Removing Credit from an Invoice and Applying it to Other Invoices

Taking a credit balance off one invoice and applying it to other invoices is done in four simple steps:

1. Print Billing Info screen 118 (or copy & paste to Notepad)
2. Remove the credit from the receipts on the first invoice (no need to view screen 643 – see Step Detail below)
3. Receipt those amounts onto one or more invoices with balances due.
4. Check your work to be sure all money is accounted for. (To help that checking, do not exit from the 642 screen between removing the credit and applying it to other invoices.)

Step Detail:

1. Print Billing Info screen 118 (or copy & paste to Notepad)

You'll need this to check against after making all your changes, both removing the credit and applying elsewhere.

2. Removing the Credit

   a. On Receipt Entry screen 642, enter the UIN and invoice for which you need to zero the receipt. (You can use the F1 Help key to find the UIN; and, with the cursor in the Invoice number spot, do the same to find the invoice number.)
   b. Press Enter.
   c. Type N (New) in function; press Enter.
   d. Type A (Add) in function; press Enter. This screen assumes you want to remove the credit, so it shows the amounts of the credit as negative amounts.
   e. Print this screen (or copy & paste it into Notepad), so you know what numbers to enter later and to refer back to when checking your work.
   f. Fill in the Comment field with whatever might be helpful for you or another processor (ex. CR to inv#44402 11/09/11 –pjw)
   g. **Do not** leave screen 642. If you want to verify your entry, simply use the Total view available with the F8 function key. The balance due for each coverage is shown at the bottom of the Total view, and overall balance due is in the top right corner. If correct, all balances should be zero. To exit Total view, press either F3 function key or Enter.

3. Applying the Credit

   a. Still on Receipt Entry screen 642, bring up an invoice where money is due. (Again, you can use the F1 Help key to find an invoice number.)
   b. Type N (New) in function; press Enter.
c. The amounts shown are the amounts that are due for this invoice. Note that money can be applied to other coverage than where it came from. Ex. if you removed $10 from medical, and no medical is due, you can apply that to dental or some other coverage.

d. If the amounts total more than the credit removed from the first invoice, change those amounts. Do not use negative signs. You may want to refer to the screen view of the negative amounts from the first invoice.

e. Fill in the Comment field with whatever might be helpful for you or another processor (ex. CR from inv#30245 11/09/11 –pjw)

f. Type A (Add) in the function; press enter to save your entry.

g. You can use the Total view to verify the entry on this invoice. (However, the best check is to use the batch total after all credit from the first invoice has been applied.)

h. Repeat Applying the Credit until the credit amount you removed is all used up.

4. Checking Your Work

a. After the credit amount you removed from the first invoice has been applied, and still on Receipt Entry screen 642, note the Batch Total (shown in the upper right). That batch total should be zero. If it's not, there is money unaccounted for and you'll need to review screen 118 to determine what other action is needed.

b. Go to Billing Info screen 118. Compare that with the copy of screen 118 from before you began making changes. Make sure it reflects the changes you intended. If it does not, request the BILL0014 report of all transactions be run for you by e-mailing BPP-Prod@tamus.edu. Only from that report can you check all the transactions you entered to see what corrective action is needed.