Table of Contents

Working with Write-Off Credit Bills

All credit bills and bills with credit lines require approvals. After creating a credit bill or a bill with a credit line through the **Adjust Entire Bill** or **Adjust Selected Bill Lines** process users should review the resulting credit bill or bill with a credit line.

An **Approvals** link appears on the **Header – Info 1** page for these bills. The **Approvals** page allows users to preview the approval routing for the bill. Billing Processors also use this page to add comments, to view any supporting documentation that has been submitted for the bill, and to submit the bill for approval.

Approvers use the **Approval** page to view comments, review supporting documents, and to approve, deny, or pushback, the credit bill or bill with one or more credit lines.

In this example a user has adjusted an entire bill with an adjustment reason of WO and reviews the Approval Routing for the resulting credit bill. In the topic *Submitting Supporting Documentation*, the user submits documents supporting the requested write-off.

The other topics in this section cover submitting the bill for approval and approving the bill—*Submitting a Write-Off Credit bill for Approval* and *Approving a Write-Off Credit Bill*.

Procedure

Navigation:

Billing > Maintain Bills > Adjust Entire Bill
Billing > Maintain Bills > Adjust Selected Bill Lines
Billing > Maintain Bills > Standard Bills
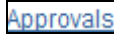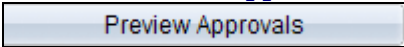
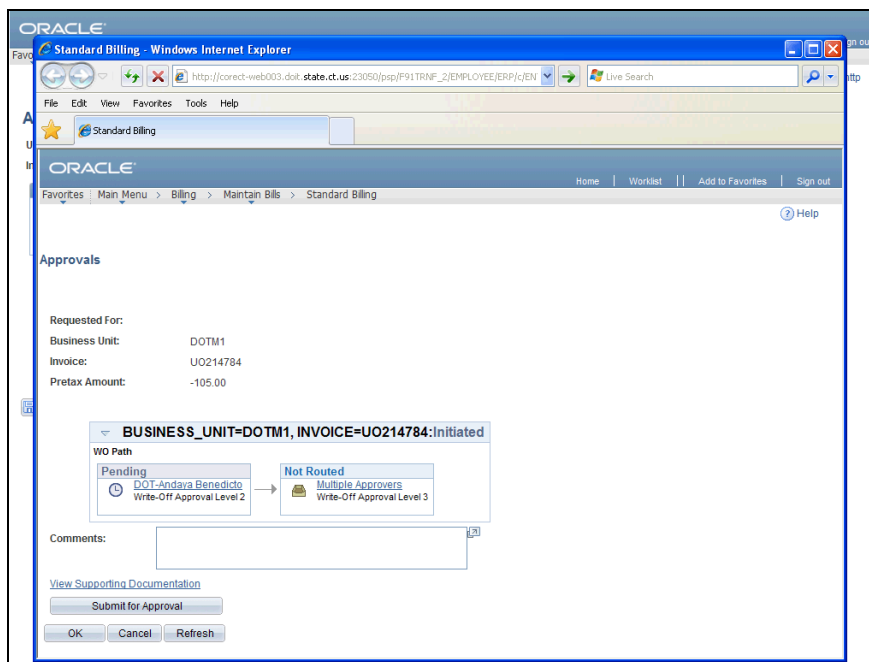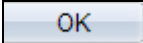| Step	Action
1.	A user has completed the Adjust Entire Bill--Credit an Entire Bill action with an **Adjustment Reason** of WO and is now ready to review the Credit Bill. For more information on crediting an entire bill see the UPK topic *Adjust Entire Bill--Credit Bill*. Click the **Header Info 1** link. Header Info 1
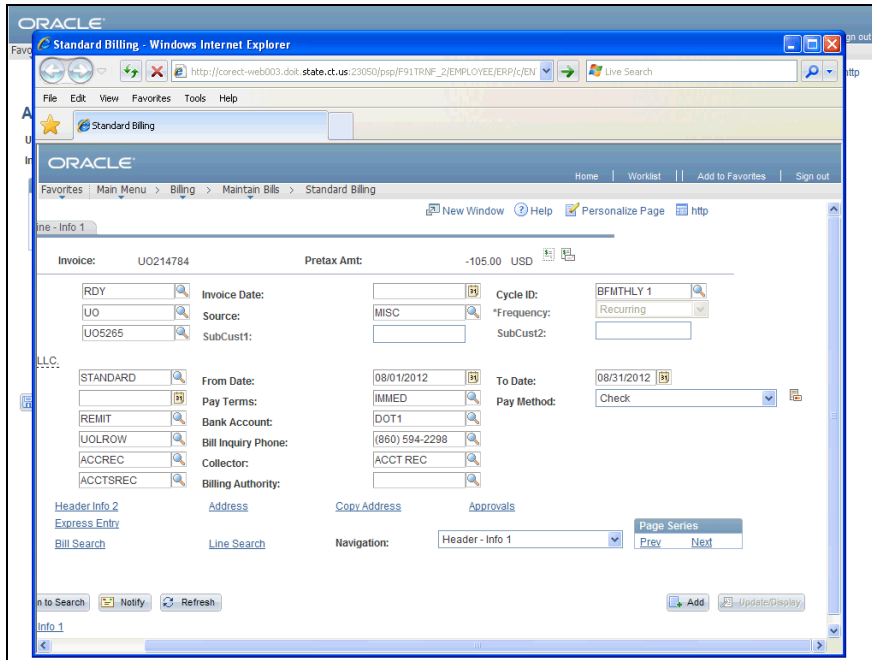
Step	Action
2.	The **Status** of the Credit Bill is RDY. However, this bill must be approved before it can be picked up by the **Finalize and Print Invoices** process.
3.	Click the **Approvals** link to review the Approval Routing. Approvals
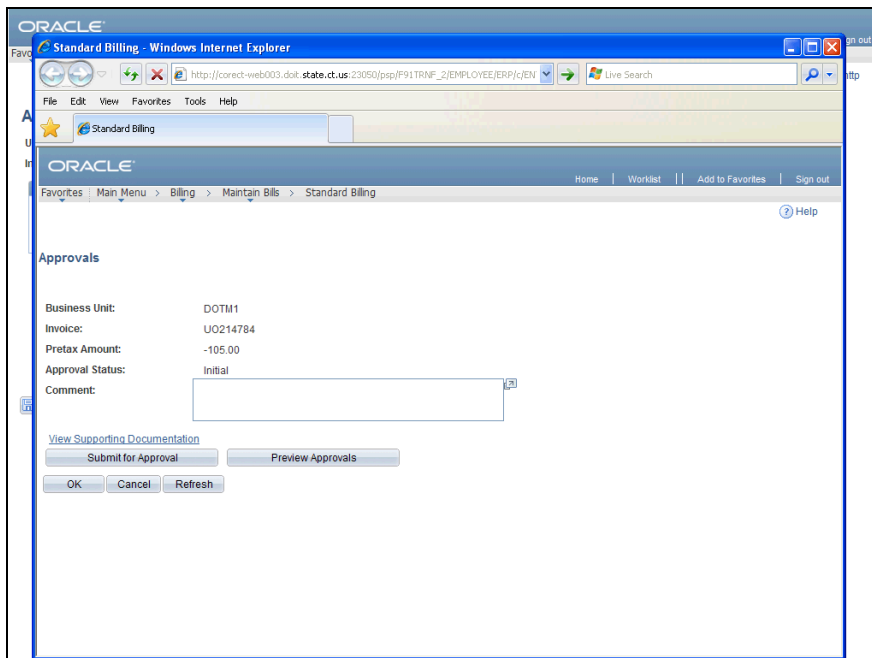
Step	Action
4.	Click the **Preview Approvals** button. Preview Approvals

Step	Action
5.	This bill will be routed to two approvers because it is a credit bill with an **Adjustment Reason** of WO. Bills related to write-offs require two levels of approval. The bill has not yet been routed because it has not been submitted for approval.
6.	Click the **OK** button. OK
7.	**End of Procedure.**