Approve a Write-Off Credit Bill
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Table of Contents

Approve a Write-Off Credit Bill

Core-CT 9.1 uses 3 levels of approvals for credit bills and bills with credit lines:

- Level 1 Approvers—Billers--for self-approval of those with an adjustment reason of OTHER Level 2 Approvers—Billing Supervisor
- Level 2 Approvers--Billing Supervisor
- Level 3 Approvers--Agency Head

All credit bills with a Reason Code of "OTHER" will be routed to the Level 1 Approver for self-approval.

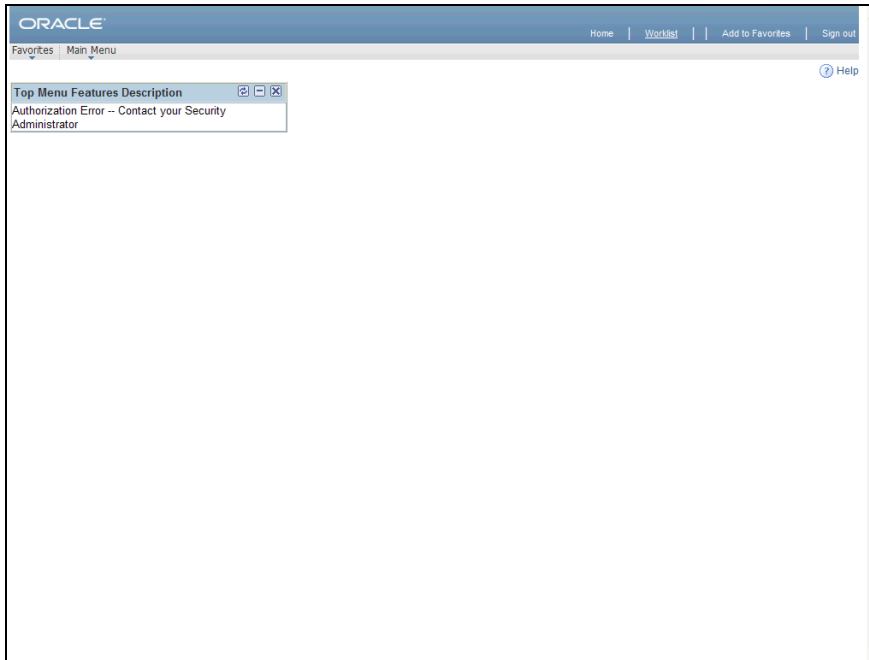All credit bills with a Reason Code of "WO" will route directly to Level 2 and then Level 3 Approvers.

Bills that require two levels of approvals are not routed to second approver until the first level approver has approved the bill.

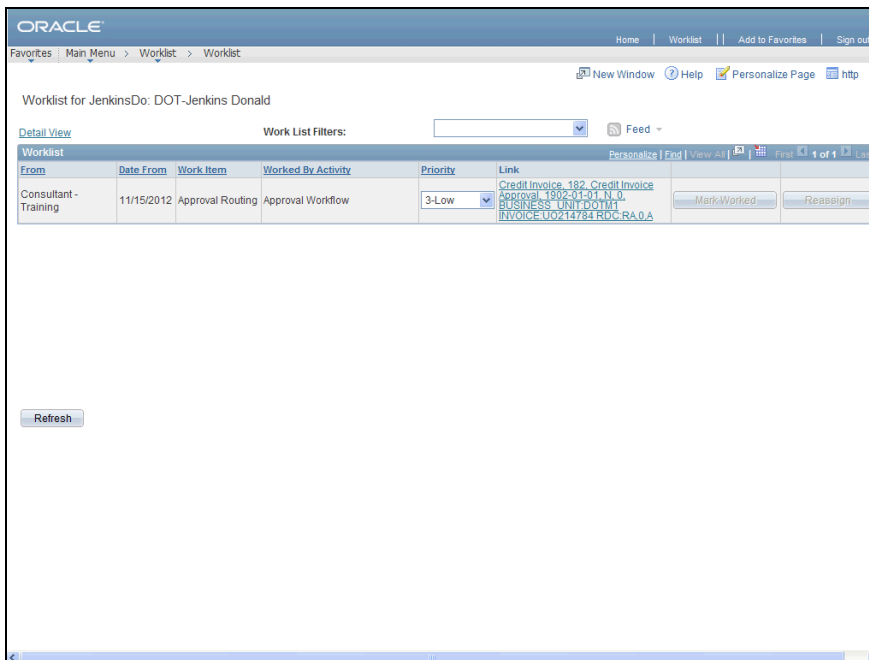Approvers use the worklist to navigate to bills that require approvals.

In this example a credit bill with an Adjustment Reason of WO is approved and then reviewed by two levels of approvers. It will then be ready to be run through the Finalize and Print process.

Procedure

Navigation: Worklist

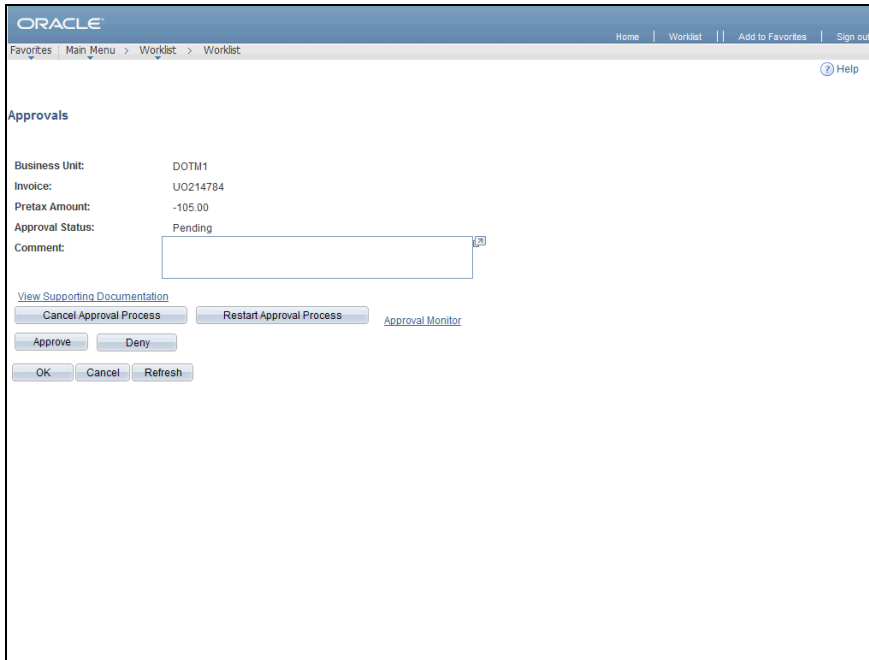| Step	Action
1.	Write-Off Level 2 Approver signed in. Click the **Worklist** link.

Step	Action
2.	The **Worklist** is a list of all items awaiting action on the part of an approver. In this example there is a credit bill on the approvers **Worklist**. Click the **Credit Invoice, 182, Credit Invoice Approval, 1902-01-01, N, 0, B** link. Credit Invoice, 182, Credit Invoice Approval, 1902-01-01, N, 0, BUSINESS_UNIT:DOTM1 INVOICE:UO214784 RDC:RA,0,A

Step	Action
3.	The **Header-Info 1** page of the bill displays. Click the **Approvals** link. Approvals

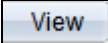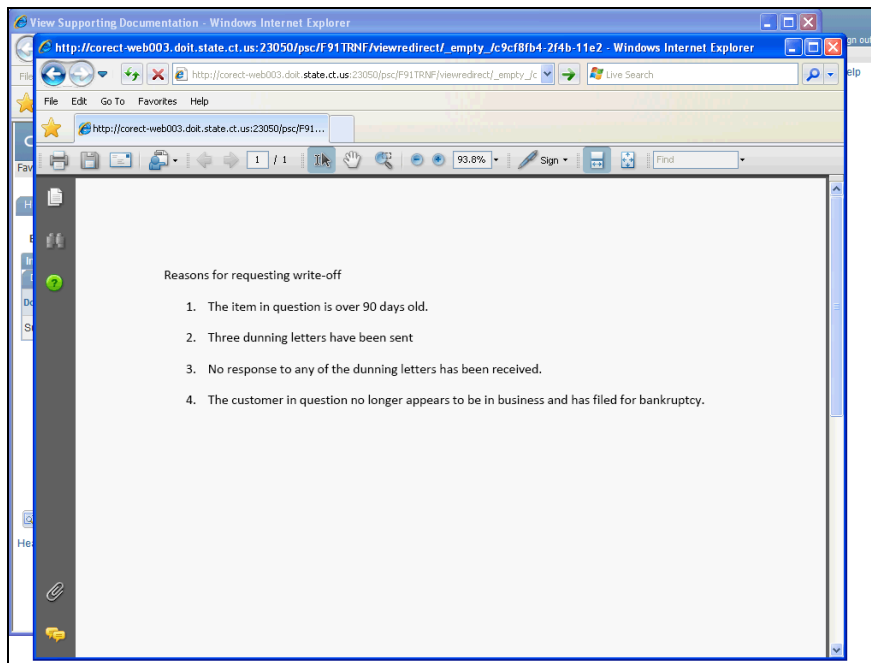| Step	Action
4.	Click the **Approval Monitor** link. Approval Monitor
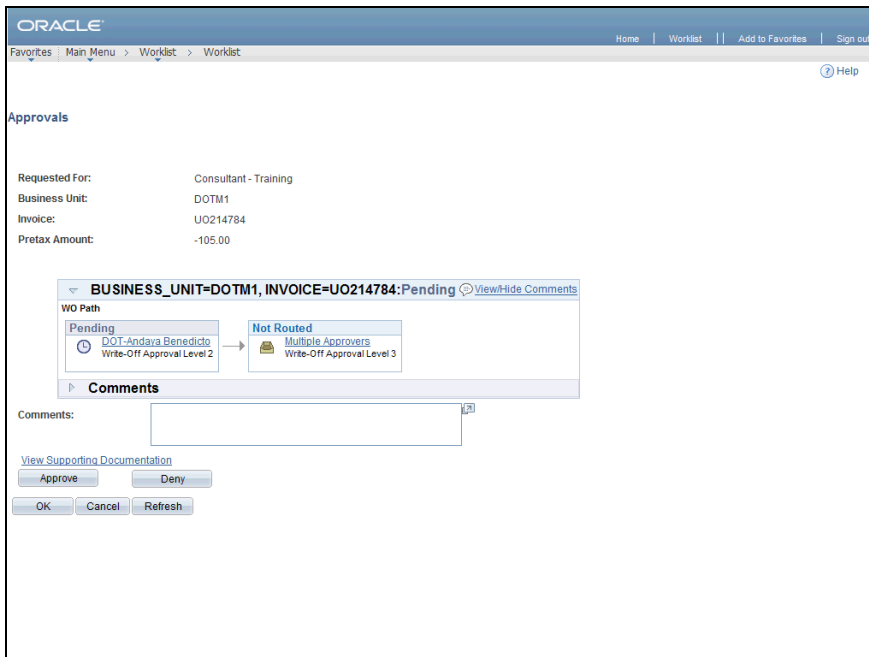
Step	Action
5.	Click the **Expand** button to view comments that have been added to this Credit Bill.
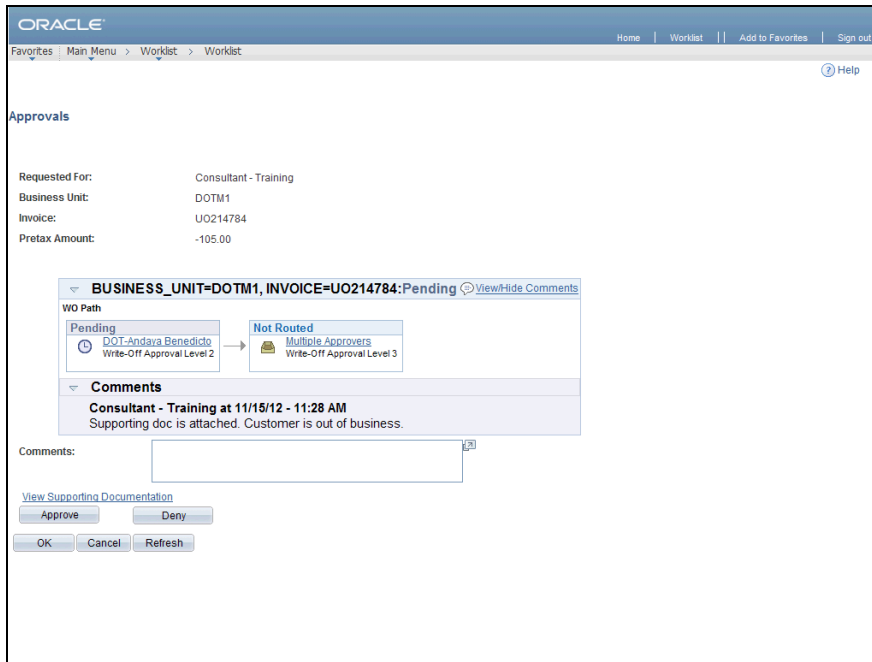
Step	Action
6.	Click the **View Supporting Documentation** link to access the **Header Documentation** page.
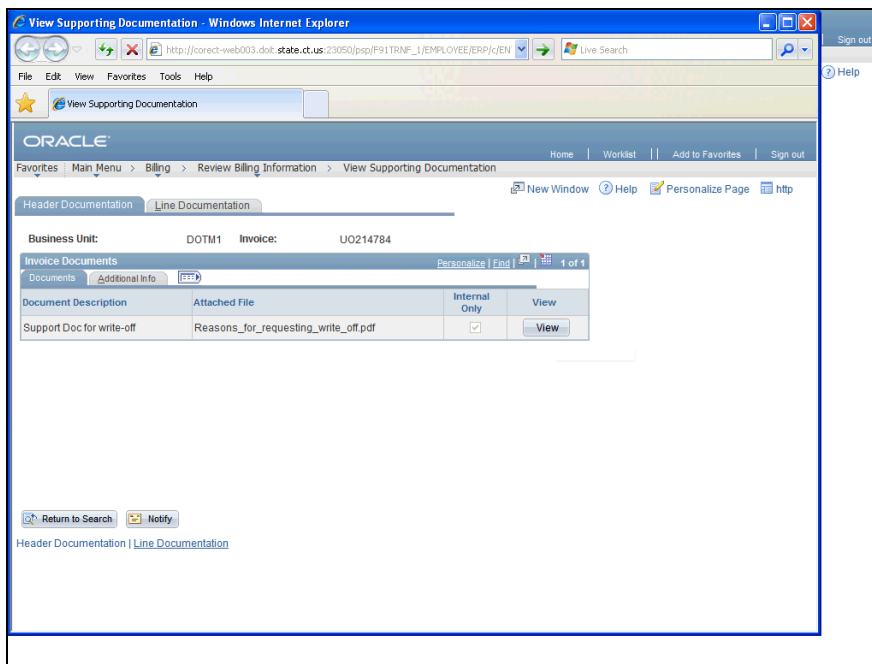
Step	Action
7.	Click the **View** button to review the attached document. View

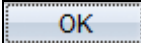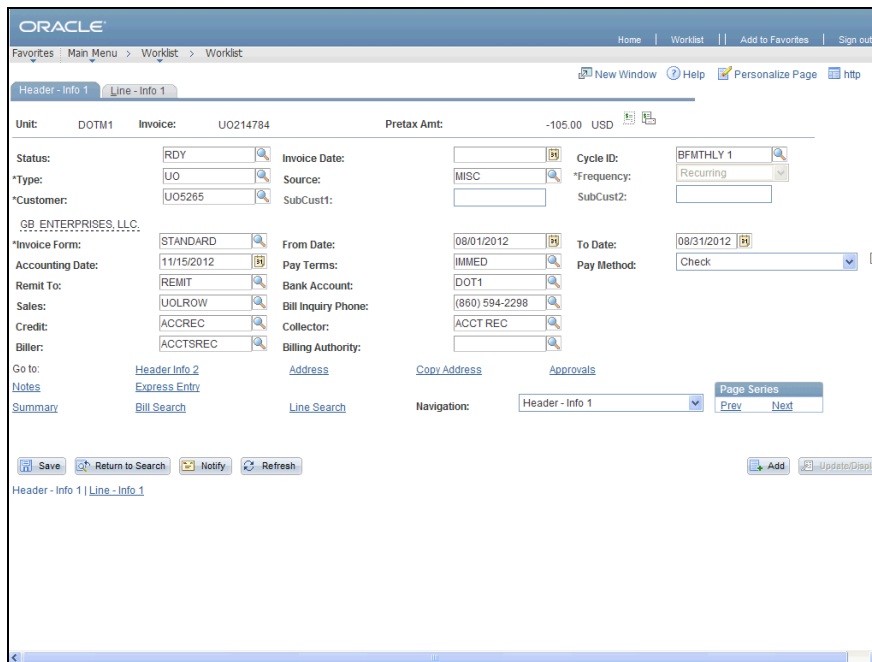

Step	Action
8.	The attached supporting documentation displays. Click the **Close** button to close the document.
9.	Click the **Close** button to close the **View Supporting Documentation** page and return to the **Approvals** page.

Step	Action
10.	Use the **Approve** button to approve the Credit bill and route it to the next level of approval.
	Use the **Deny** button to deny the Credit Bill. Bills that are denied are not routed to the next approval level.
	Click the **Approve** button.
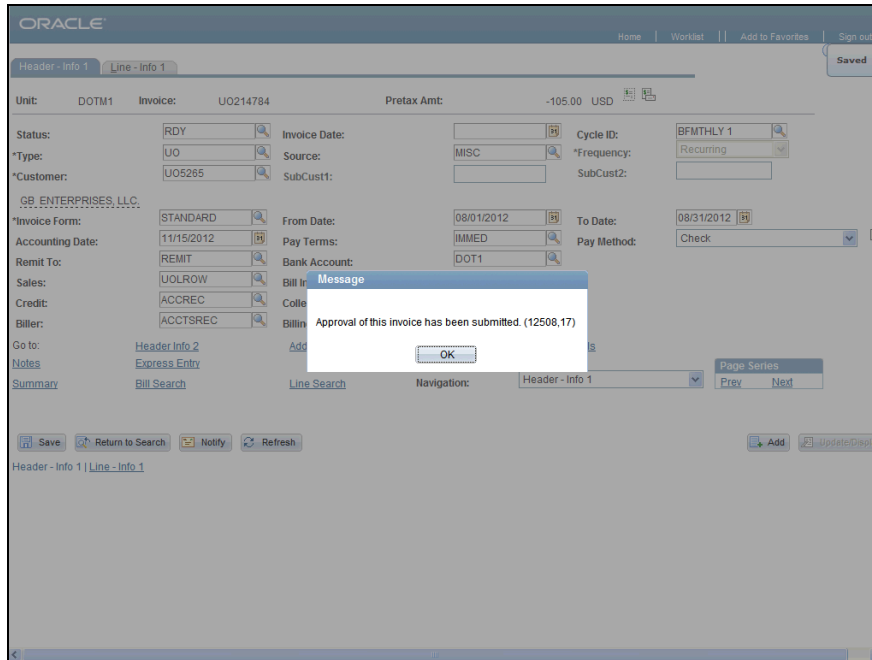
Step	Action
11.	Click the **OK** button.

Step	Action
12.	Click the **Approvals** link. Approvals
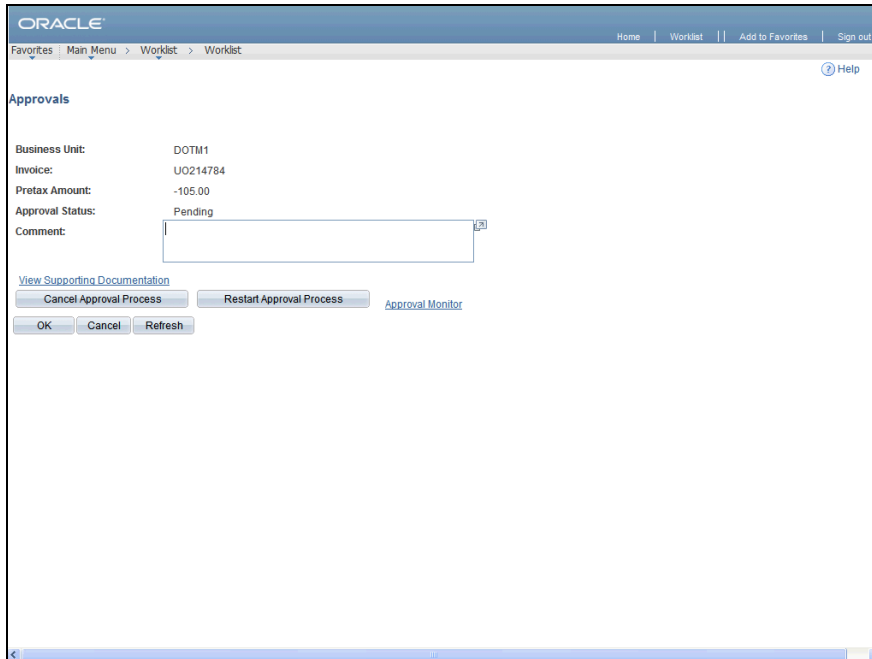
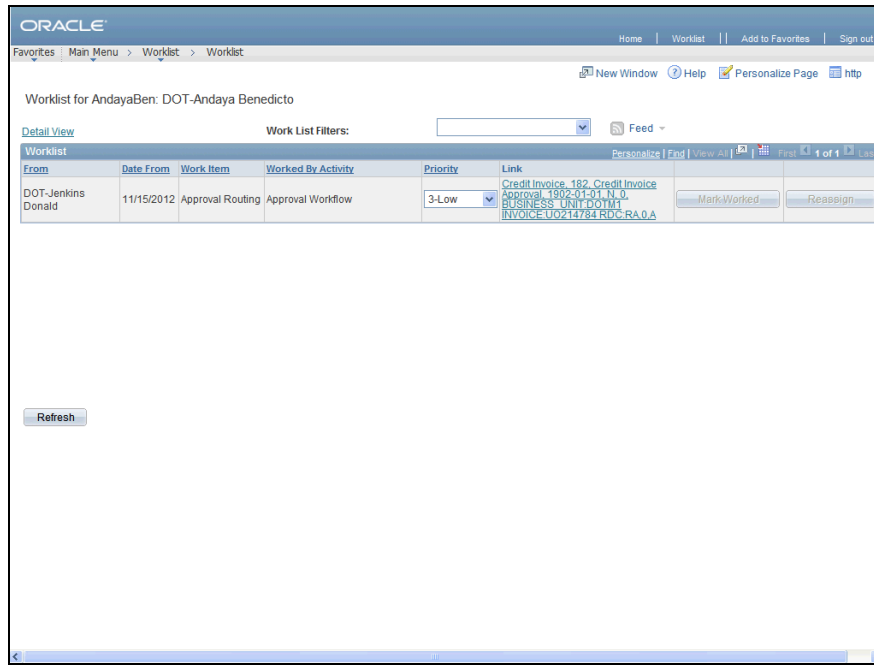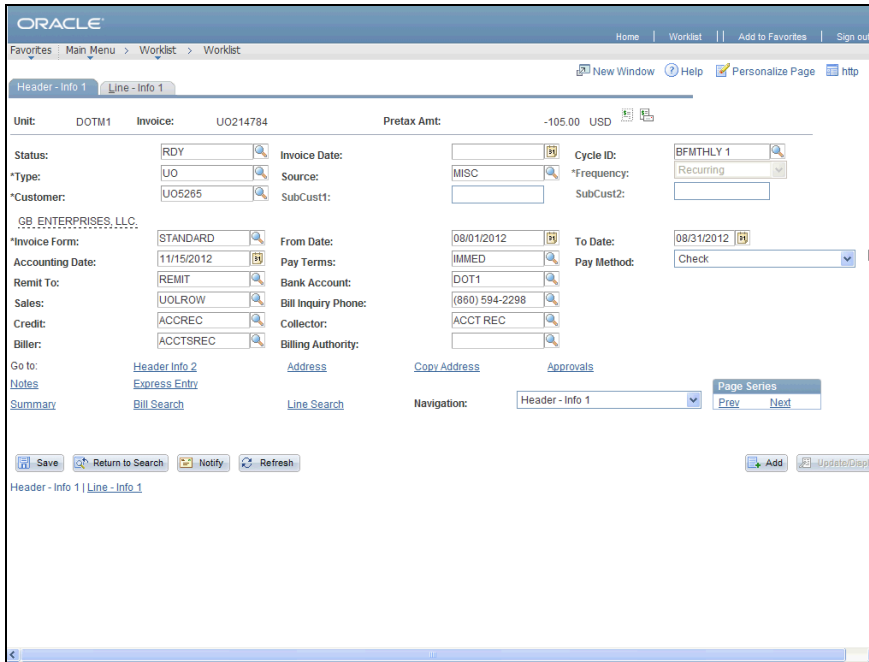| Step	Action
13.	The **Approval Status** of this bill is Pending action from the Write-Off Level 2 Approver. Click the **Approval Monitor** link. Approval Monitor
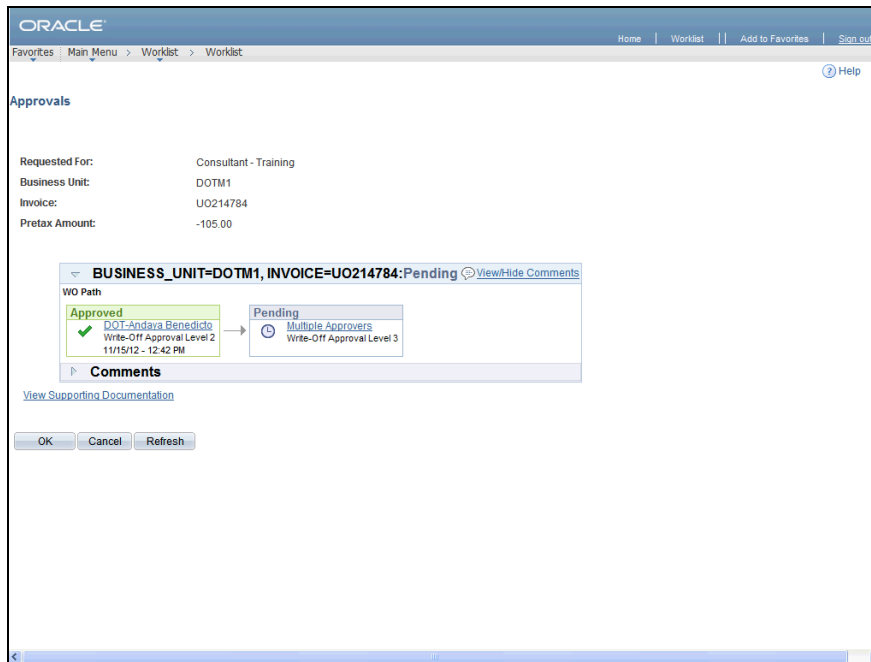
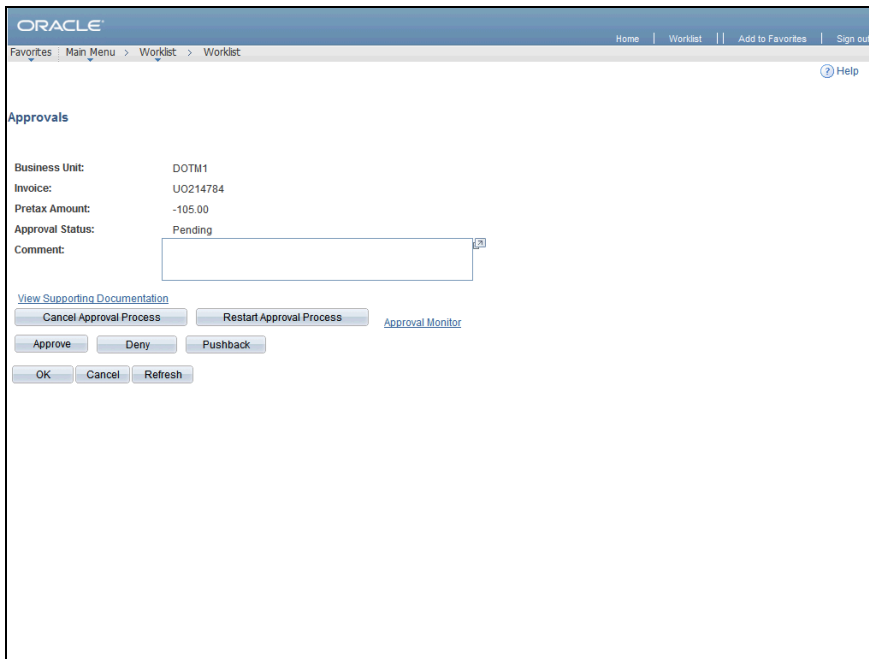| Step	Action
14.	The **Approval Monitor** shows that the Bill has been approved by the first level approver and is pending approval from the second level approver.
15.	Click the **Sign Out** link.
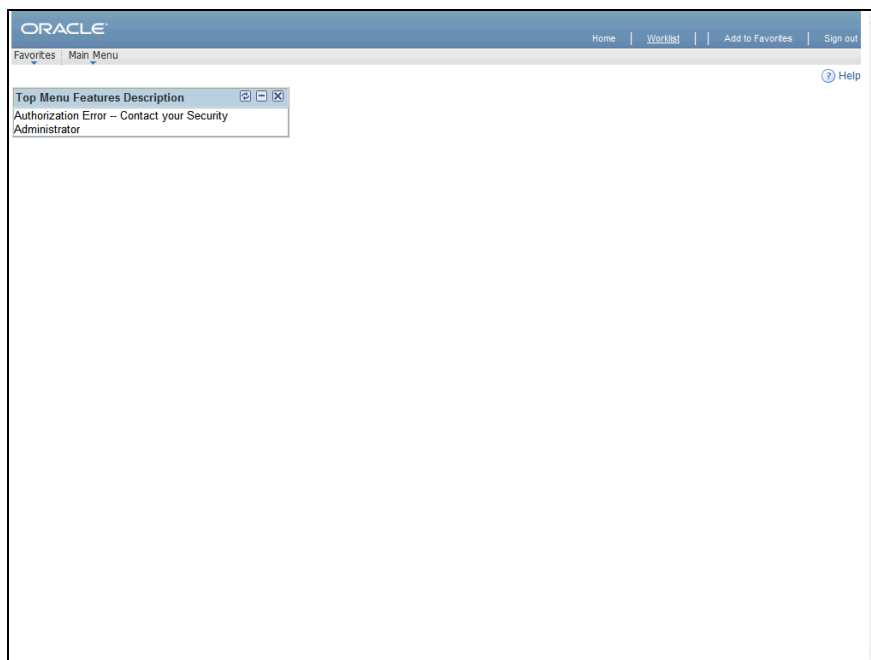
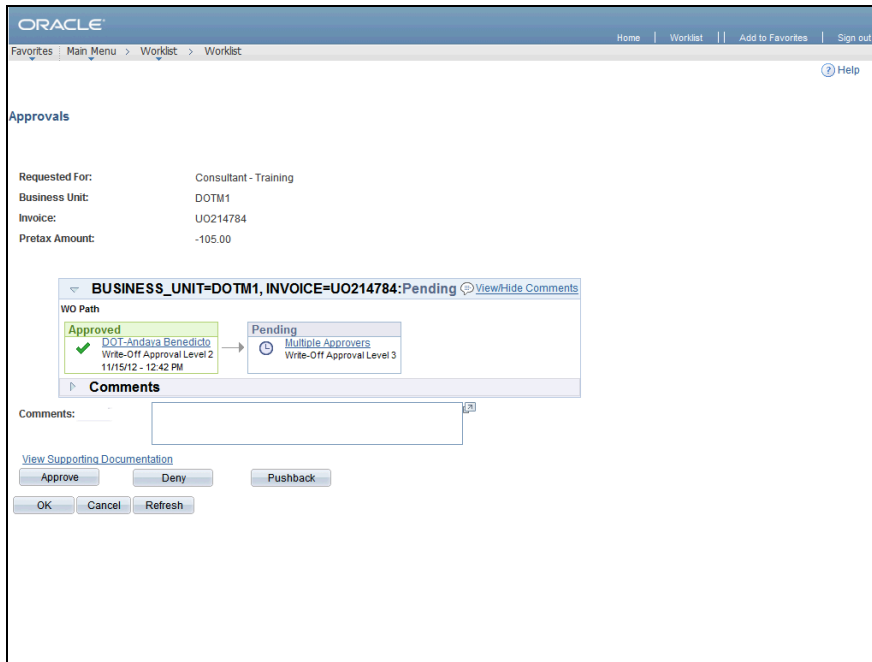| Step	Action
16.	The Write-Off Level 3 Approver is now signed in.
	Use the Worklist to find the Credit Bill that requires approval.
17.	Click the **Worklist** link.
	Worklist

Step	Action
18.	Click the **Credit Invoice, 182, Credit Invoice Approval, 1902-01-01, N, 0, B** link.

Step	Action
19.	Click the **Approvals** link. Approvals

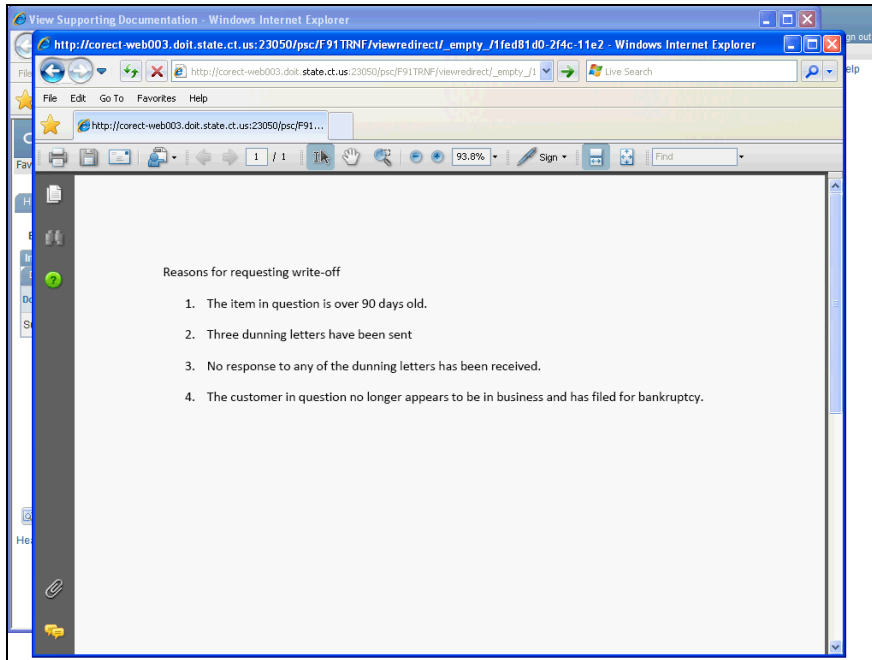| Step	Action
20.	Click the **Approval Monitor** link. Approval Monitor

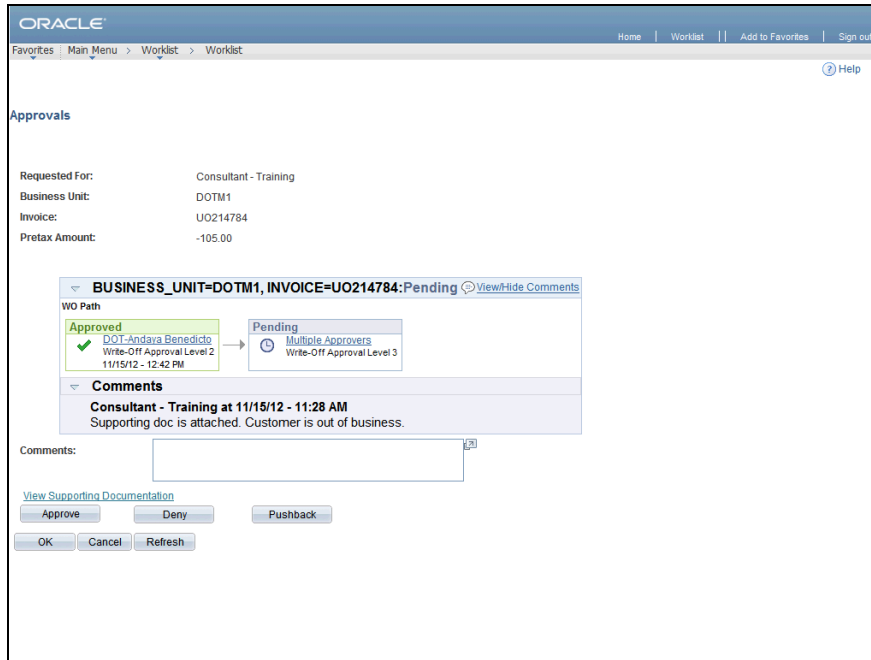| Step	Action
21.	Click the **Expand** button to view comments associated with the bill.
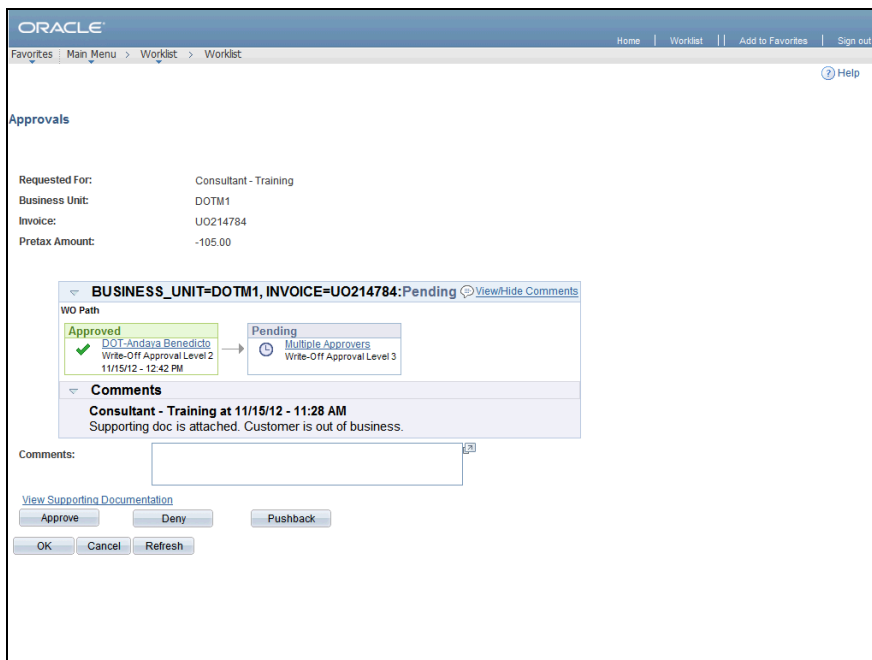
Step	Action
22.	Click the **View Supporting Documentation** link to review supporting documentation. View Supporting Documentation
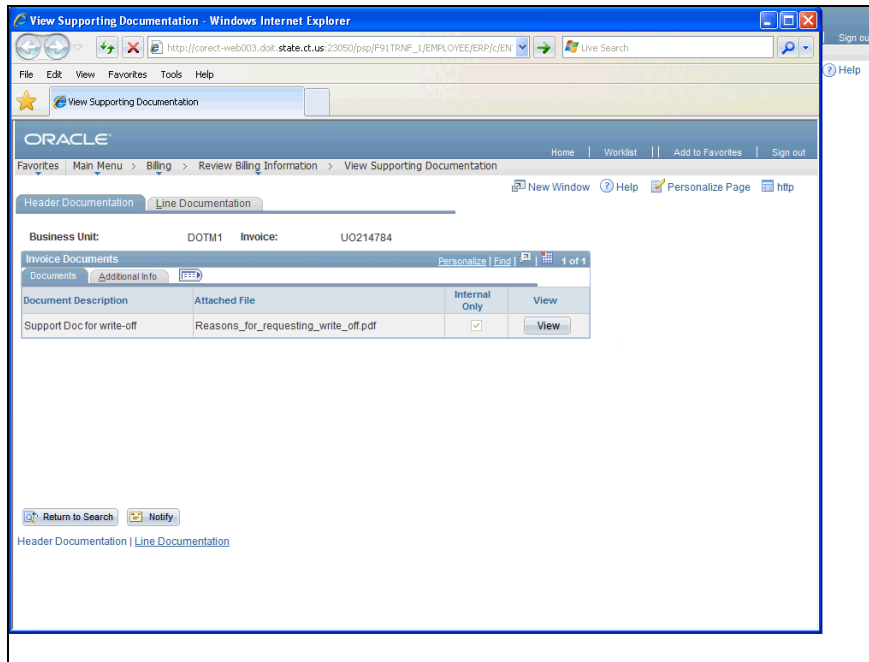
Step	Action
23.	Click the **View** button. View

Reasons for requesting write-off

1. The item in question is over 90 days old.

2. Three dunning letters have been sent

3. No response to any of the dunning letters has been received.

4. The customer in question no longer appears to be in business and has filed for bankruptcy.
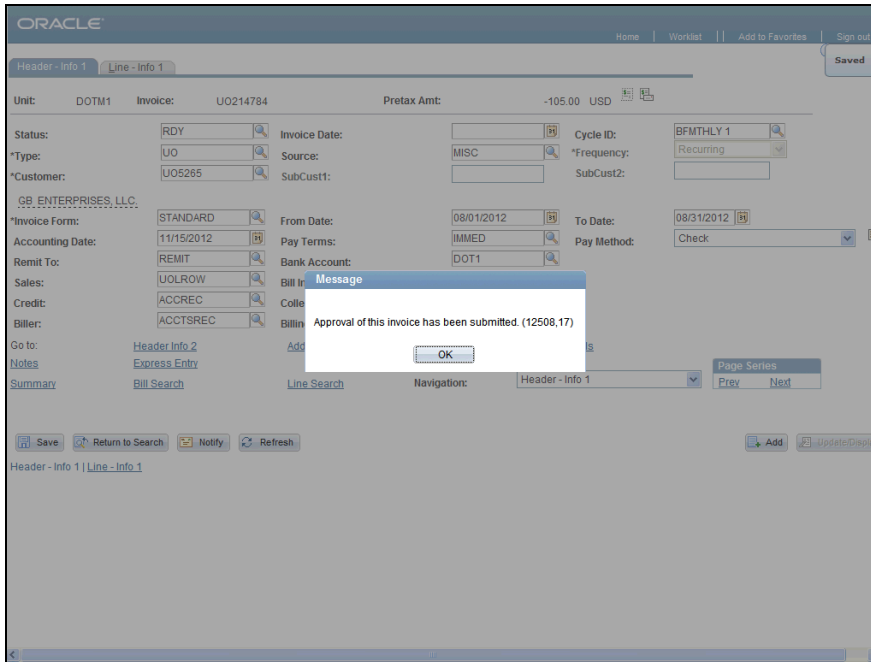
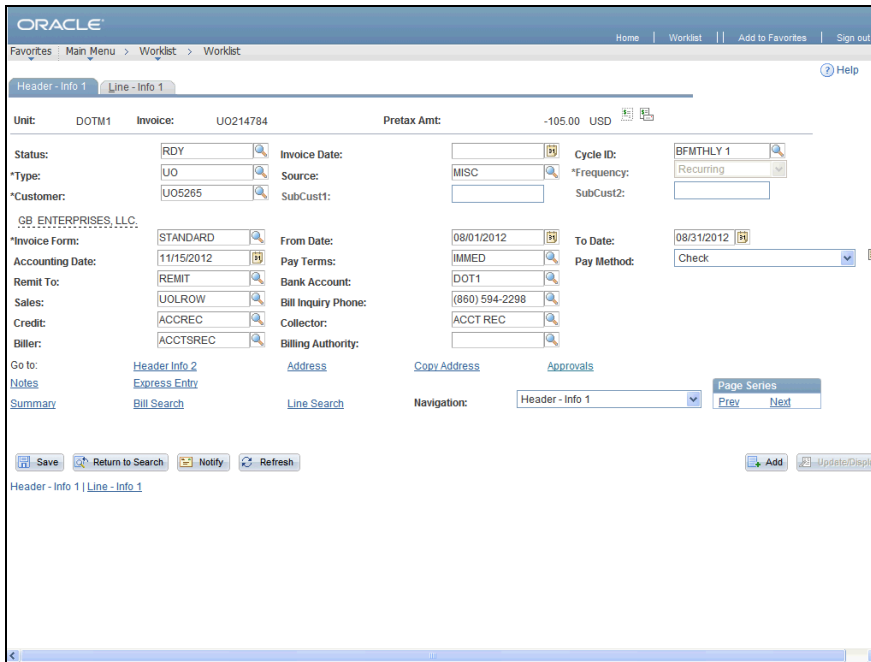| Step	Action
24.	The attached supporting documentation displays. Click the **Close** button to close the document.
25.	Click the **Close** button to close the **View Supporting Documentation** page and return to the **Approvals** page.

Step	Action
26.	Use the **Approve** button to Approve the Credit Bill. Use the **Deny** Button to Deny the Credit Bill. Use the **Pushback** button to push the Bill back to the first level approver. Click the **Approve** button.
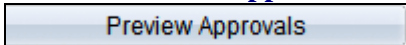
Step	Action
27.	Click the **OK** button.

Step	Action
28.	Click the **Approvals** link. Approvals
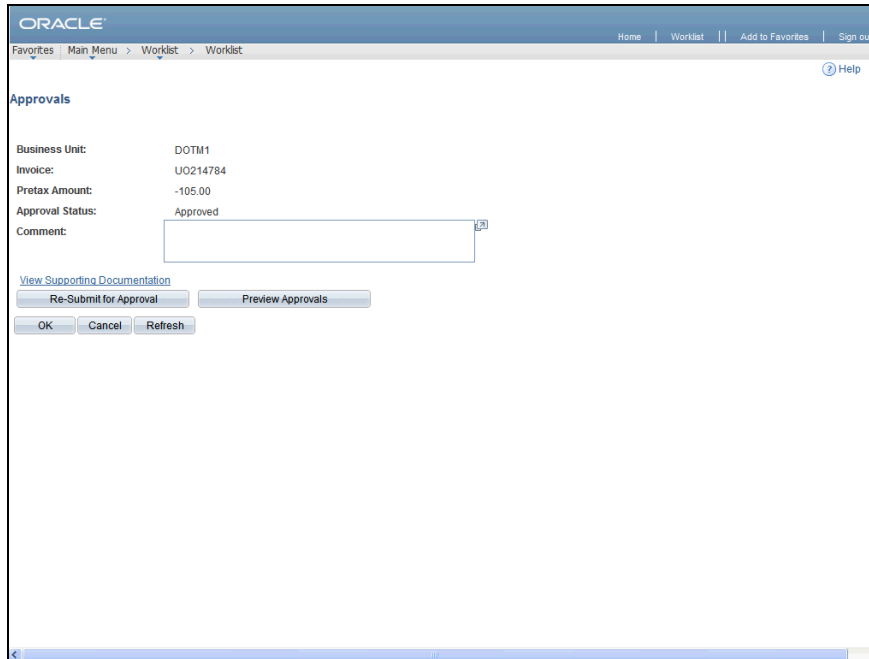
Step	Action
29.	The **Approval Status** of the bill is Approved. Click the **Preview Approvals** button. Preview Approvals
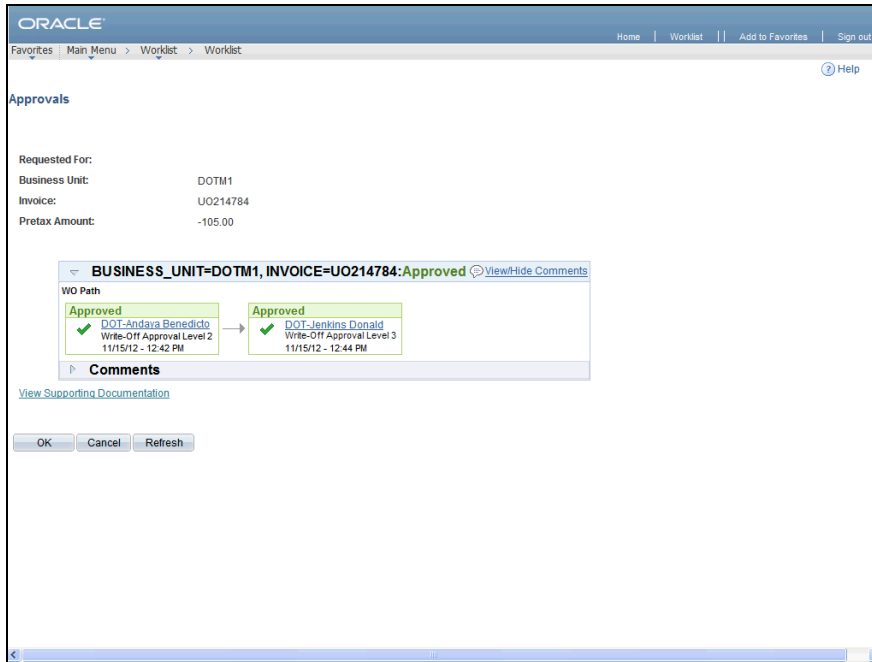
Step	Action
30.	The Approval Monitor indicates that both approvers have approved the bill. Click the **OK** button. OK
31.	**End of Procedure.**