Approve a Write-Off Credit Bill Created on 2/27/2013 9:05:00 AM

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Approve a Write-Off Credit Bill

Core-

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 selfapproval.

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.

ORACLE						Home	Worklist	Add to Fav	orites	Sign out
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From	Date From	Work Item	Worked By Activity	Priority	Link					
Consultant - Training	11/15/2012	Approval Routing	Approval Workflow	3-Low	Credit Invoice, 182, C Approval, 1902-01-01 BUSINESS UNIT:DC INVOICE:U0214784	redit Invoice I. N. 0. ITM1 RDC:RA.0,A		k Worked		ign
Refresh										3

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:U0214784 RDC:RA,0,A

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Status:	RDY Q	Invoice Date:		Cycle ID:	BFMTHLY 1
*Type:	UO Q	Source:	MISC	*Frequency:	Recurring
*Customer:	U05265	SubCust1:		SubCust2:	
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*Invoice Form:	STANDARD	From Date:	08/01/2012	To Date:	08/31/2012 関
Accounting Date:	11/15/2012	Pay Terms:	IMMED	Pay Method:	Check 🔽
Remit To:	REMIT 🔍	Bank Account:	DOT1		
Sales:	UOLROW	Bill Inquiry Phone:	(860) 594-2298		
Credit:	ACCREC	Collector:	ACCT REC		
Biller:	ACCTSREC	Billing Authority:		Q	
Go to:	Header Info 2	Address	Copy Address	Approvals	
Notes	Express Entry				Page Series
Summary	Bill Search	Line Search	Navigation: He	ader - Info 1	Prev Next
Final Save Return to Header - Info 1 Line - Info	search 😧 Notify 🖉 P	eficah			E. Add E. Updet:Diple

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

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Approve Deny
OK Cancel Refresh

Step	Action
4.	Click the Approval Monitor link. Approval Monitor

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Approvals					
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Business Unit:	DOTM1				
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Approve Deny					
OK Cancel Refresh					

Step	Action
5.	Click the Expand button to view comments that have been added to this Credit Bill.

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Business Unit:	DOTM1		
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Consultant - Tra Supporting doc is	ining at 11/15/12 - 11:28 AM attached. Customer is out of business.		
Comments:	2		
View Supporting Documentation Approve Deny OK Cancel Refresh			

Step	Action
6.	Click the View Supporting Documentation link to access the Header Documentation page.
	View Supporting Documentation

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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.

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OK	Cancel Refresh						
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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.

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GB ENTERPRISES,	LLC.						
Invoice Form:	STANDARD		From Date:	08/01/2012	To Date:	08/31/2012	
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Step	Action
11.	Click the OK button.

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Sales:	UOLROW 🔍	Bill Inquiry Phone:	(860) 594-2298	 		
Credit:	ACCREC	Collector:	ACCT REC	Q		
Biller:	ACCTSREC	Billing Authority:		<u>_</u>		
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Step	Action
12.	Click the Approvals link.

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OK Cancel Ret	resh				
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Step	Action
13.	The Approval Status of this bill is Pending action from the Write-Off Level 2 Approver.
	Approval Monitor

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	 Write-Off Approval L 11/15/12 - 12:42 PM 	evel 2 Write-Off Approval Level 3					
	Comments						
View Su	pporting Documentation						
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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.

ORACLE	Home	1	Worklist	11	Add to Favorites	1	Sign out	<
Favorites Main Menu								
							Help	
Top Menu Features Description								
Authorization Error Contact your Security Administrator								
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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.

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Status:	RDY	Invoice Date:		Cycle ID:	BFMTHLY 1
*Type:	UO	Source:	MISC	*Frequency:	Recurring
*Customer:	UO5265	SubCust1:		SubCust2:	
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Accounting Date:	11/15/2012	Bay Terme:	IMMED	Pay Method:	Check
Remit To:	REMIT	Bank Account:	DOT1		
Sales:	UOLROW	Bill Inquiry Phone:	(860) 594	-2298	
Credit:	ACCREC	Collector:	ACCT RE	c 🔍	
Biller:	ACCTSREC	Billing Authority:		Q	
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Step	Action
19.	Click the Approvals link.

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Approvals								
Business Unit:	DOTM1							
Invoice:	U0214784							
Pretax Amount:	-105.00							
Approval Status:	Pending							
Comment:		2						
View Supporting Documentation	1							
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		<u>Approval Monitor</u>						
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OK Cancel Refr	esh							

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

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	Comments				
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View Su	upporting Documentation				
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Step	Action
21.	Click the Expand button to view comments associated with the bill.

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Approvals	(and) request / remain					(?) Help
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Business Unit:	DOTM1					
Invoice:	U0214784					
Pretax Amoun	-105.00					
WO Pa App	BUSINESS_UNIT=DOTM1, INVOICE=U0214784:Pending OviewFilde Comments th Pending Otf-Andara Benedicto Write-Off Approval Level 2 IVISU2-1242 Write-Off Approval Level 3 Comments Consultant - Training at 11/15/12 - 11:28 AM Supporting doc is attached. Customer is out of business.					
Comments: View Supporth Approve	a Documentation Deny Pushback Cancel Refresh					

Step	Action
22.	Click the View Supporting Documentation link to review supporting
	documentation.
	View Supporting Documentation

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View Supporting Documentation	on - Windows Internet Explorer						Sign ou
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Header Documentation	ocumentation	_	E-Hen Hildow	() Holp	E reroonalize rage	un nup	
Business Unit-	DOTM1 Invoice: 110214794						
Invoice Documents		Personalize Fi	nd 🔄 🖁 1 of 1				
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Document Description	Attached File	Internal Only	View				
Support Doc for write-off	Reasons_for_requesting_write_off.pdf		View				
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Header Documentation Line Docum	nentation						

Step	Action
23.	Click the View button.
	View

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	ß		<u>^</u>
	1.6		
	?	Reasons for requesting write-off	
Do		1. The item in question is over 90 days old.	=
S		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.	
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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.

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Favorites Main Menu	> Worklist > Worklist	
• • •	¥	() Help
Approvals		
Requested For:	Consultant - Training	
Business Unit:	DOTM1	
Invoice:	U0214784	
Pretax Amount:	-105.00	
DUA		
→ BUS	INESS_UNIT=DOTM1, INVOICE=U0214784:Pending (> viewHide Commen	115
Approved Write 11/13	-Andara Benedicto -Off Approval Level 2 SV 1-242PM Write-Off Approval Level 3 SV 1-242PM	
🗢 Com	ments	
Cons Suppo	uttant - Training at 11/15/12 - 11:28 AM orting doc is attached. Customer is out of business.	
Comments:	E	
View Supporting Doc Approve OK Cancel	Deny Pushback Refresh	

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.

Status: RDY Invoice Date: IB Cycle ID: PFMTHLY 1 Type: UO Source: MISC *Frequency: Recurring *Customer: UO5265 SubCust1: SubCust2:	Unit: DOTM1	Invoice: UO2	14784	Pretax Amt:	-105.0	USD 🗏 🖳		
GB_ENTERPRISES_LLC 'Invoice form: STANDARD Accounting Date: 11/15/2012 Bay Pay Terms: MMED Pay Method: Credit: Accorstre Accorstre Ball fr: Baller: Accorstre Baller: Payos Series Summary Bill Search Line Search Navigation:	Status: *Type: *Customer:	RDY U0 U05265	Invoice Date: Source: SubCust1:	MISC		Cycle ID: Frequency: SubCust2:	BFMTHLY 1	
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Add Juppleen Add Juppleen	Header - Info 1 <u>Line - Inf</u>	o 1	£ [*] Refresh				Add	

Step	Action
27.	Click the OK button.

ORACLE				Home	Worklist Add to Favorites	Sign out
Favorites Main Menu >	Worklist > Worklist					0
Header - Info 1	- Info 1					(?) Help
Unit: DOTM1	Invoice: U0214784		Pretax Amt:	-105.00 USD 🖺 🖳		_
Status:	RDY 🔍	Invoice Date:		Cycle ID:	BFMTHLY 1	
*Type:	U0 🔍	Source:	MISC	*Frequency:	Recurring	
*Customer:	U05265	SubCust1:		SubCust2:		
GB ENTERPRISES, LL	c.					
*Invoice Form:	STANDARD	From Date:	08/01/2012	To Date:	08/31/2012	
Accounting Date:	11/15/2012	Pay Terms:	IMMED	Pay Method:	Check	~
Remit To:	REMIT	Bank Account:	DOT1			
Sales:	UOLROW	Bill Inquiry Phone:	(860) 594-22	98 🔍		
Credit:	ACCREC	Collector:	ACCT REC			
Biller:	ACCTSREC	Billing Authority:				
Go to:	Header Info 2	Address	Copy Address	Approvals		
Notes	Express Entry			Line dan Jafa d	Page Series	
Summary	Bill Search	Line Search	Navigation:	Header - Inio T	Prev Next	
🔚 Save 🔯 Return to	Search 🔚 Notify 😂 Ref	resh			📑 Add 🖉] Update/Display
Header - Info 1 Line - Inf	<u>o 1</u>					
<			10			>

Step	Action
28.	Click the Approvals link.
	Approvais

ORACLE			II Add to	Favorites Sion out
Favorites Main Menu > Wor	dist > Worklist			
• • •				(?) Help
Approvals				
Business Unit:	DOTM1			
Invoice:	U0214784			
Pretax Amount:	-105.00			
Approval Status:	Approved			
Comment:				
View Supporting Documentatio	in .			
Re-Submit for Approval	Preview Approvals			
OK Cancel Ref	resh			

Step	Action
29.	The Approval Status of the bill is Approved.
	Click the Preview Approvals button. Preview Approvals

			Add to F	Eavorites Sign out
> Worklist				
				(?) Help
DOTM1				
U0214784				
-105.00				
III-DO IMI, INVOICE-DOZIA/ 64. Approved Orientens				
dida evel 2 Approved Approved				
	> Worklist DOTIM1 U0214784 -105.00 IIT=DOTM1, INVOICE=U0214784:Approved ⊘ViewiHide Comments dd0 evel2 Approved Wite-Off Approvel Level 3 1//15/12-12:44 P#	None DOTIM1 U0214784 -105.00 IIT=DOTM1, INVOICE=U0214784: Approved (>ViewiHide Comments ddd vevi2 ViewiFide Comments 1/175r12 - 12:44 P#	> Worldat DOTIM1 U0214784 -105.00 IIT=DOTM1, INVOICE=U0214784: Approved ⊘ ViewiHide Comments Mapproved Mort-Girl Approval Level 3 1/115/12-12:44 PM	> Worklet DOTIM1 U0214784 -105.00 IIT=DOTM1, INVOICE=U0214784: Approved ⊘ViewiHide Comments dd0 wret2 ↓ DOT.lerikins Donald Wret-Orf Approvel Level 3 1/1/5/12-12:44 FW

Step	Action
30.	The Approval Monitor indicates that both approvers have approved the bill.
	Click the OK button.
31.	
	End of Procedure.