



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 [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](#).

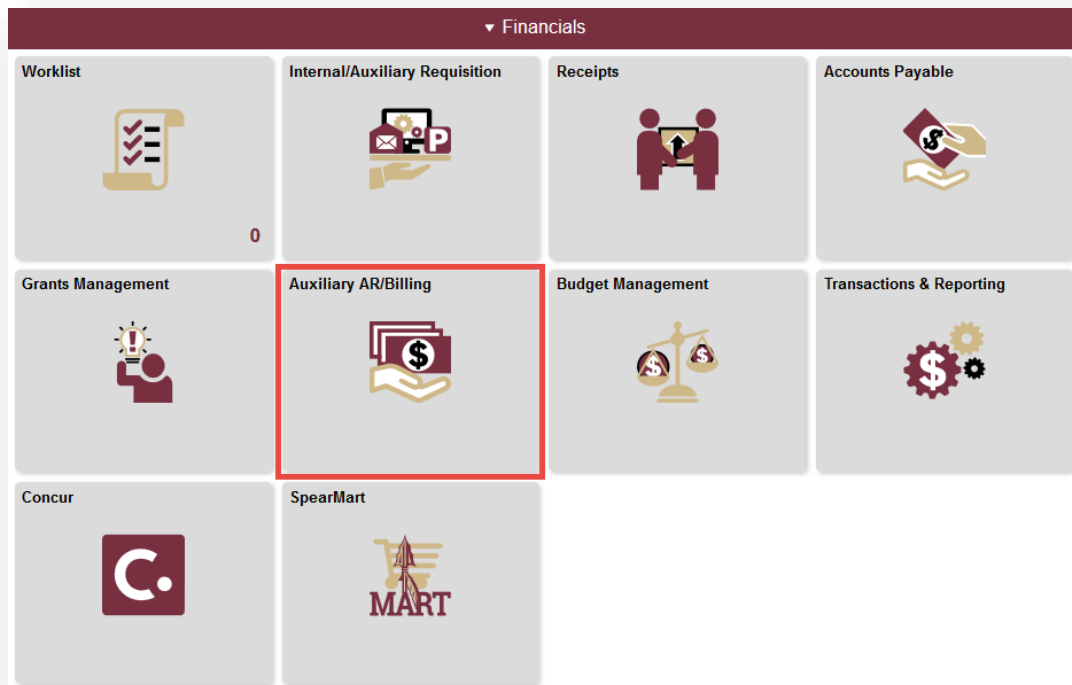
Adjusting an Invoice

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.).

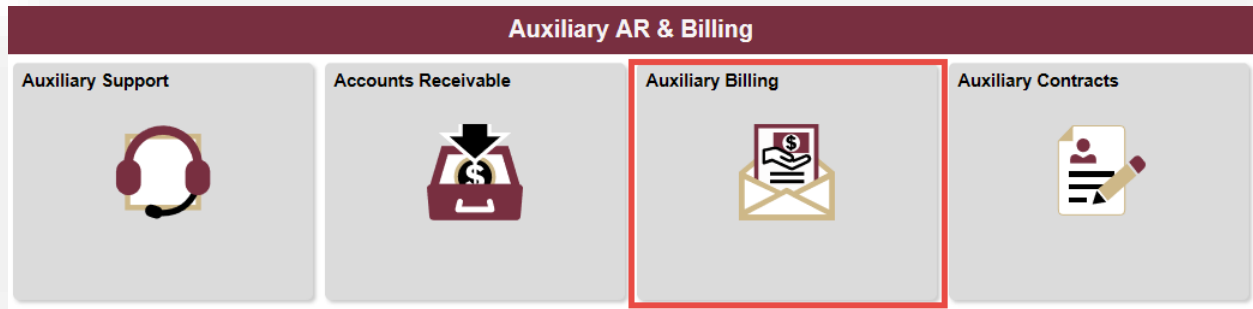
1. Navigate to the [Adjust Entire Bill](#) page in OMNI Financials:

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

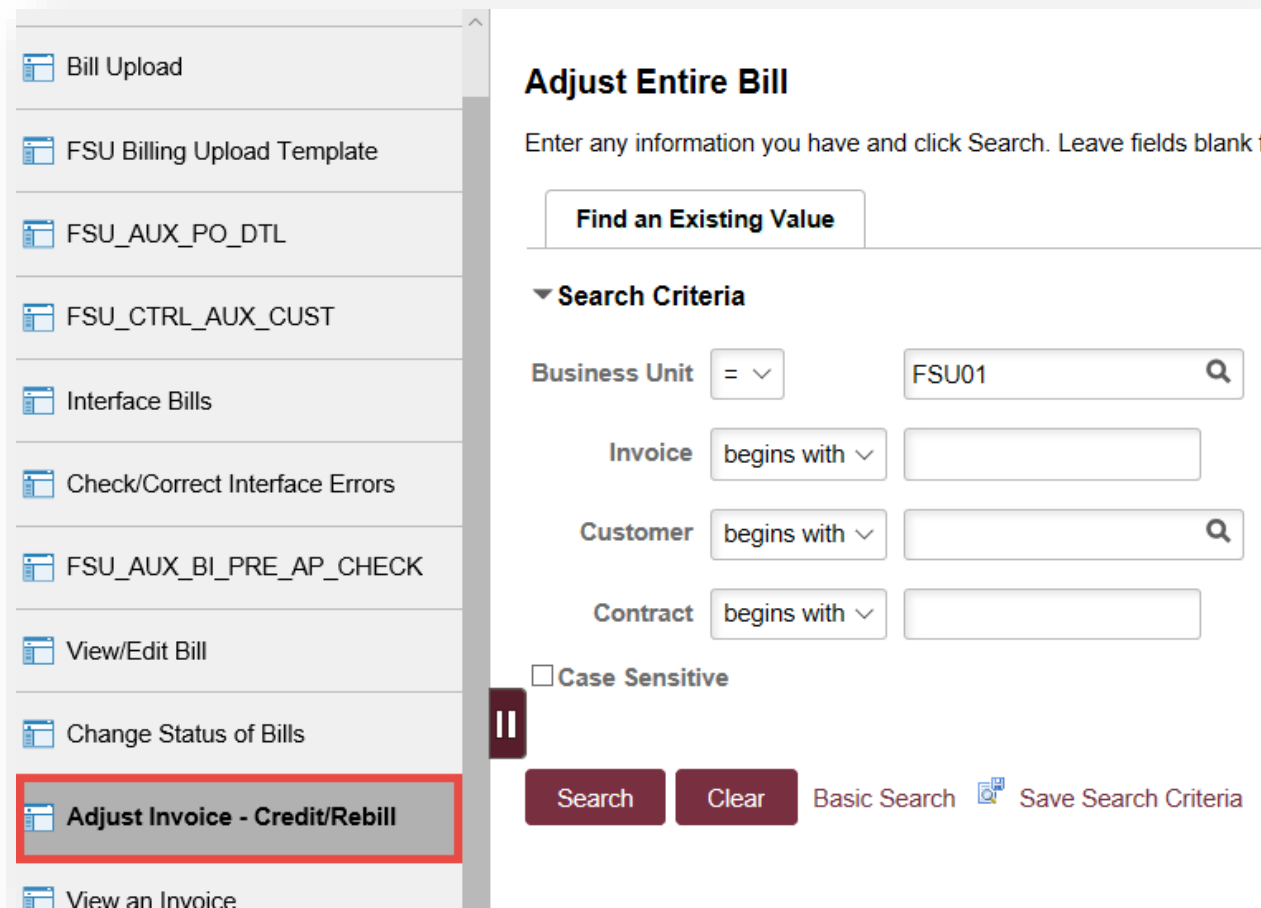




b. Select the **Auxiliary Billing** tile:



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





- 2. Locate the invoice that needs to be adjusted:
 - a. **Business Unit** = AUX01
 - b. Search by Invoice, Customer, or Contract:

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	= ▾	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.

Adjust Entire Bill

Unit AUX01	Bill To AUX1003051	Florida Agricultural and Mechanical Univ
Invoice AUX00046192	Invoice Amt 8,103.00	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

Choose your action

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:

Adjust Entire Bill

Unit AUX01	Bill To AUX1003051	Florida Agricultural and Mechanical Univ
Invoice AUX00046192	Invoice Amt 8,103.00	USD

Select Bill Adjustment Action

No Bill Action

Credit Entire Bill

Credit & Rebill

Adjustment Results

*Credit Bill

Rebill Bill Header Info 1



2. Select the Adjustment Reason "BILL ERROR":

Adjust Entire Bill

Unit AUX01 Bill To AUX1003051 Florida Agricultural and Mechanical Univ
 Invoice AUX00046192 Invoice Amt 8,103.00 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill NEXT
 Rebill Bill NEXT Header Info 1

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason BILL ERROR

3. Click Save:

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

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

Adjust Entire Bill

Unit AUX01 Bill To AUX1003051 Florida Agricultural and Mechanical Univ
 Invoice AUX00046192 Invoice Amt 8,103.00 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill AUX00044019 Header Info 1
 Rebill Bill NEXT Header Info 1

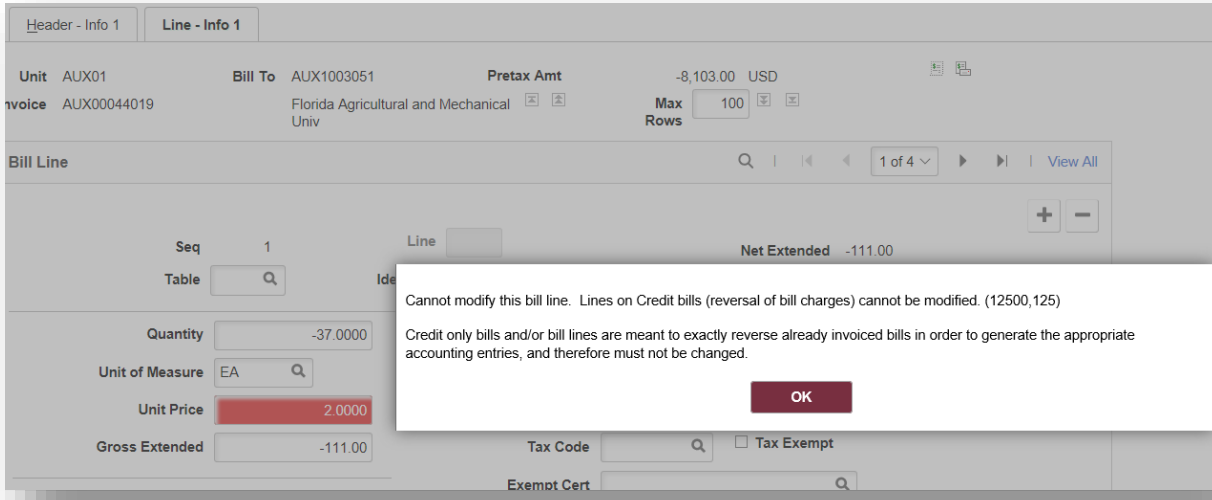
5. To view the credit bill, click on the Header Info 1 link. You will be brought to a new page:

Adjustment Results

*Credit Bill AUX00044019 Header Info 1
 Rebill Bill NEXT Header Info 1



- 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.

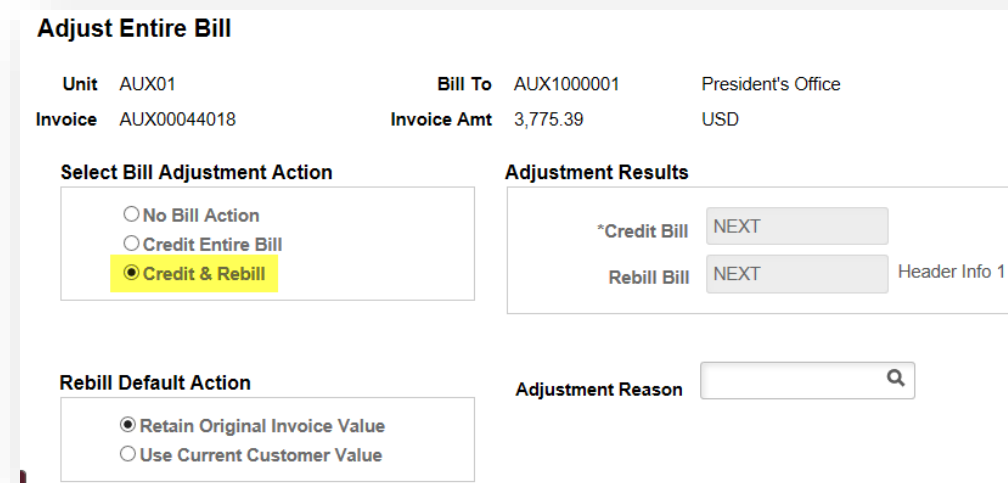
IMPORTANT: If you are crediting an INTERNAL customer, you do not need to take any action on the credit bill. OMNI Financials automatically saves the credit bill in RDY status. Auxiliary Accounting staff will invoice the credit bill in the next bill cycle.

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":

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason BILL ERROR

3. Click Save:

Unit AUX01 **Bill To** AUX1000001 President's Office
Invoice AUX00044018 **Invoice Amt** 3,775.39 USD

Select Bill Adjustment Action

No Bill Action
 Credit Entire Bill
 Credit & Rebill

Adjustment Results

*Credit Bill NEXT
Rebill Bill NEXT

Rebill Default Action

Retain Original Invoice Value
 Use Current Customer Value

Adjustment Reason BILL ERROR

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

4. Two bills will be generated in the Adjustment Results section. One is the credit bill and one is the adjustment bill (rebill bill):

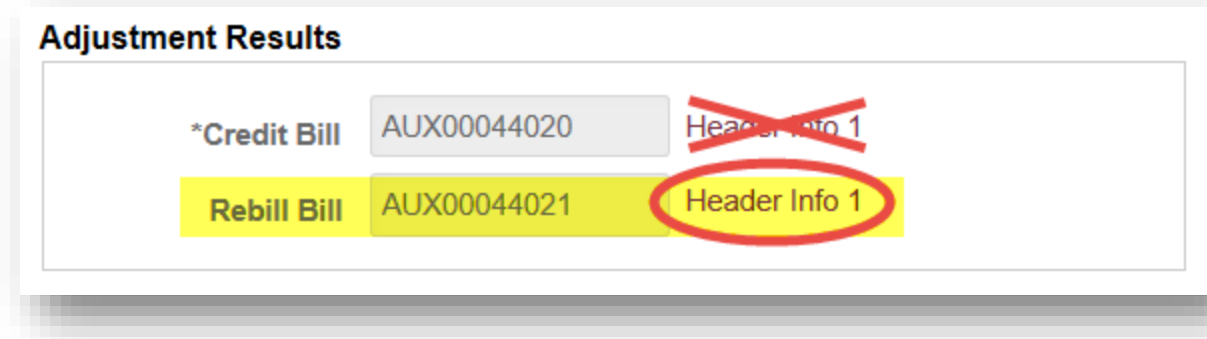
Adjustment Results

*Credit Bill AUX00044020 ← Header Info 1
Rebill Bill AUX00044021 ← Header Info 1



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.

Standard Billing

Header - Info 1
Line - Info 1

Unit	AUX01	Invoice	AUX00044021	Pretax Amt	3,775.39 USD
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Status

*Type

*Customer [View Activity](#)

*Invoice Form

Accounting Date

Remit To

Invoice Date

Source

SubCust1

From Date

Pay Terms

Bank Account

Cycle ID

*Frequency

SubCust2

To Date

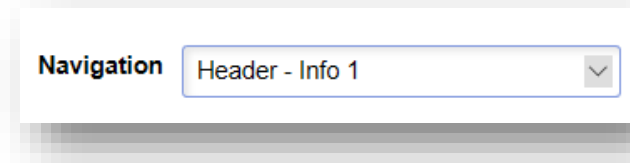
Pay Method



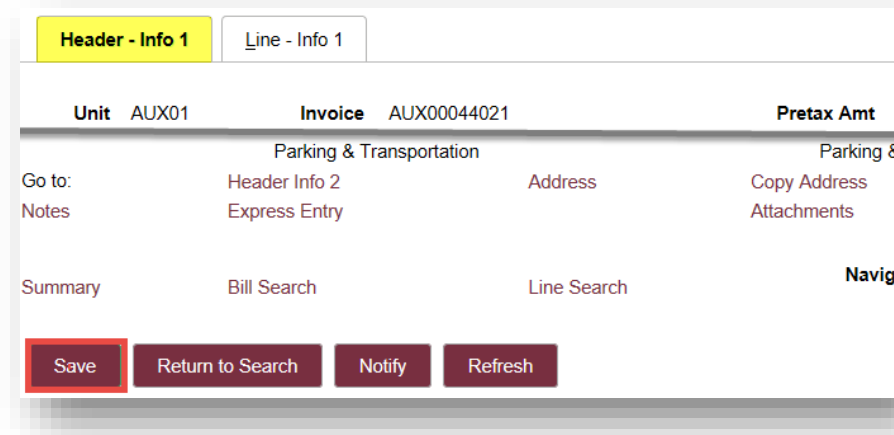
7. The table below shows where to navigate in standard billing to adjust bill fields.

Where to Edit What? A Cheat Sheet	
Where to Navigate:	What to Edit:
Header – Info 1	<ul style="list-style-type: none"> • Bill Status (NEW, RDY, QUO, HLD, etc.) • Customer ID • From-Date/To-Date of the invoice
Header – Misc Info	<ul style="list-style-type: none"> • Add/Edit the PO number (if editing a bill, the PO number must also be edited on <i>Line – Info 2</i>)
Line – Info 1	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Add/Edit the PO number (if editing a bill, the PO number must also be edited on <i>Header – Misc Info</i>) • Add/Edit the PO Line number
Acctg – Rev Distribution	<ul style="list-style-type: none"> • Enter or edit revenue accounting information
Header – Note	<ul style="list-style-type: none"> • Enter or edit header note
Line – Note	<ul style="list-style-type: none"> • Enter or edit line note
Address Info	<ul style="list-style-type: none"> • 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.

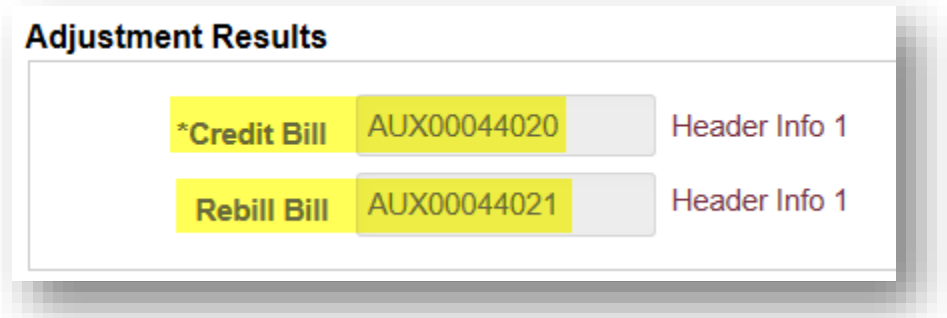
NOTE: If you are crediting and rebilling an external or component unit customer, you can decide whether you want to invoice both bills immediately or wait for the bills to be invoiced during the monthly bill cycle.

Unpaid Internals

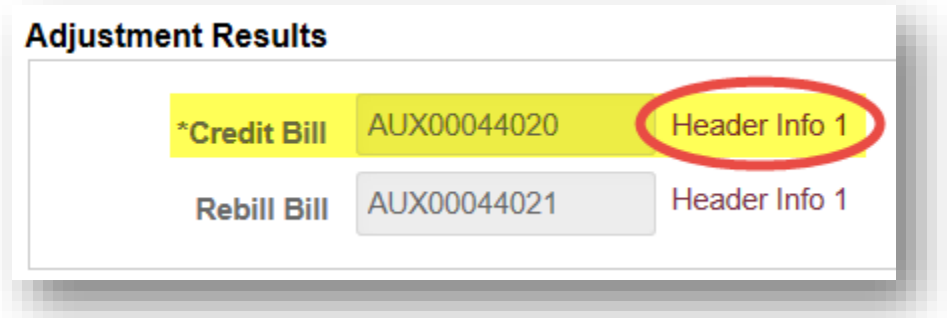
This section describes the extra steps necessary when you are correcting Unpaid Internal invoices. If you are not correcting unpaid internal invoices you may skip this section.

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:



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





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:

Header - Info 1 | Line - Info 1 | **Line - Info 2**

Unit AUX01 Bill To AUX100001 Pretax Amt 3,775.39 USD
 Invoice AUX00044021 President's Office Max Rows 100

Bill Line 1 of 1

Seq 1 Line [] Net Extended 3,775.39
 Table [] Identifier [] Desc []

Purchase Order 0001401234 Line 1
 Contract No [] Line []
 Contract Date [] Type []
 SubCustomer 1 []
 SubCustomer 2 []

Use Effective Dated Price on Recurring Bills

AR Level Header is AR Open Item

Go to: Line Info 2 Tax Accounting
 Notes Express Entry

Summary Bill Search Line Search **Navigation**

- Acctg - AR Offset
- Acctg - Contract Asset
- Acctg - Contract Liability Dst
- Acctg - InterUnit Payables
- Acctg - Rev Distribution
- Acctg - Statistical Info
- Acctg- InterUnit Exp/Inv
- Address Info
- Courtesy Copy Addr
- Disc/Surch Contract Liability
- Disc/Surcharge
- Disc/Surcharge Distribution
- Header - AR Distribution
- Header - Credit Card
- Header - Info 1
- Header - Info 2
- Header - Misc Info
- Header - Note
- Header - Order Info
- Header - Project Info
- Header - Service Info
- Line - Info 1
- Line - Info 2**
- Line - Misc Info

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

Bill Line 1 of 1 | View All

Seq 1 Line [] Net Extended 3,775.39
 Table [] Identifier [] Description []

Purchase Order PO Deleted Intentional Line [] System Source []
 Contract No [] Line [] Entry Type []
 Contract Date [] Type [] Entry Reason []



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

Bill Line Q | 1 of 1 | View All

Seq 1 Line Net Extended 3,775.39 + -

Table Identifier Description

Purchase Order PO Deleted Intentional Line System Source

Contract No Line Entry Type

Contract Date Type Entry Reason

5. Save the bill.

Header - Info 1 | Line - Info 1

Unit	AUX01	Invoice	AUX00044021	Pretax Amt
Go to:		Parking & Transportation		Parking &
Notes	Header Info 2	Address	Copy Address	Attachments
Summary	Express Entry	Line Search	Line Search	Navigation

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.

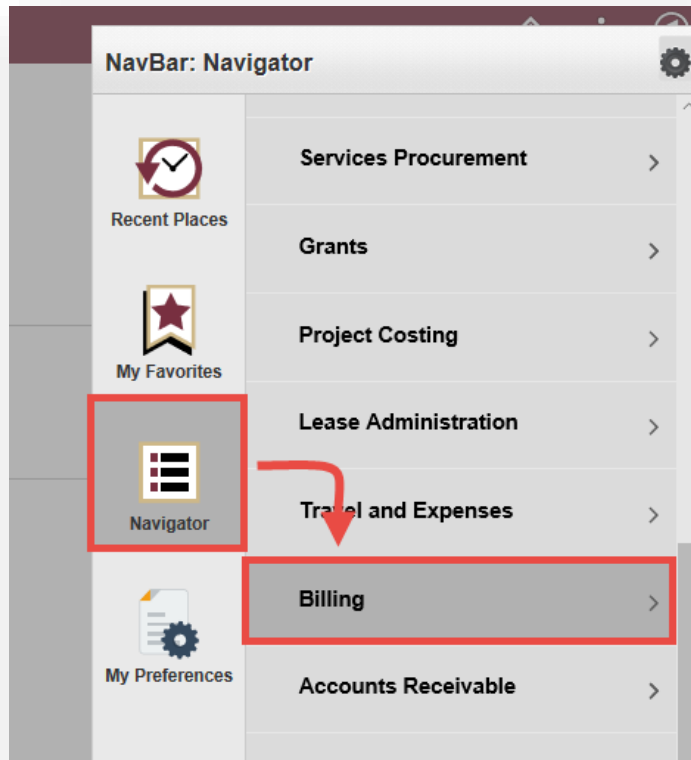
- a. To edit the rebill bill, follow the instructions in the [Credit & Rebill](#) section above, beginning on **Step 5**.
- b. Review **OMNI AR/Billing BPG ABILL2** on the [Auxiliary Accounting website](#) for additional instructions on adding and removing lines, assigning accounting, and entering Purchase Order Information.

7. The process for correcting Unpaid Internals is complete.

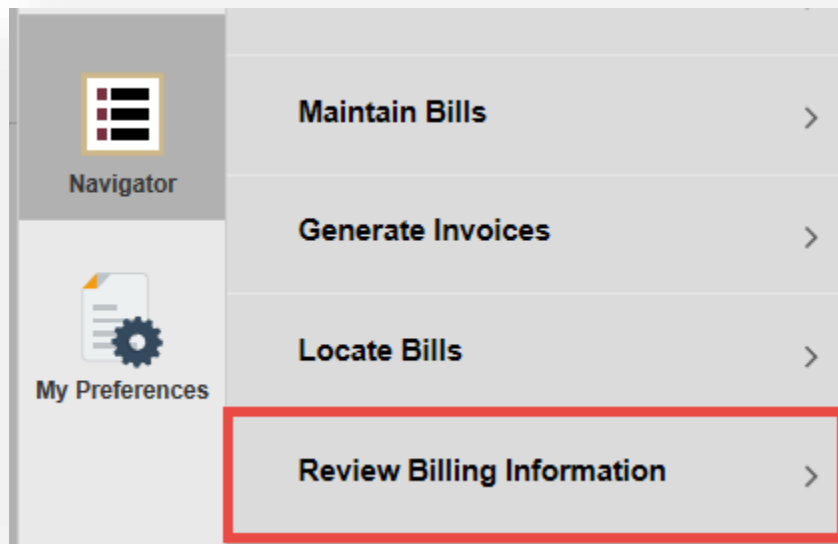


Review Adjustment History

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

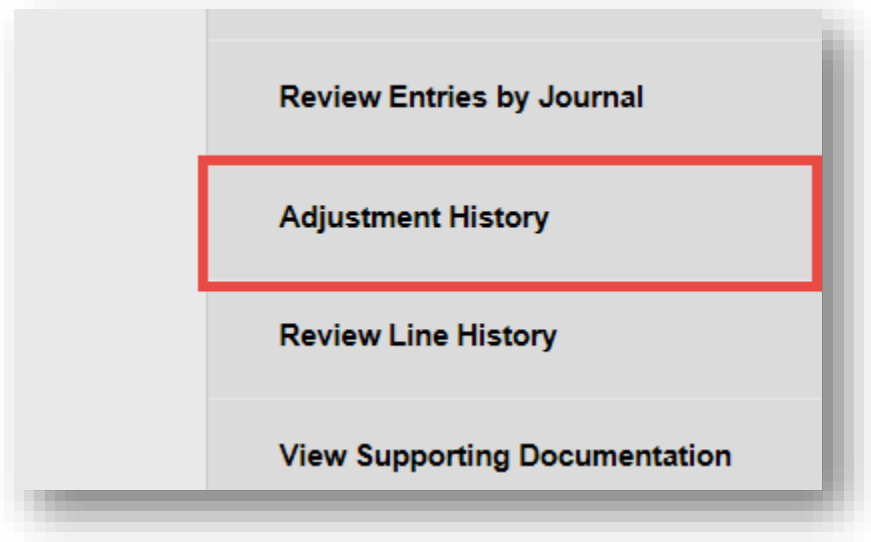


2. Select **Review Billing Information**:





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.

Find an Existing Value

▼ Search Criteria

Business Unit = ▾ AUX01 🔍

Invoice begins with ▾ AUX00044018 🔍

Bill Status = ▾ ▾

Customer begins with ▾ 🔍



5. Review the information on the Adjustment History page.

Adjustment History

Unit AUX01
Invoice AUX00044018
Bill To AUX1000001 President's Office
Original AUX00044018
Prior
Next AUX00044020
Latest AUX00044021

Select for Display

- List All Bills
- Invoiced Bills Only

Get Adjustment History

Invoices Selected

Invoice	Status	Inv Type	Inv Date	Invoice Amount	Currency
AUX00044018	INV	REG	05/01/2019	3,775.39	USD
AUX00044020	RDY	ACR		-3,775.39	USD
AUX00044021	NEW	ARB		3,775.39	USD

Return to Search

Notify

End