab

13. Change the Status to “RDY”.
   a. *Note: this does not invoice the customer; it just leaves the bill in a status indicating it ready to be invoiced. See next step for additional details.*
14. Click Save

15. Determine whether you will allow the next billing cycle to finalize this bill and invoice the customer, or whether you need to invoice the customer now.
   a. Credits & Rebills for external and component units can be invoiced at any time.
   b. Credits & Rebills for internal customers should wait in RDY status until the next billing cycle.

16. If you are invoicing the bill at this time, follow the below steps:
   a. On the Standard Billing page, click the small “Invoice” icon at the top-right corner of the tab:
   b. Note: This icon will only appear when the status is “RDY” and the bill has been saved.
c. On the Message that appears, hit “OK.”

17. To verify that the process has run to completion, navigate to Process Monitor and ensure the job BIJOB03K runs to success. Select the “Refresh” button as needed.

18. After this process is run, AR_UPDATE will need to be run by Auxiliary Accounting or the batch process in order for the AR to appear on the customer’s account. Additionally, separate jobs need to run automatically before this appears as a journal entry recording revenue and AR on your ledger (the next business day).
Review Adjustment History

1. Navigate to Main Menu > Billing > Review Billing Information > Adjustment History
2. Enter information on the search page to retrieve the bill you are looking for
   a. Business Unit = AUX01
   b. Invoice number or other information as needed to pull up the invoice
3. Review the information on the Adjustment History page.
Adjustment History

Unit: AUX01
Invoice: AUX00013647
Bill To: AUX1000160
Original: AUX00013284
Prior: AUX00013646
Next: AUX00013647
Latest: AUX00013647

Governmental Relations

Select for Display

- List All Bills
- Invoice Bills Only

Get Adjustment History

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End

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