Credit/Rebill Approvals

Key Changes to Credit/Rebill Approvals

- The Approval link and <Approve> button must be selected on both a credit bill and a rebill to complete approval. A credit bill must be approved before approving a related rebill.

- The Send Back option is used if the adjustment does not meet criteria for approval; comments must be included when sending back a transaction to the billing specialist.

- The billing specialist will be notified via the financial system when the transaction is approved, if the transaction is sent back, or if the bill has not been approved within 5 calendar days.

- The approver(s) will be determined by the DeptID's in the bill distribution lines rather than identified by the billing specialist at the time of the adjustment entry.

Accessing Bill Adjustments for Approval

Primary approvers may access bill adjustment transactions for approval in several ways: through the Worklist, email notification, Approval WorkCenter, or Billing WorkCenter. Alternate approvers may access bill adjustment transactions for approval through the Approval Workcenter or Billing WorkCenter. Credits and rebills may also be opened by navigating to: Billing > Maintain Bills > Standard Billing by both primary and alternate approvers.

Routing for Approval

Credit and rebill invoices are simultaneously routed to the primary approver and to a pool of one or more alternate approvers. If a credit or rebill has multiple DeptIDs in the chartstrings and those DeptIDs have different primary approvers, then the credit or rebill will be routed to each of the primary approvers. Primary approvers also receive an email. An invoice needing approval will remain in the primary approver’s Worklist until it has been approved. In the case that a transaction has not been approved or sent back within five calendar days, the billing specialist will be notified by a system-generated email.

Taking Action on Transactions Needing Approval

The steps below describe the process for approving a Credit/Rebill Adjustment. Note that for a credit/rebill, the credit invoice must be approved first.

1. Open the credit bill in one of the ways described above (Worklist, email, WorkCenter, Billing module).

2. Review any supporting documentation by clicking <Attachment>.

3. Review the Header Notes page for the justification and for consistency with any supporting documents.

4. Click <Approvals> on the Header Info 1 page.
Credit/Rebill Approvals (cont.)

Taking Action on Transactions Needing Approval (cont.)

5. From the Approvals window, click <Approval Monitor> to view any comments; close the comments after viewing.

6. In the Approvals window, click <Approve>. If the credit cannot be approved, add comments and click <Send Back>.

7. To open a corresponding rebill, use the method selected for opening the credit (Worklist, email, WorkCenter, Billing module).

8. Review the Header Notes page for the justification.

9. Verify that changes to the rebill are consistent with the justification.

10. Click <Approvals> on the Header Info 1 page.

11. From the Approvals window, click <Approval Monitor> to view any comments; close the comments after viewing.

12. In the Approvals window, click <Approve>. If the rebill cannot be approved, add comments and click <Send Back>.

Monitor Status of Related Credits and Rebills

Approvers may ensure that credits and related rebills have been submitted and approved in a timely manner by monitoring the Credit/Rebill Invoices page through the Approval WorkCenter or the Billing WorkCenter. The Related Approval Status column allows the approver to see the status on any credit or rebill. A status of “Initial” indicates a credit or rebill has not been submitted. A status of “Pending” indicates the bill has been submitted and is pending approval.
Key Changes: Billing Adjustments

This document provides an overview of key changes in the Adjust Bills functionality in the Billing module. This information is intended for billing specialists who have previously attended the Create Bills training which included creating credits and rebills. (An updated “Adjust Entire Bill” job aid will provide the detailed steps for creating billing adjustments.)

Summary of Key Changes

- **Adjustment Reason** is a new required field.
- Once credits and rebills are saved in a “RDY” status, an approval link will appear and the credits and rebills can be submitted for approval.
- New **Approval** link, and the <Submit for Approval> button must be selected to route the bill adjustment for approval.
- The approver is no longer entered on the Adjust Entire Bill page. The approver is determined by the DeptIDs in the bill distribution lines.

Adjust Entire Bill Page

1. **Adjustment Reason** must be selected in addition to completing the Adjustment Justification.

2. **Rebill/Default Action** should be left as it defaults to “Retain Original Invoice Value.”
Key Changes: Billing Adjustments (cont.)

Standard Billing - Header - Info 1 Page

3. To access the Approvals window, click the <Approvals> link. This link is only available on credit or rebill invoices in “RDY” status.

4. Optional comments may be included in the Comment text box.

5. Clicking the <Submit for Approval> button will route the credit or rebill for approval. The system automatically routes the transaction to the approver(s) associated with the DeptIDs used in the distribution lines.
Key Changes: Standard Billing

The purpose of this job aid is to provide a visual overview of the Standard Billing pages in PeopleSoft version 9.2. The numbers on the images are associated with field changes. They correspond with the descriptions to the left. For specific instructions on creating bills, please refer to the Create Bills reference manual.

Summary of Key Changes

- Customer address and phone can be viewed on Header.
- Invoice Form is a new type.
- The Billing Specialist name displays.
- ProForma and Invoice buttons require only a single click.

Header - Info 1 Page

1. Hovering the mouse over the Customer name displays customer information.
2. Invoice Form “XMLPUB” is the new print invoice default.
3. Billing Specialist name appears; aids in verifying bill entry is being completed with correct Billing Specialist code entered.
4. <ProForma> and <Invoice> require only a single click to generate pdf; the ProForma or invoice pdf appears on screen shortly after a single click.
Key Changes: Standard Billing (cont.)

Address Info Page

5. Email Address of contact displays.

6. For Invoice Media the default must be left and may appear as either “Print Copy” or “Email Invoice As Attachment.”

(For email invoice questions, contact Accounts Receivable Services.)

Acctg - Rev Distribution Page

7. Use the scrollbar located below the distribution line to display additional ChartFields.