

Answers to some of the most common Billing and Accounts Receivable issues encountered during the Grants/Billing Process

Note: The draw should ALWAYS be made by using the TN_BI10_GR_INV_B4_SINGLE_ACT query or the invoices produced during the Single Action Invoice Process. By drawing in this manner, any corrections will feed through to the Billing module increasing or decreasing a future billing amount for the correction.

1. What do I do if I approved a bill that should not have been?

- a. Because the bill was approved and the single action invoice process was run, there is now an open Accounts Receivable item (invoice)
 - i. If the money will NOT be drawn, a journal entry is needed to move the expenditure which will result in a negative billing.
 - ii. Once this negative billing is approved on the billing worksheet, a Maintenance Worksheet is needed to net the negative and positive bill together closing both AR items (invoices).
 - iii. If the correction does not flow through as a negative bill due to other charges hitting the contract, the correction will have to be ignored when making the draw for the new charges. Example: \$500.00 invoice approved in error. Next day billing totals \$300.00 (-500 + 800 in new charges). You would draw the \$800.00 and include the \$500.00 invoice when the deposit is made.

2. What do I do if I deleted a bill but the money was drawn?

- a. Because the amount of money drawn included the amount of the deleted bill
 - i. The amount of the deposit will be GREATER than the amount of invoices that are associated with the deposit
 - ii. The excess money will be placed in deferred revenue by creating an On-Account Credit Item (OA Item) on the Customer's account
 - iii. The bill that was deleted will be included in the bills to be approved or deleted the next day along with other amounts being charged to that contract
 - iv. The bill should be approved but the amount of the draw should be REDUCED by the amount of the deleted bill
 - v. When keying the next deposit that includes the new bill with deleted charges, you would include the OA item on the detail references for the deposit

3. What do I do if a grant is low on money?



- a. For example, a bill is listed on the Billing Worksheet for \$500 and the grant only has \$400 available to be drawn.
 - i. Two Options
 - 1. Approve the bill and only draw the remaining amount available on the grant. Do a journal entry to move the excess expenditures which will result in the creation of a negative bill on the billing worksheet for that grant. Approve the negative bill and create a Maintenance Worksheet to offset the two items.
 - 2. Delete the bill, do a journal to move the excess expenditures, and wait for the invoice to be netted to the amount remaining on the Grant before approving it on the billing worksheet.

4. How do I know what Invoice Date Option to use when running the Single Action Invoice process?

- a. Throughout the year, the Invoice Date Option should be Processing Date. Around Year End, this value MAY need to change to User Defined with a June 30th date.

5. What do I do if my Single Action Invoice Process went to No Success?

- a. Call the Edison Help Desk and be sure to supply the Process Instance Number of the TBIJOB3.

6. How do I know when to apply funds received to invoiced items vs. directly journaling the funds received?

- a. In general, the only time you directly journal funds received for a grant or project is when it is a reduction of expenditures or program income.

7. How do I handle the receipt of Prepaids?

- a. If the grant is already setup and the initial billing has been done, key the deposit tying it to the invoice.
- b. If the grant has not been setup but the customer has, key the deposit tying it to the customer. Once the grant has been setup and the initial billing has been processed, a maintenance worksheet will need to be done to net the on-account item with the invoice on the customer's account.
- c. If the grant and customer have not been setup, key the deposit tying it to the control customer for your Business Unit. Once the grant and customer have been setup and the initial billing has been processed, a transfer and maintenance worksheet will need to be done to net the on-account item with the invoice.

8. What do I do if I forgot to run the TN_BI10_GR_INV_B4_SINGLE_ACT query and I do not know what invoices to associate with my deposit?

- a. Refer to the PDF file that is generated when the Single Action Invoice Process was run (View Log/Trace File on the BIGIVCPN job within the TBIJOB3 process)



- b. If the original Single Action Invoice Process is unavailable, use the **TN_BI10A_BILLS_INV_BY_DATE_ADD** query to see a listing of bills by the date they were added (approved on the Billing Worksheet) (date format = YYYY-MM-DD)

9. How do I find out what transactions make up an invoice?

- a. Run the TN_GR05_BLD_TRANS_BY_INVOICE query (must be run after the nightly batch process)

10. What do I do if I drew LESS than my invoice?

- a. Key the deposit into Edison for the amount drawn/received.
- b. Apply the deposit to the appropriate invoice(s).
- c. A remaining balance will be left on the invoice(s) for the difference and the next draw needs to be increased by this amount.

11. What do I do if I drew MORE than my invoice?

- a. Key the deposit into Edison for the amount drawn/received.
- b. Apply the deposit to the appropriate invoice(s).
- c. A remaining on-account balance will be left on the customer's account for the overage and the next draw needs to be reduced by this amount.

