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 Credit an Entire Bill and how to Credit & Rebill. It also shows how to correct Unpaid Internal invoices (internal invoices that failed in Accounts Payable).

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

Adjusting an Invoice

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

- 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 **YES**, complete both the Credit & Rebill (pg. 7) and Unpaid Internals (pg. 10) sections below.

- Determine the exact aspects of the bill that need to be changed before proceeding (e.g. customer ID, PO number, etc.).

1. Navigate to the Adjust Entire Bill page in OMNI Financials:

   a. Select the Auxiliary AR/Billing tile:
b. Select the **Auxiliary Billing** tile:

![Auxiliary AR & Billing](image)


c. Select **Adjust Invoice – Credit/Rebill** in the navigation pane:

![Adjust Entire Bill](image)
2. Locate the invoice that needs to be adjusted:
   
   a. Business Unit = AUX01
   
   b. Search by Invoice, Customer, or Contract:

   ![Adjust Entire Bill](image_url)

   - Business Unit = AUX01
   - Invoice begins with AUX00046192
   - Customer begins with
   - Contract begins with

   - Case Sensitive
   - Search
   - Clear
   - Basic Search
   - Save Search Criteria
3. Select your Bill Adjustment Action:

- **Credit Entire Bill**: Select this action if you want to credit the original bill for the full amount and will not be issuing a re-bill. An example of when the Credit Entire Bill action is useful is if you double-billed a customer by mistake – crediting the entire bill will “reverse” one of the duplicate bills, a re-bill does not need to be issued.

- **Credit & Rebill**: This action is the most frequently used adjustment. Select this action when you need to correct unpaid internal invoices or other billing errors such as charge amounts, the bill-to customer, Purchase Order number, contact/address information, and more.

- *Note: When performing a Credit & Rebill to correct accounting errors, please set credit, and rebill invoices to print. Reach out to Auxiliary Services if you need assistance.*

Credit Entire Bill

This section describes the steps for the **Credit Entire Bill** action. To credit & rebill, skip to the **Credit & Rebill** section below.

1. Select the Credit Entire Bill action:
2. Select the Adjustment Reason “BILL ERROR”:

3. Click Save:

4. A credit bill will be generated in the Adjustment Results section:

5. To view the credit bill, click on the Header Info 1 link. You will be brought to a new page:
a. On the new page you will be able to view the credit bill details. You will not be able to edit any portion of the credit bill since it’s an exact reversal of the original:

6. The Credit Entire Bill process is complete.

**IMPORTANT**: If you are crediting an INTERNAL customer, you do not need to take any action on the credit bill. OMNI Financials automatically saves the credit bill in RDY status. Auxiliary Accounting staff will invoice the credit bill in the next bill cycle.

**NOTE**: If you are crediting an external or component unit customer, you can decide whether you want to invoice immediately or wait for the bill to be invoiced during the monthly bill cycle.

Credit & Rebill
This section describes the steps for the Credit & Rebill action.

1. Select the Credit & Rebill action:
2. Select the Adjustment Reason “BILL ERROR”:

3. Click Save:

4. Two bills will be generated in the Adjustment Results section. One is the credit bill and one is the adjustment bill (rebill bill):
**IMPORTANT**: The credit bill should not be edited unless you are crediting and rebilling an internal invoice that failed in AP. If you are, skip to the Unpaid Internals section now.

5. Click the **Header Info 1** link next to the Rebill Bill field:

6. You will be brought to the Standard Billing page. Here is where you will edit the bill to correct errors.
7. The table below shows where to navigate in standard billing to adjust bill fields.

<table>
<thead>
<tr>
<th>Where to Navigate:</th>
<th>What to Edit:</th>
</tr>
</thead>
</table>
| Header – Info 1    | • Bill Status (NEW, RDY, QUO, HLD, etc.)  
                      • Customer ID  
                      • From-Date/To-Date of the invoice |
| Header – Misc Info | • Add/Edit the PO number (if editing a bill, the PO number must also be edited on Line – Info 2) |
| Line – Info 1      | • Add/Delete lines for goods and services charged  
                      • Edit quantity and price  
                      • Edit description of good/service (30 character limit)  
                      • Select/Edit products (if applicable) |
| Line – Info 2      | • Add/Edit the PO number (if editing a bill, the PO number must also be edited on Header – Misc Info)  
                      • Add/Edit the PO Line number |
| Acctg – Rev Distri | • Enter or edit revenue accounting information |
| Header – Note      | • Enter or edit header note |
| Line – Note        | • Enter or edit line note |
| Address Info       | • Enter or edit address and contact information |

**NOTE:** Use the Navigation drop-down menu at the bottom of the page in Standard Billing to navigate between different pages:

8. Once the appropriate adjustments have been made, save the bill:
9. The Credit & Rebill process is complete.

**IMPORTANT:** If you are crediting & rebilling an INTERNAL customer, you should review both bills on the Pre-AP Check query for errors. The rebill bill will need to be placed in RDY status after it's been reviewed. Auxiliary Accounting staff will invoice the credit bill and the rebill bill in the next bill cycle.

**NOTE:** If you are crediting and rebilling an external or component unit customer, you can decide whether you want to invoice both bills immediately or wait for the bills to be invoiced during the monthly bill cycle.

**Unpaid Internals**

This section describes the extra steps necessary when you are correcting Unpaid Internal invoices. If you are not correcting unpaid internal invoices you may skip this section.

**IMPORTANT:** If you are crediting and rebilling an internal invoice that failed in Accounts Payable (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 the steps below. **Do not perform these steps on the rebill bill, only the credit bill.**

1. Complete steps 1 through 4 in the Credit & Rebill section above.

2. In the Adjustments Results box, note the credit bill and rebill bill IDs for your records:

   ![Adjustment Results](image1)

3. Click the Header Info 1 link to navigate to the credit bill:

   ![Adjustment Results](image2)
4. 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. To do this, you MUST delete the PO from the bill line(s) and replace it with the text **PO deleted intentionally**:

a. Navigate to the Line – Info 2 page:

![Image of Line – Info 2 page with PO deleted intentionally highlighted]

b. Delete the PO and PO line, enter the text **PO deleted intentionally**:

![Image showing the Line – Info 2 page with PO deleted intentionally entered]

c. Repeat for other line(s) as needed:

5. Save the bill.

6. 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.

   a. To edit the rebill bill, follow the instructions in the Credit & Rebill section above, beginning on Step 5.

   b. Review OMNI AR/Billing BPG ABILL2 on the Auxiliary Accounting website for additional instructions on adding and removing lines, assigning accounting, and entering Purchase Order Information.

7. The process for correcting Unpaid Internals is complete.
Review Adjustment History

1. Open the **NavBar** in OMNI Financials, select **Navigator**, select **Billing**:  

![NavBar: Navigator](image1)

2. Select **Review Billing Information**:  

![NavBar: Navigator](image2)
3. Select **Adjustment History**:

4. Enter information on the search page to retrieve the bill you are looking for:
   
   a. **Business Unit** = AUX01

   b. Enter the invoice number or other information as needed to pull up the invoice:

   **Adjustment History**

   Enter any information you have and click Search. Leave fields blank for a list of all values.

   ![Search Criteria](image)
5. Review the information on the Adjustment History page.

<table>
<thead>
<tr>
<th>Invoice</th>
<th>Status</th>
<th>Inv Type</th>
<th>Inv Date</th>
<th>Invoice Amount</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUX0044018</td>
<td>INV</td>
<td>REG</td>
<td>05/01/2019</td>
<td>3,775.39</td>
<td>USD</td>
</tr>
<tr>
<td>AUX0044020</td>
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<td>ACR</td>
<td></td>
<td>-3,775.39</td>
<td>USD</td>
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<tr>
<td>AUX0044021</td>
<td>NEW</td>
<td>ARB</td>
<td></td>
<td>3,775.39</td>
<td>USD</td>
</tr>
</tbody>
</table>

End