



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

Detailed Business Process Guide – ABILL3

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*).

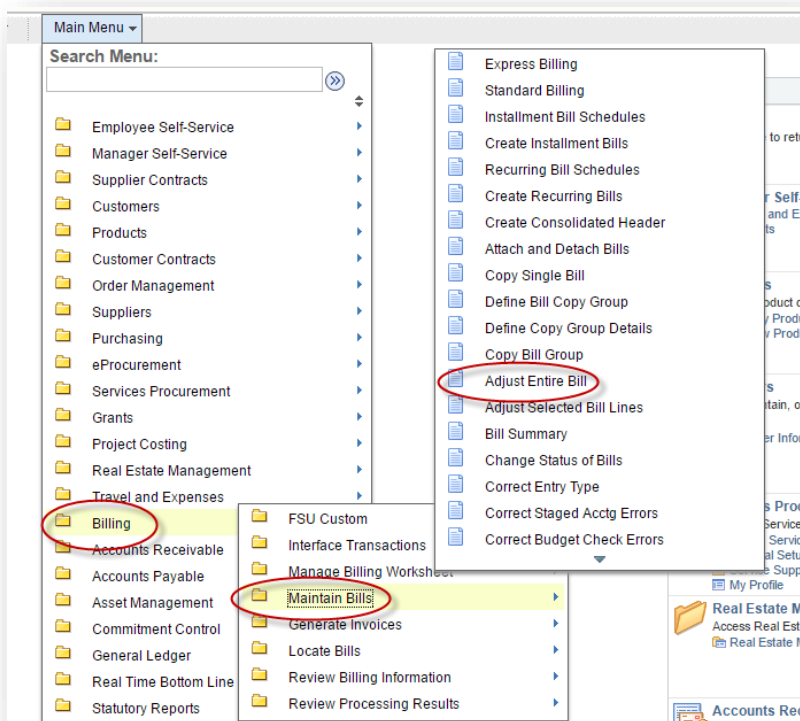
Additionally, use the instructions in this document to understand how to review [bill adjustment history](#).

Adjusting an Entire Bill

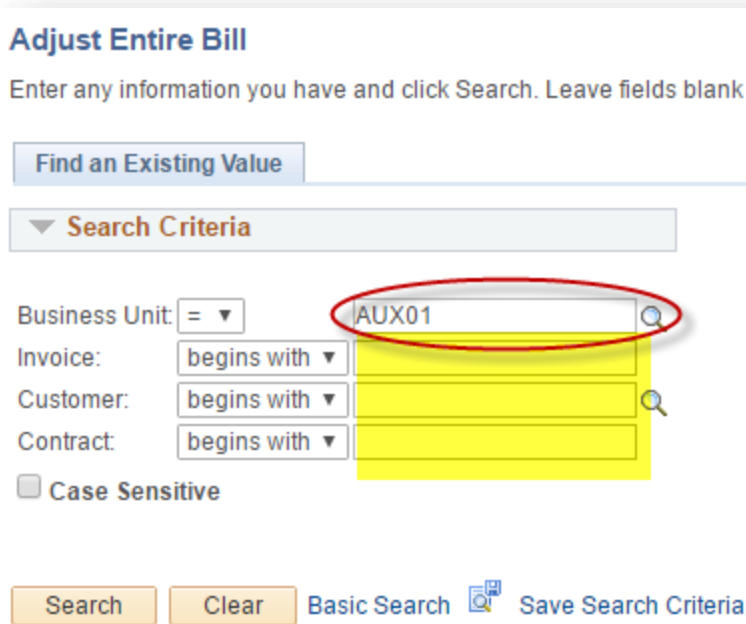
IMPORTANT: Before beginning, complete these tasks.

- 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

Adjust Entire Bill

Unit AUX01 Bill To AUX1000006 Athletics Administration
 Invoice AUX00000198 Invoice Amt 74.40 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

- a. Credit Entire Bill
 - i. Select the Credit Entire Bill button
 - ii. Set the Adjustment Reason to "BILL ERROR"
 - iii. Click Save

Adjust Entire Bill

Unit AUX01 Bill To AUX1000006 Athletics Administration
 Invoice AUX00000198 Invoice Amt 74.40 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

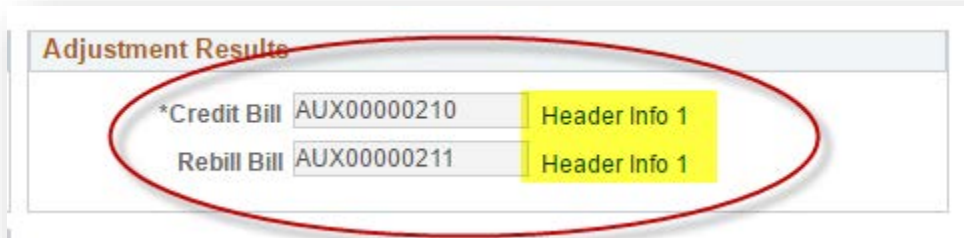
Retain Original Invoice Value

Use Current Customer Value

Adjustment Reason



- 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.

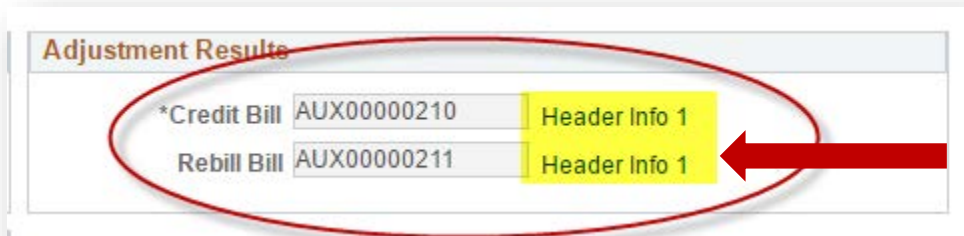


- iii. *You will be brought to the credit bill. You now need to edit a field that will cause the credit bill to fail in AP. Delete the PO from the bill line(s) and replace it with the text "PO deleted intentionally."*
 1. *Navigate to the Line – Info 2 page*
 2. *Delete the PO and enter the text "PO 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*

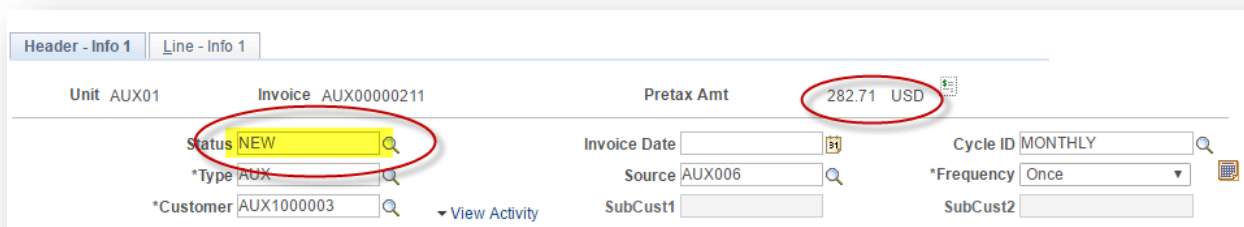


*appear on the list? If so, correct the issue. If not, the
rebill does not need to be edited to resolve the unpaid
internal issue.*

- 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"



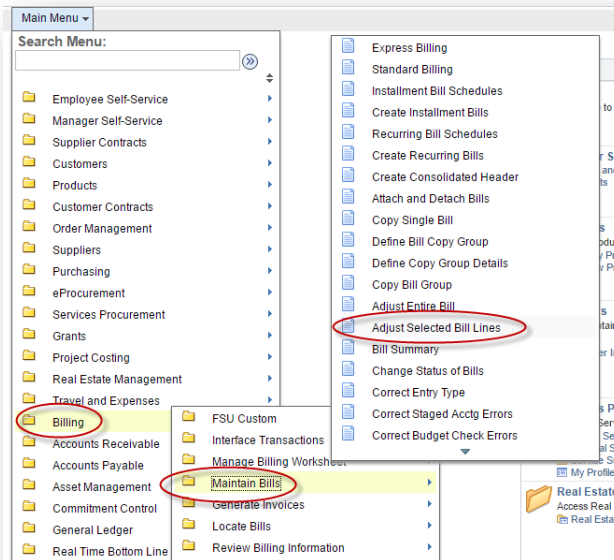
- b. Review **OMNI ARBilling BPG ABILL2** for instructions on adding and removing lines, assigning accounting, and entering Purchase Order Information.

Adjusting Individual Bill Lines

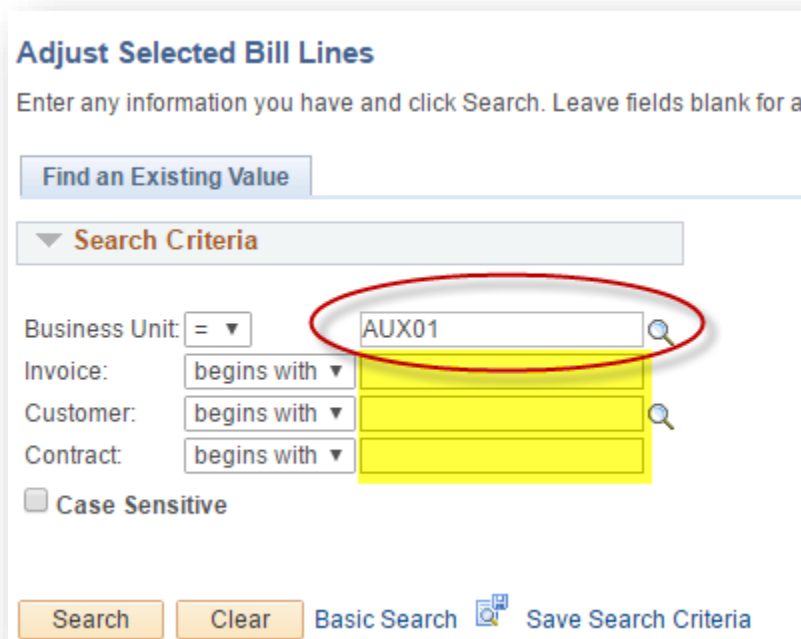
IMPORTANT: Before beginning, complete these tasks.

- 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.**

Main Menu > Billing > Maintain Bills > Adjust Selected Bill Lines



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.***



Adjust Selected Bill Lines

Unit AUX01 Bill To AUX1000417 Coll of Business General-Mult
 Invoice AUX00000187 Invoice Amt 12.71 USD

Line Adjustment Parameters

No Bill Action
 Adjust Selected Lines
 Add to Existing Bill

Line Opt: **Create Net Adjustment Only** (dropdown menu open showing: Create Net Adjustment Only, Create Reversal and Rebill, Credit Line)

Adjustment Reason Default: _____

Line Adjustment Results

*Adjustment NEXT _____

Total Lines Adjusted _____

Set Filter Options: 1 To 2 Of 2 Sort L [dropdown]

Select Bill Lines Personalize | Find | View All | [grid icon] | [print icon] First 1-2 of 2 Last

Select	Line	Seq	Identifier	Description	Gross Extended	Net Extended	Adjustment Reason
<input checked="" type="checkbox"/>	1	2		1st Class Letter	12.00	12.00	BILL ERROR
<input type="checkbox"/>	2	1		1st Class Letter	0.71	0.71	

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 selected will automatically populate for each selected line. If it does not

1 To 2 Of 2 Sort L [dropdown]

Select Bill Lines Personalize | Find | View All | [grid icon] | [print icon] First 1-2 of 2 Last

Select	Line	Seq	Identifier	Description	Gross Extended	Net Extended	Adjustment Reason
<input checked="" type="checkbox"/>	1	2		1st Class Letter	12.00	12.00	BILL ERROR
<input type="checkbox"/>	2	1		1st Class Letter	0.71	0.71	

Select All Clear All

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

Line Adjustment Results

*Adjustment **AUX00000212**

Total Lines Adjusted 1

[Header Info 1](#)
[Bill Line Info 1](#)

Set Filter Options



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

Bill Line

Find | View All First 1 of 1 Last

Seq 1 Line

Table Identifier

Net Extended -7.50

Description 1st Class Letter

Quantity -15.0000

Unit of Measure EA

Unit Price 0.5000

Gross Extended -7.50

Less Discount 0.00

Plus Surcharge 0.00

Net Extended -7.50

VAT Amount 0.00

Tax Amount 0.00

Net Plus Tax -7.50

From Date

To Date

Line Type REV

Tax Code

Exempt Cert

Accumulate

Tax Exempt

Go to: Line Info 2 Tax Accounting Discount/Surcharge

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

Find | View All First 1 of 4 Last

+ -

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 is it ready to be invoiced. See next step for additional details.**



14. Click Save

Unit AUX01 Invoice AUX0000212

Status RDY

*Type AUX

*Customer AUX1000417

Coll of Business General-Mu

*Invoice Form AUX_INV

Accounting Date

Remit To FSU

Sales AUXCSTMR

Credit AUXCRA

Billing Specialist AUXOBS02

OBS Postal Services

Go to: Header Info 2

Notes Express Entry

Summary Bill Search

Save Return to Search Notify Refresh

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:

Header - Info 1 Line - Info 1

Unit AUX01 Invoice AUX00001232 Pretax Amt 3,775.39 USD

Status RDY

*Type AUX

*Customer AUX1000555

College of Law

*Invoice Form AUX_INV

Accounting Date

Remit To FSU

Sales AUXCSTMR

Credit AUXCRA

Billing Specialist AUXOBS02

OBS Postal Services

Invoice Date

Source AUX007

SubCust1

SubCust2

From Date 09/14/2016

Pay Terms NET1

Bank Account AUX

Bill Inquiry Phone (850) 644-0316

Collector AUXCOL

Billing Authority AUXOBS02

OBS Postal Services

Cycle ID MONTHLY

*Frequency Once

To Date 09/14/2016

Pay Method Check

Go to: Header Info 2 Address Copy Address

Notes Express Entry

Summary Bill Search Line Search Navigation Header - Info 1

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

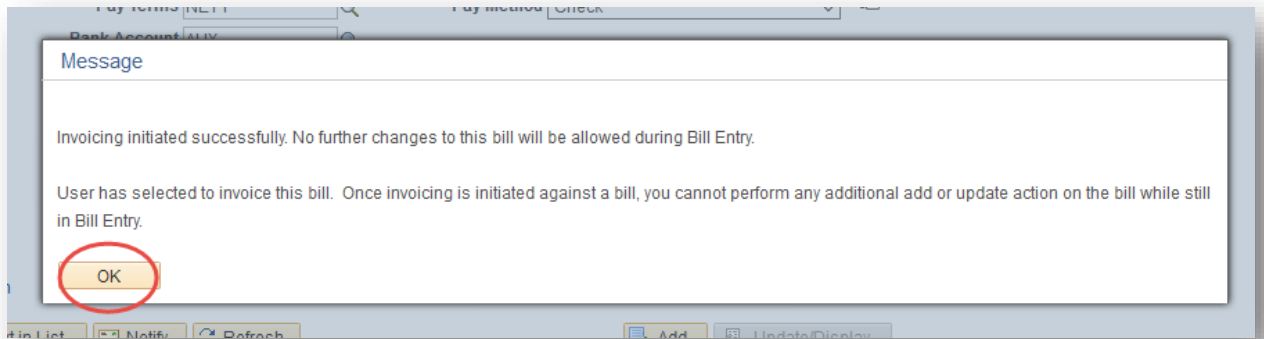
Page Series Prev Next

Header - Info 1 | Line - Info 1

- 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.

Process List | Server List

View Process Request For

User ID: CBROWN5 | Type: | Last: | 10 Days | **Refresh**

Server: | Name: | Instance: | to: |

Run Status: | Distribution Status: | Save On Refresh

Process List | Personalize | Find | View All | First | 1 of 1 | Last

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	4632019		PSJob	BIJOB03K	CBROWN5	10/20/2016 1:26:02PM EDT	Processing	N/A	Details

Save | Notify

Process List | Server List

This will say "Success" When complete.

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
Latest AUX00013647

Governmental Relations

Select for Display

- List All Bills
- Invoiced Bills Only

Get Adjustment History

Invoices Selected		Personalize		Find	First	1-3 of 3	Last
Invoice	Status	Inv Type	Inv Date	Invoice Amount	Currency		
AUX00013284	INV	REG	07/26/2017	5.75	USD		
AUX00013646	RDY	ACR		-5.75	USD		
AUX00013647	NEW	ARB		5.75	USD		

Return to Search

Notify

End