In Core-CT 9.1 all credit bills and bills with a credit line must be approved before they can be processed through the Finalize and Print Invoices process.

If the Reason Code used in creating the Credit Invoice is "OTHER" then the originator of the Invoice submit the Invoice and it will Self-Approve rather than route to others.

If the Reason Code used in creating the Credit Invoice is "WO" then the originator of the Invoice will submit the Invoice for further Approval routing.

In addition to submitting a credit bill for approval, users must attach supporting documentation for credit bills associated with a write-off—those with an adjustment reason of WO. Supporting documentation is optional for credit bills and bill lines with an adjustment reason of OTHER.

Approvals for credit bills are handled through the workflow process. Approvers do not receive email notification of bills requiring approval. They use the **Worklist** to locate credit bills requiring approval.

Approval Levels

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

- Level 1 Approvers—Billers--for self-approval of of those with an adjustment reason of other
- Level 2 Approvers—Billing Supervisor
- Leve 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.

Navigations

The following navigation is used in the Approval Process:

Billing > Main Bills > Adjust Entire Bill
Billing > Maintain Bills > Supporting Documentation
Billing > Maintain Bills > Standard Billing
Worklist > Worklist

Process Overview

The Credit Bill Approval process in Core-CT involves 7 steps.

Bill Processors

1. Create a credit bill for the write-off item using the **Adjust Entire Bill** component.

2. Attach supporting documentation to the credit bill using the **Supporting Documentation** component to attach a completed **Standard Request** document to the credit bill. This step is optional if the credit bill or credit line has an adjustment reason of OTHER.
3. Click the **Approval** link on the **Header Info 1** page of the credit bill to add comments in the **Comments** field of the **Approvals** page and submit the request using the **Submit for Approval** button. The Bill Processor can review the approval workflow by clicking the **Preview Approvals** button on the **Approvals** page.

Approvers

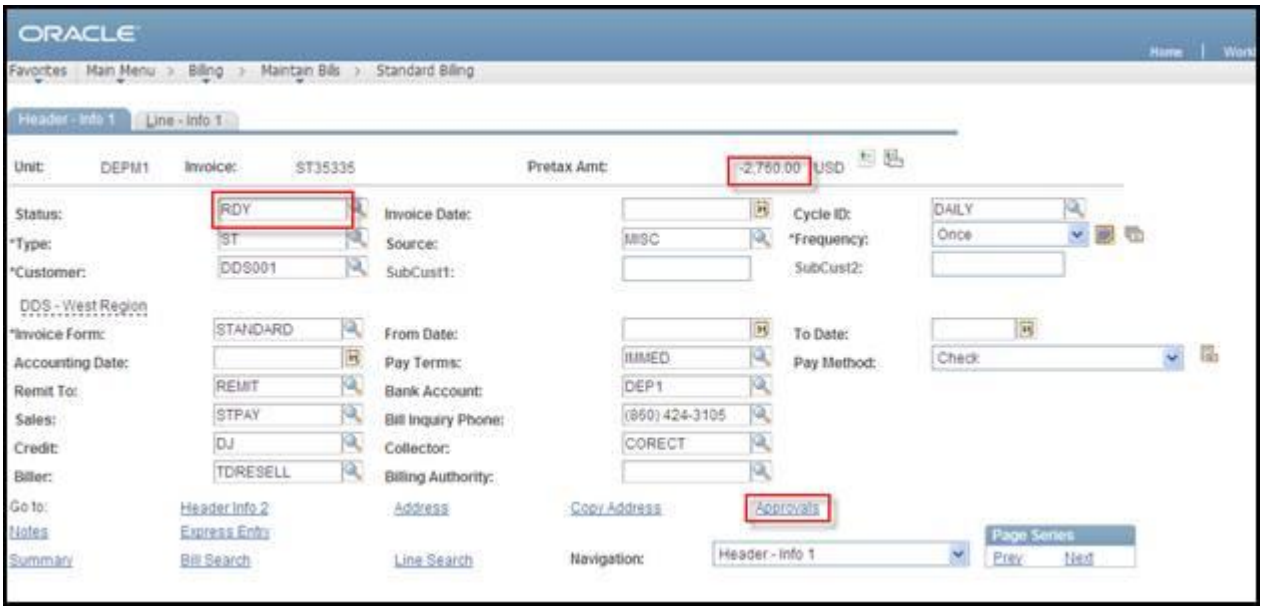
1. View the **Worklist** to select the Credit Bill requiring approval.
2. Review the request and supporting documentation using the **Approvals** page in the **Standard Billing** component.
3. Approve request.

Accounts Receivable End User

1. Use a maintenance worksheet to offset the credit against the original debit.

Key Screen shots

Header Info 1 page

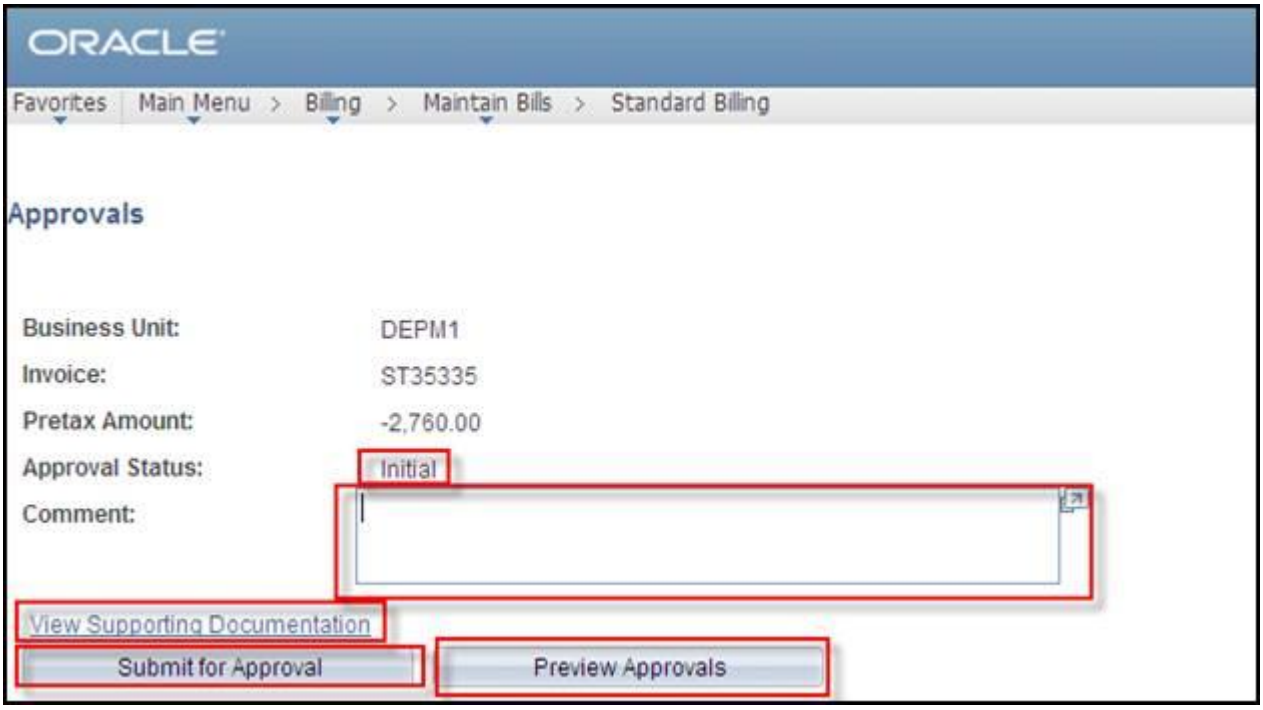


Status: The status of the credit bill is RDY. The bill must be approved before it can be processed through the **Finalize and Print** process.

Pretax Amount: The value displayed in this field for a credit bill is always negative. It is the opposite of the pretax amount of the bill that is being credited.

Approvals: This link appears on a bill with a negative pretax amount. Use this link to access the **Approvals** page.

Approvals Page



Approval Status: This field displays "Initial" before the bill has been submitted for approval. After the bill is submitted for approval the field displays "Pending". After all approvals are complete, the field displays "Approved".

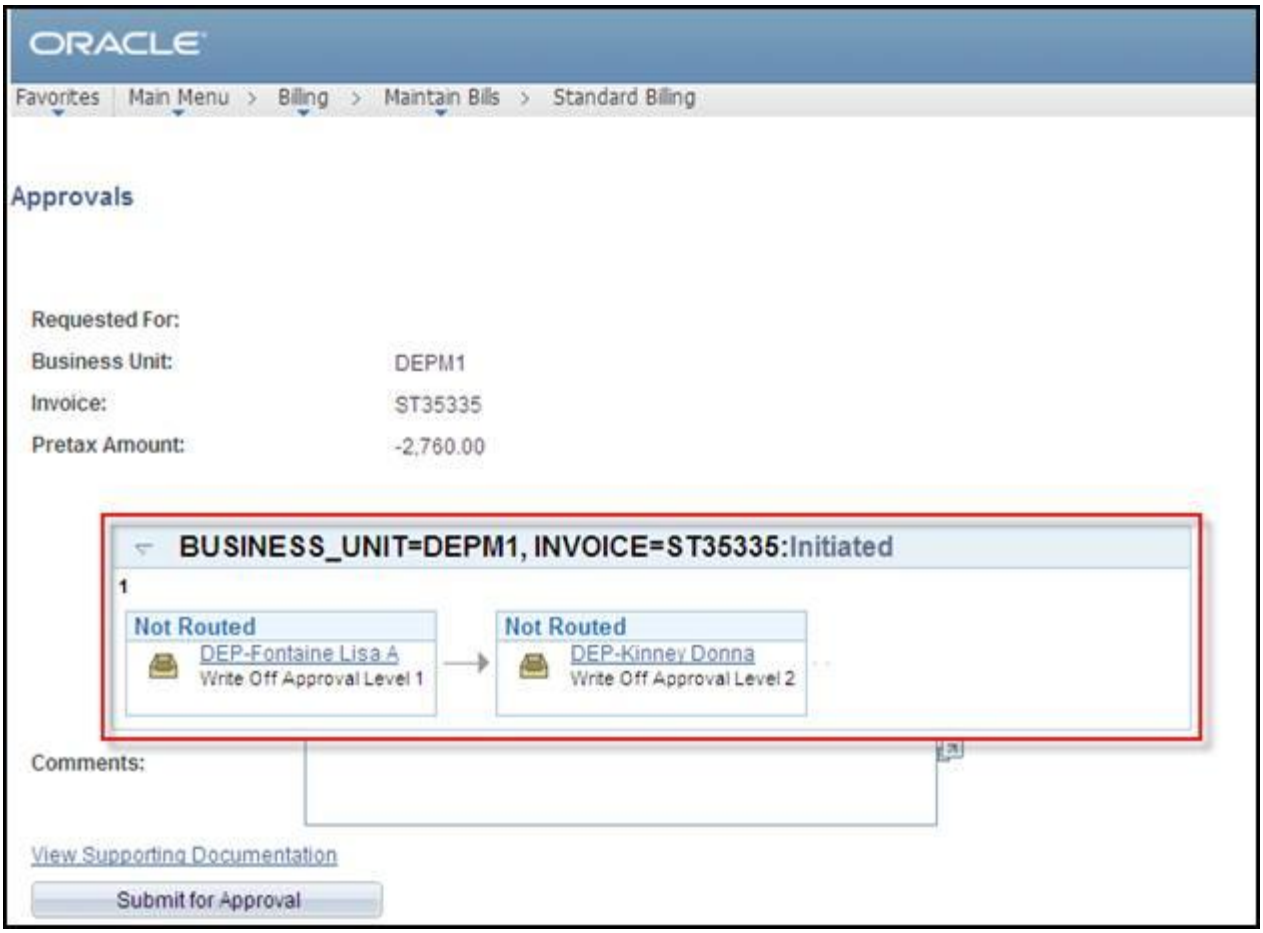
View Supporting Documentation: Use this link to view any supporting documentation that has been attached to a bill. See the **View Supporting Documentation** page below.

Preview Approvals: Use this button to display the workflow of the approvals for the bill. See the **Preview Approvals** page below.

Submit for Approval: Use this button to submit the credit bill for approval. Prior to submitting a credit bill for approval, be sure to use the **Supporting Documentation** component to submit required supporting documents for the bill.

Comments: Use this field to add any explanatory comments necessary regarding the credit bill.

Preview Approvals page

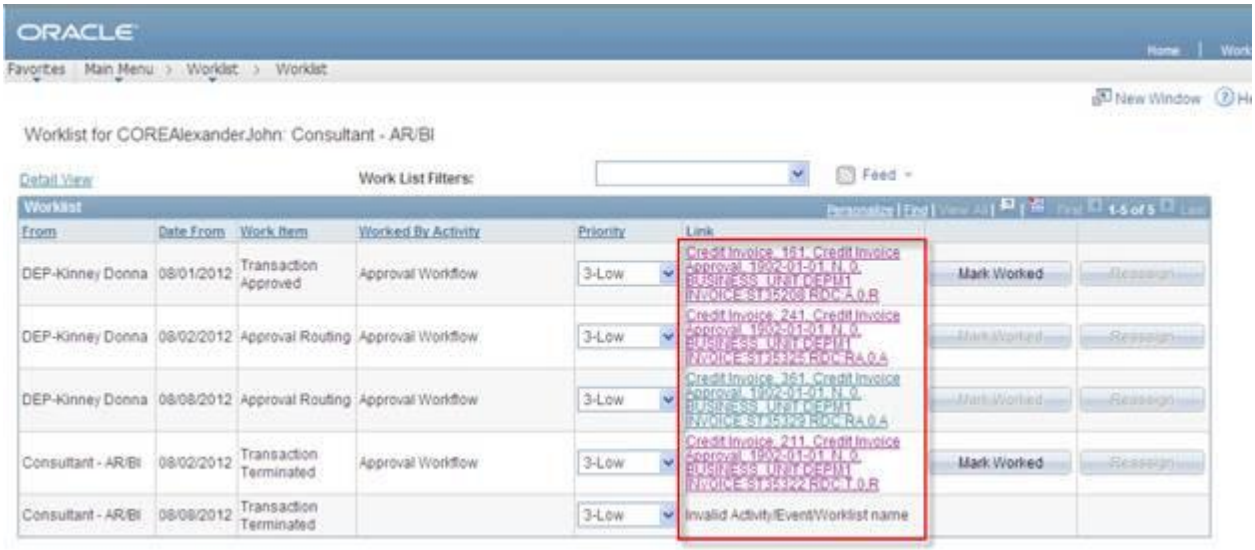


The **Preview Approvals** page displays the approval routings and approval status at each stage for the bill.

View Supporting Documentation page

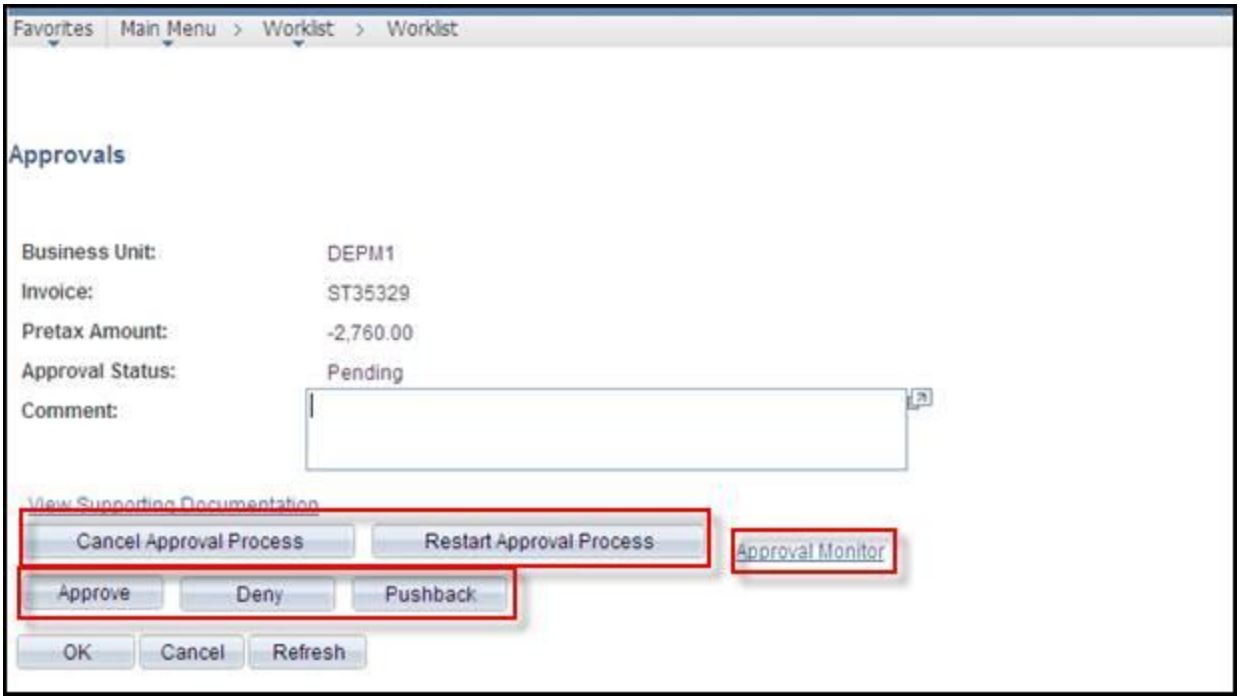
Invoice Documents: This section displays information about documents added to support a credit and/or a line on a credit bill. This page can be accessed using the **View Supporting Documents** link on the **Approvals** page or by using the following navigation: Billing > Review Billing Information > View Supporting Documentation.

Worklist



Link: Use the hyperlinks in the **Link** column to access the **Approvals** page for credit bills.

Approvals page Approver View



This page is accessible only to users with approval roles.

Cancel Approval Process: Use this button to cancel the approval process.

Restart Approval Process: Use this button to start the approval process over beginning with the first level approver.

Approve: Use this button to approve a credit bill. The bill is routed to the next level of approver. Once all levels of approvers have approved the bill, the bill has an **Approval Status** of "Approved." The bill can then be included in the **Finalize and Print** process.

Deny: Use this button to deny approval. The bill is not sent to the next level approver. The write-off is not approved.

Pushback: Use this button to send the bill back to the originator for additional information and/or supporting documentation.

Approval Monitor: Use this link to view the approval workflow for the bill.

Important Note
All credit bills or bill lines must go through the approval process before they can be invoiced. If the bill is not related to a write-off, Bill Processors should add a comment on the **Approvals** page that explains the reason for creating a credit bill and indicates that the bill is not related to a request for a write-off. Supporting documentation is not required for credit bills not related to write-offs.