



Adjusting a Bill and Bill Line Overview

The process of adjusting a Bill and Bill Line enables users to adjust Bills efficiently and accurately. Once it is confirmed that a Bill needs to be adjusted, the user can proceed with entering the necessary details to ensure that the request is properly documented and processed.

The process in this Job Aid is applicable to Standard Bills, Installment Bills, Recurring Bills, and Consolidated Bills.

Adjustment Actions for a Bill can be created by crediting the entire Bill or crediting and rebilling the customer.

Adjustment Actions for Bill Lines can be populated with “Create Net Adjustment Only”, “Create Reversal and Rebill”, or “Credit Line”.

The Adjustment Action is then set to add the Lines to an existing Bill or to automatically generate a new Bill.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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AR323 Adjusting a Bill and Bill Line (VDOT Only)

Revision History

Revision Date	Summary of Changes
11/18/2025	Baseline.

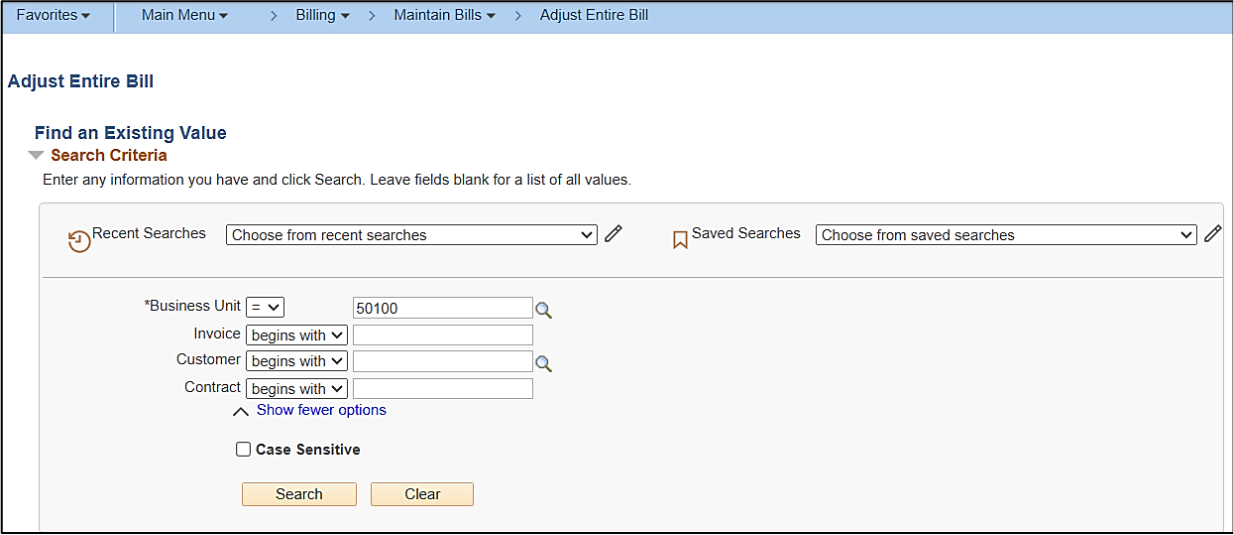


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Adjusting a Bill

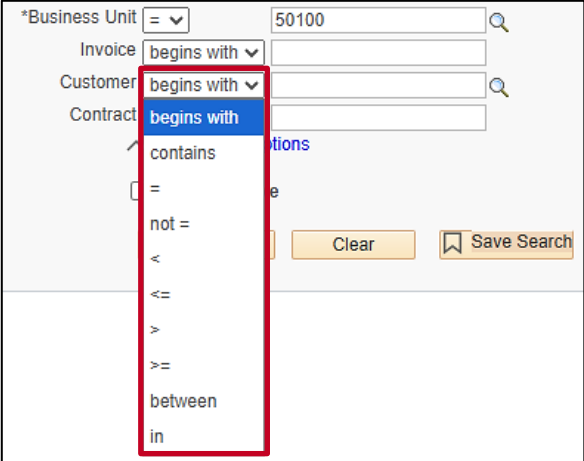
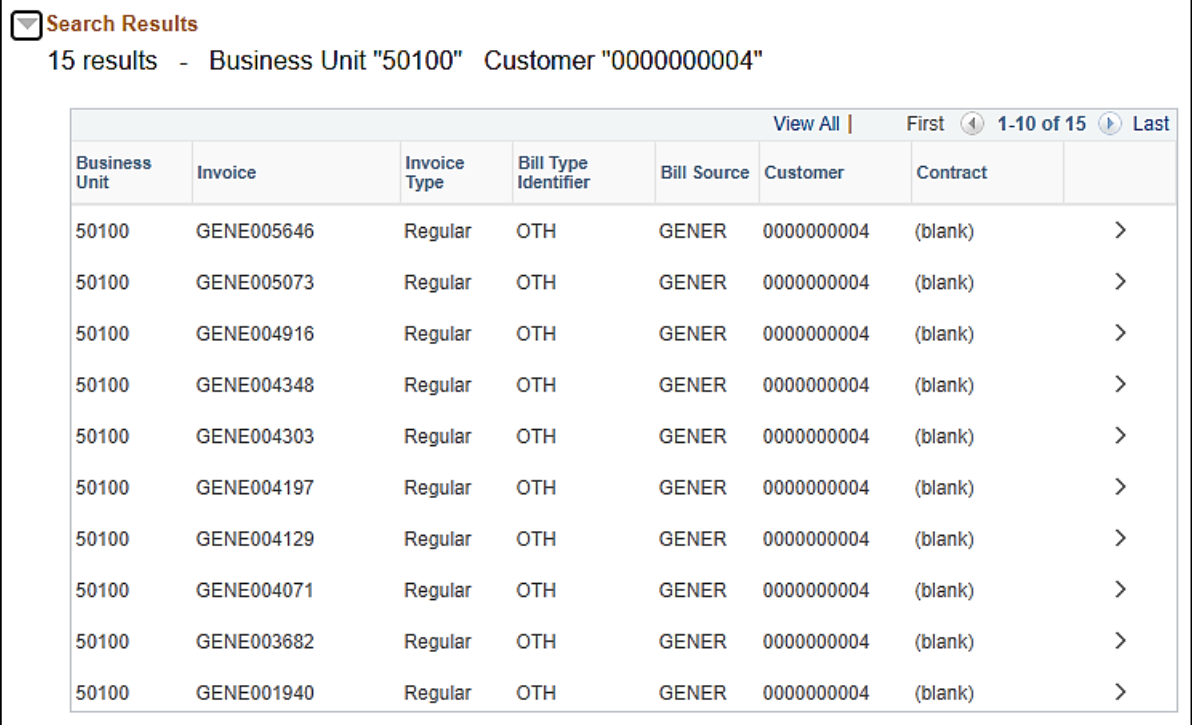
For this scenario, a customer was billed an incorrect amount. Follow the steps below to credit and rebill the customer.

Step	Action
1.	Navigate to the Product Definition page using the following path: Main Menu > Billing > Maintain Bills > Adjust Entire Bill The Adjust Entire Bill Find an Existing Value Search page displays. 
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search Pages. This Job Aid is located on the Cardinal Website in Job Aids under Learning.
	The Business Unit defaults to the Agency Business Unit.
2.	Enter the Customer Number in the Customer field. 



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Step	Action
	If the Customer Number is not known, use the available Customer Search criteria to locate the Customer Number. 
3.	Click the Search button. 
The Search Results section displays the Customer Invoices at the bottom of the page. 	



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Step	Action																
4.	Click the Invoice link for the Invoice to be adjusted. <table><tr><td>50100</td><td>GENE000674</td><td>Regular</td><td>OTH</td><td>GENER</td><td>0000000004</td><td>(blank)</td><td>></td></tr><tr><td>50100</td><td>GENE000003</td><td>Regular</td><td>OTH</td><td>GENER</td><td>0000000004</td><td>(blank)</td><td>></td></tr></table>	50100	GENE000674	Regular	OTH	GENER	0000000004	(blank)	>	50100	GENE000003	Regular	OTH	GENER	0000000004	(blank)	>
50100	GENE000674	Regular	OTH	GENER	0000000004	(blank)	>										
50100	GENE000003	Regular	OTH	GENER	0000000004	(blank)	>										

The **Adjust Entire Bill** page displays.

5.	Click the applicable radio button option in the Select Bill Adjustment Action section. Select Bill Adjustment Action ☐ No Bill Action ☐ Credit Entire Bill ☒ Credit & Rebill
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Selecting the **Credit & Rebill** radio button option in the **Select Rebill Default Action** section impacts the Rebill that is created and opens the **Rebill Default Action** section for edit.



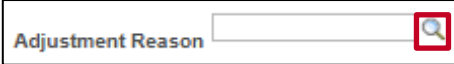
Selecting the **Retain Original Invoice Value** radio option will retain the customer information from the original Bill and may not correspond to the current customer setup.

Selecting the **Use Current Customer Value** radio button option will use the current customer information on the Rebill.

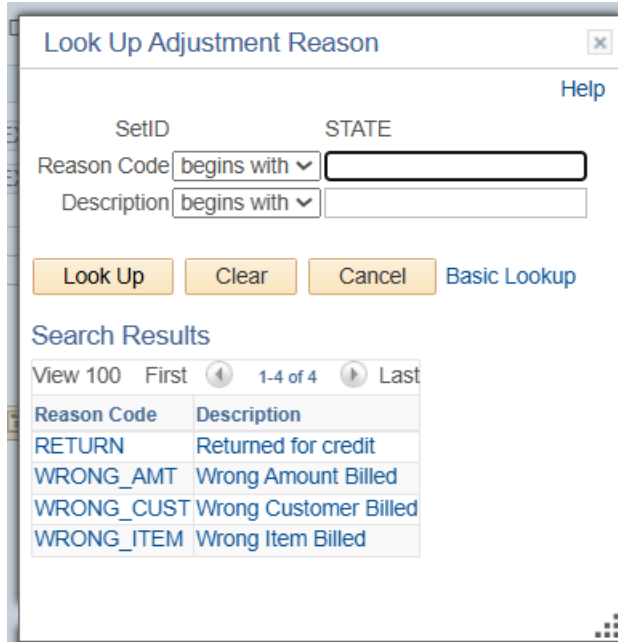


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Step	Action
6.	Click the Adjustment Reason Look up icon. 

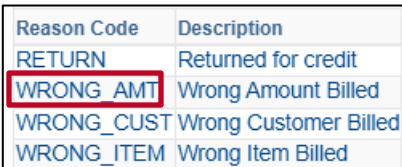
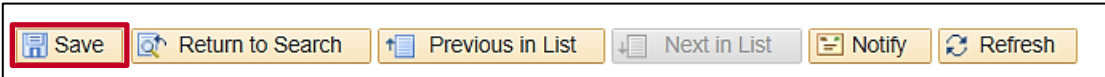
The **Look Up Adjustment Reason** page displays in a pop-up window.



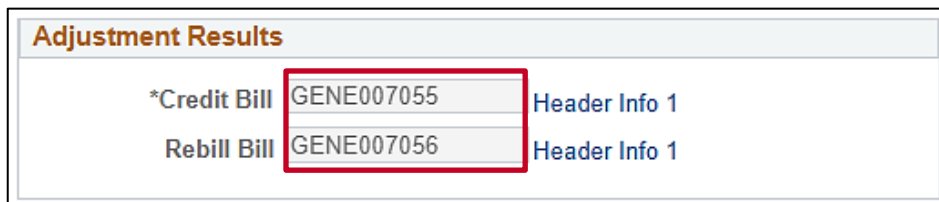
The pop-up window titled "Look Up Adjustment Reason" contains the following elements:

- Buttons: SetID, STATE, Reason Code (dropdown), Description (dropdown), Look Up, Clear, Cancel, Basic Lookup.
- Search Results section with a table:

Reason Code	Description
RETURN	Returned for credit
WRONG_AMT	Wrong Amount Billed
WRONG_CUST	Wrong Customer Billed
WRONG_ITEM	Wrong Item Billed

7.	Click the applicable Reason Code link from the Search Results. For this scenario, "WRONG_AMT" (Wrong Amount Billed) has been selected. 
8.	Click the Save button. 

The **Adjustment Results** section updates with the Credit Bill ID and the Rebill Bill ID.



The Adjustment Results section displays the following information:

Adjustment Results	
*Credit Bill	GENE007055
Rebill Bill	GENE007056



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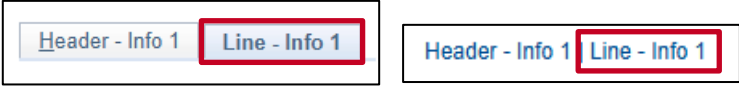
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Step	Action
	The Credit Bill is created to reverse the original Invoice and will not require any updates. Adjustment Results *Credit Bill GENE007055 Header Info 1 Rebill Bill GENE007056 Header Info 1 i The Credit Invoice is created in “RDY” bill status. If attempts are made to change the Credit Invoice, the user will receive an error message. Message Cannot modify this bill line. Lines on Credit bills (reversal of bill charges) cannot be modified. (12500,125) Credit only bills and/or bill lines are meant to exactly reverse already invoiced bills in order to generate the appropriate accounting entries, and therefore must not be changed. OK
9.	Click the Header Info 1 link next to the Rebill Bill field. Adjustment Results *Credit Bill GENE007055 Header Info 1 Rebill Bill GENE007056 Header Info 1
The Header – Info 1 tab displays.	

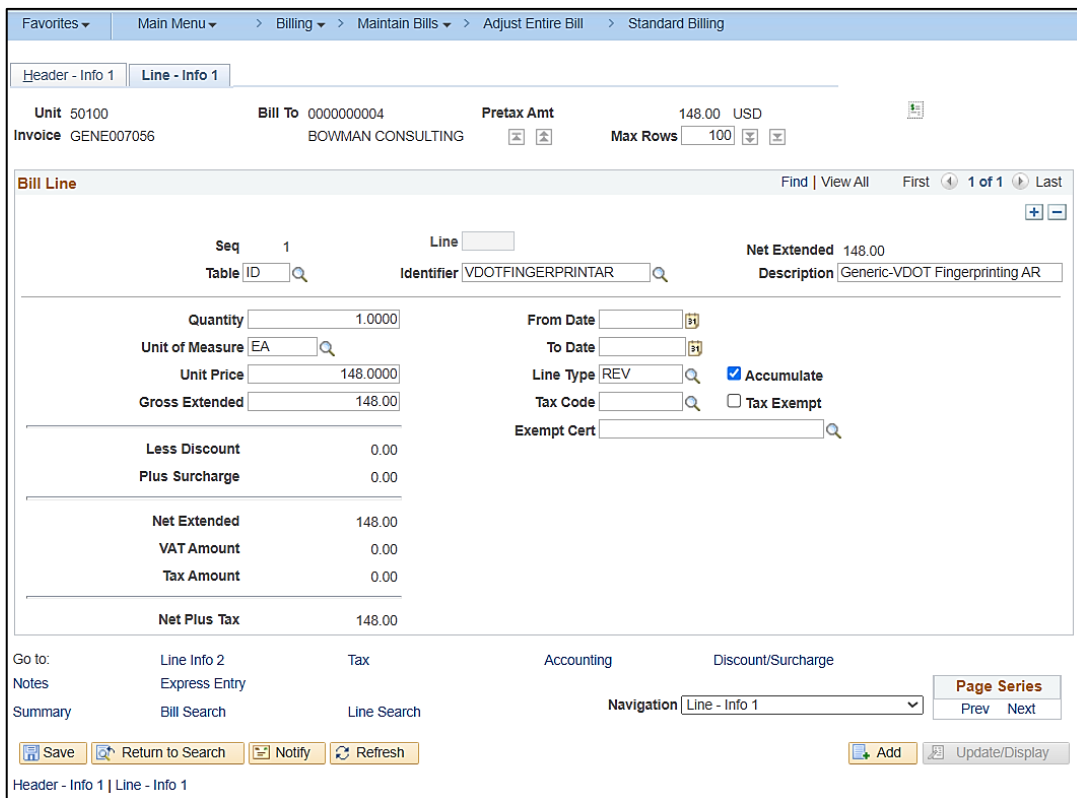


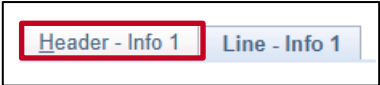
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Step	Action
10.	Update the Header – Info 1 tab information as needed.
11.	Click either the Line – Info 1 tab at the top of the page or the Line – Info 1 link at the bottom of the page. 

The **Line – Info 1** tab redispays.

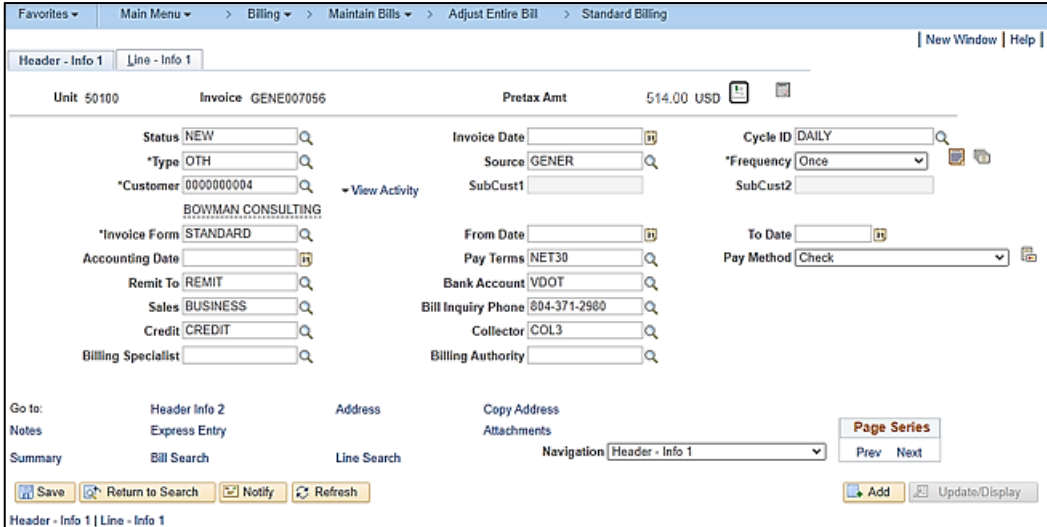
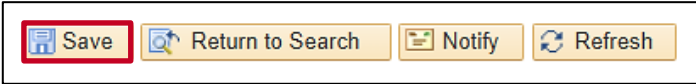


12.	Update the Bill Line section as needed.
13.	Click the Header – Info 1 tab. 



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Step	Action
	The Header – Info 1 tab redisplay with the updated information. 
14.	Click the Status Look up icon and select “RDY” (Ready to Invoice). 
15.	Click the Save button. 
	Once the Invoice is in a “RDY” (Ready to Invoice) status, it will be processed by the next scheduled Batch process. During the Batch process, the Bill status changes from “RDY” (Ready to Invoice) to “INV” (Invoiced) and no further changes can be made to the billing data. For more information pertaining to creating Bills, refer to the Job Aid titled AR323_Creating a Standard Bill. This Job Aid is located on the Cardinal Website in Job Aids under Learning.



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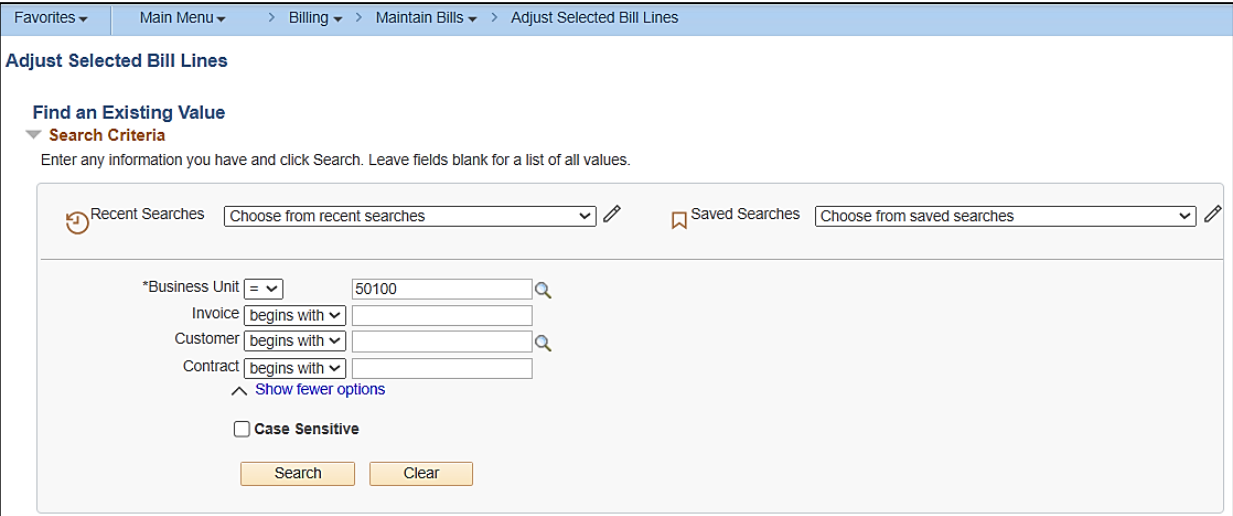
AR323 Adjusting a Bill and Bill Line (VDOT Only)

Adjusting Bill Lines

When correcting selected Bill Lines, the Line Adjustment parameters can be populated using the following options:

- “Create Net Adjustment Only” - Creates a new Credit Invoice for the amount of Line(s) selected
- “Create Reversal and Rebill” - Creates a new \$0 Invoice with a Debit and Credit Line for the amount of the Lines selected
- “Credit Line” - Creates a new Credit Invoice for amount of Line(s) selected

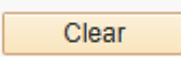
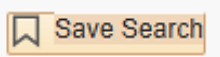
For this scenario, a Credit Line will be created to adjust a Bill Line.

Step	Action
1.	Navigate to the Product Definition page using the following path: Main Menu > Billing > Maintain Bills > Adjust Selected Bill Lines
The Adjust Selected Bill Lines Find an Existing Value Search page displays. 	
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search pages. This Job Aid is located on the Cardinal Website in Job Aids under Learning .
	The Business Unit defaults to the Agency Business Unit.
2.	Click the Customer Look up icon and select the customer. 

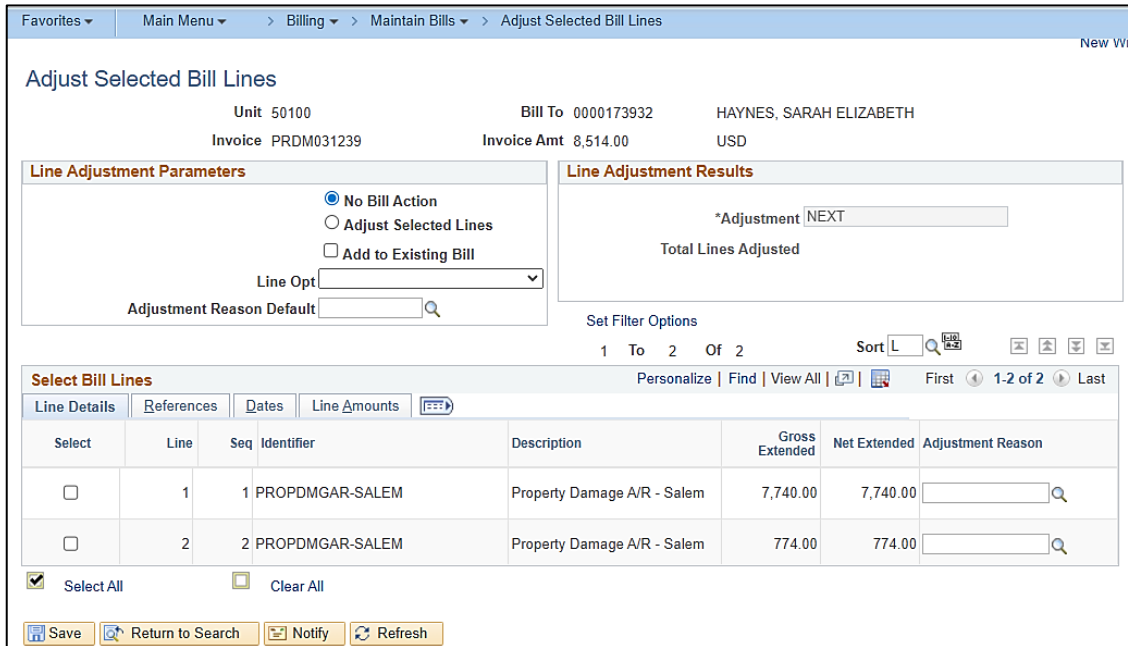


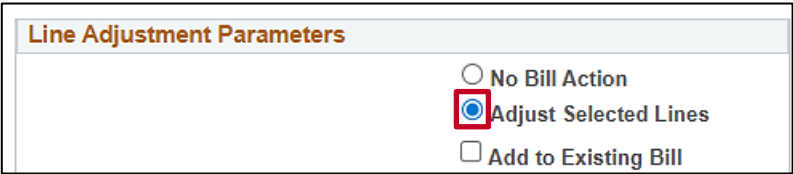
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Step	Action
3.	Click the Search button.   
	If a list of Invoices appears, select the applicable Invoice to be adjusted.

The **Adjust Selected Bill Lines** page displays the **Select Bill Lines**.

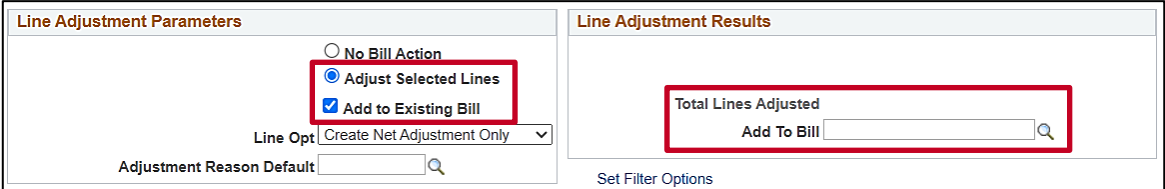
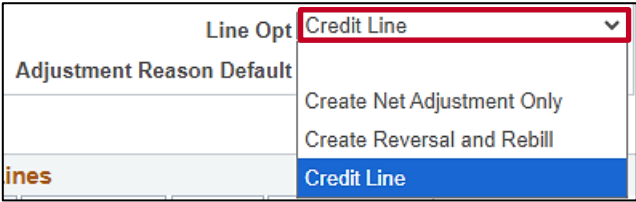
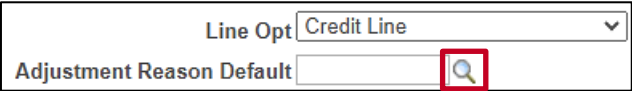


4.	Select the Adjust Selected Lines radio button in the Line Adjustment Parameters section. 
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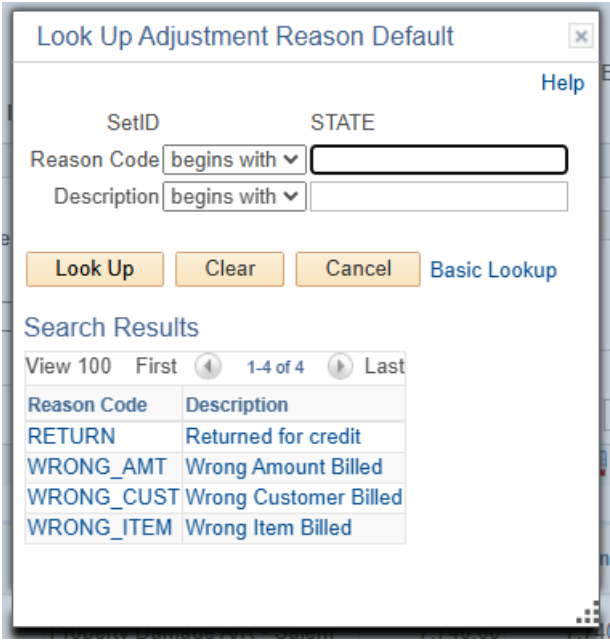
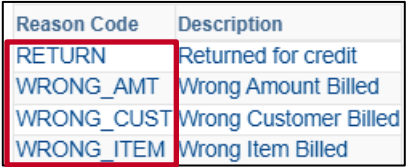
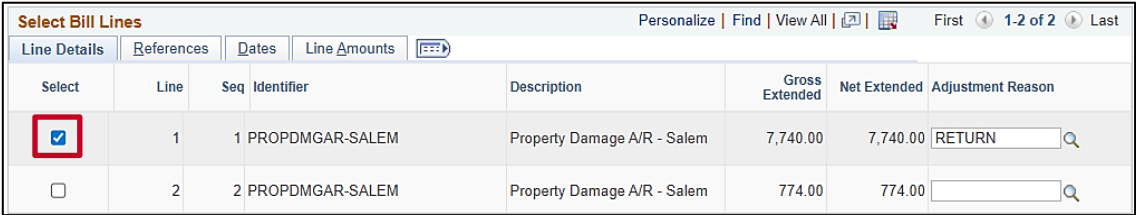
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Step	Action
	Selecting the Adjust Selected Lines radio button allows users to adjust any combination of Lines on the Bill being presented. Selecting the Add to Existing Bill checkbox option will add Credit or Debit Lines to the existing Bill in a “NEW” status for the Bill to Customer from original Bill. Selecting the Add to Existing Bill checkbox option allows the new Lines to be added to an existing Bill. If this option is not selected, the system will generate a new Bill for these Adjustment Lines. If this is selected, the Add to Bill field is visible to add an existing Invoice that is not yet in an “INV” status.  The screenshot shows the 'Line Adjustment Parameters' section with three radio buttons: 'No Bill Action', 'Adjust Selected Lines' (selected), and 'Add to Existing Bill' (checked). Below these are a 'Line Opt' dropdown set to 'Create Net Adjustment Only' and an 'Adjustment Reason Default' field with a search icon. The 'Line Adjustment Results' section shows 'Total Lines Adjusted' and an 'Add To Bill' field with a search icon.
5.	Click the Line Opt dropdown button and select the applicable option.  The screenshot shows the 'Line Opt' dropdown menu open, displaying options: 'Credit Line' (selected), 'Create Net Adjustment Only', 'Create Reversal and Rebill', and 'Credit Line' (highlighted at the bottom).
	The “Create Net Adjustment Only” option creates one Adjustment Line. The “Create Reversal and Rebill” option creates two new Lines; one that credits the original Line selected, and one that reflects the Adjustment Line. The “Credit Line” option creates one Line with a reversal of the amounts from the original Line selected.
6.	Click the Adjustment Reason Default Look up icon.  The screenshot shows the 'Adjustment Reason Default' field with a search icon highlighted by a red box.



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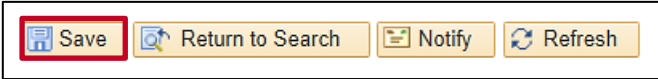
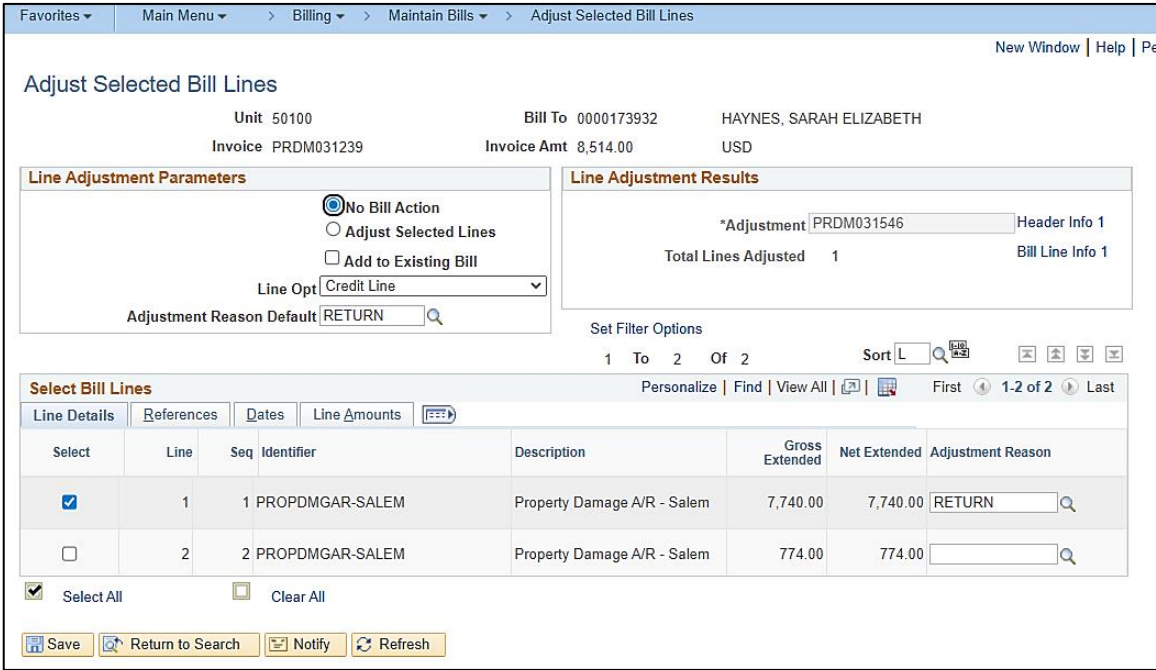
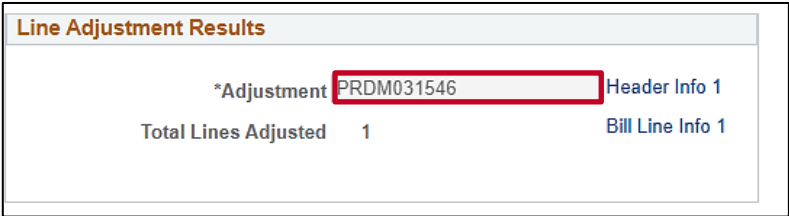
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Step	Action
	The Look Up Adjustment Reason Default page displays in a pop-up window. 
7.	Click the applicable Reason Code link from the search results. 
8.	Click the Select checkbox option by the applicable Bill to be adjusted in the Select Bill Lines section. 



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Step	Action
	The Adjustment Reason field auto-populates based upon the Line Adjustment parameters previously entered. 
9.	Click the Save button. 
	The Adjusted Bill Lines page redisplay and a new adjusted Bill is generated. 
10.	Make note of the Adjustment Invoice Number in the Line Adjustment Results section. 



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Step	Action
11.	Click the Header – Info 1 link. Line Adjustment Results *Adjustment PRDM031546 Header Info 1 Total Lines Adjusted 1 Bill Line Info 1
The Header – Info 1 tab redisplays. Favorites > Main Menu > Billing > Maintain Bills > Adjust Selected Bill Lines > Standard Billing Header - Info 1 Line - Info 1 Unit 50100 Invoice PRDM031546 Pretax Amt -7,740.00 USD Status NEW Invoice Date Cycle ID DAILY *Type OTH Source PROPDGM *Frequency Once *Customer 0000173932 SubCust1 SubCust2 HAYNES, SARAH ELIZABETH *Invoice Form STANDARD From Date 04/20/2025 To Date 04/20/2025 Accounting Date Pay Terms NET30 Pay Method Check Remit To REMIT Bank Account VDOT Sales INDIV Bill Inquiry Phone 540-375-3562 Credit CREDIT Collector COL14 Billing Specialist BIL2 Billing Authority Billing Specialist - Salem Go to: Header Info 2 Address Copy Address Notes Express Entry Attachments Summary Bill Search Line Search Navigation Header - Info 1 Page Series Prev Next Save Return to Search Notify Refresh Add Update/Display Header - Info 1 Line - Info 1	
12.	Review the Adjustment amount In the Pretax Amt field Header - Info 1 Line - Info 1 Unit 50100 Invoice PRDM031546 Pretax Amt -7,740.00 USD
13.	Click the Status Look up icon and select “RDY” (Ready to Invoice). Status RDY
14.	Click the Save button. Save Return to Search Notify Refresh
	Once the Invoice is in a “RDY” status, it will be processed by the next scheduled Batch run. During batch, the Bill status changes from “RDY” (Ready to Invoice) to “INV” (Invoiced) and no further changes can be made to the billing data.