In Core-CT 9.1 users must provide an adjustment reason when creating a credit bill through the **Adjust Entire Bill** or the **Adjust Selected Bill Lines** components. Adjustment reasons are required when adjusting an entire bill or adjusting selected bills lines. Aside from the requirement to supply an adjustment reason, the process for adjusting entire bills or adjusting selected bill lines is the same as it was in Core-CT 8.9.

All credit bills and any bill with a credit line must be approved before it can be processed by the Finalize and Print process and moved to the Accounts Receivable module. The approval process is covered in *Credit Bill Approvals*.

Adjust Entire Bill
An **Adjustment Reason** field is now found on the **Adjust Entire Bill** page.

Core-CT 9.1 provides two adjustment reasons:

- **OTHER** (Other Adjustment)—use this reason for Credit & Rebills to correct billing mistakes
- **WO** (Write-Off)—use this reason with Credit an Entire Bill to write off open items

Adjust Selected Bill Lines
The Adjust Selected Bill Lines component is used to correct billing mistakes. It is not used to process write-offs. The appropriate choice for an adjustment reason is OTHER. WO should not be selected when adjusting a selected bill line.

An **Adjustment Reason Default** field is now found in the **Line Adjustments Parameters** group box and an **Adjustment Reason** field displays on each line in the **Line Details** tab of the **Select Bill Lines** section of the **Adjust Selected Bill Lines** page.

The value selected in the **Adjustment Reason Default** applies to all selected bill lines. The **Adjustment Reason** field applies to a single bill line. The value selected in this field overrides, for a single line, the value selected in the **Adjustment Reason Default** field.

The credit bills or bills with credit lines created by the Adjust Selected Bill Lines process require approval. See the next section of this course, *Credit Bill Approvals*, for details.