

Adjust Customer Invoice Overview

This Quick Reference Guide (QRG) is designed to walk a **Customer Billing Specialist** or a **Customer Contract Specialist** through the process of creating a customer invoice adjustment in Workday.

There are two ways to adjust an invoice, invoice adjustment and credit and rebill. An invoice adjustment is a new transaction with its own document number that is separate from, but linked to, the original invoice and is used to credit (decrease amount due) the amount owed by a customer. This is how you would process a credit memo. If you need to debit (increase the amount due), you should follow the Credit and Rebill procedure. Credit and rebill is a task that allows you to credit an original invoice and then create a new rebill invoice all in a single step.


 NOTE	<p>Remember: The Customer ID will always start with “CST-“ and the Customer Name has the Customer ID in parentheses at the end of the name. Ex. Dragonfly Inn (CST-00893). If you need to find the customer number, you can use the Find Customers with Facet Search report.</p>
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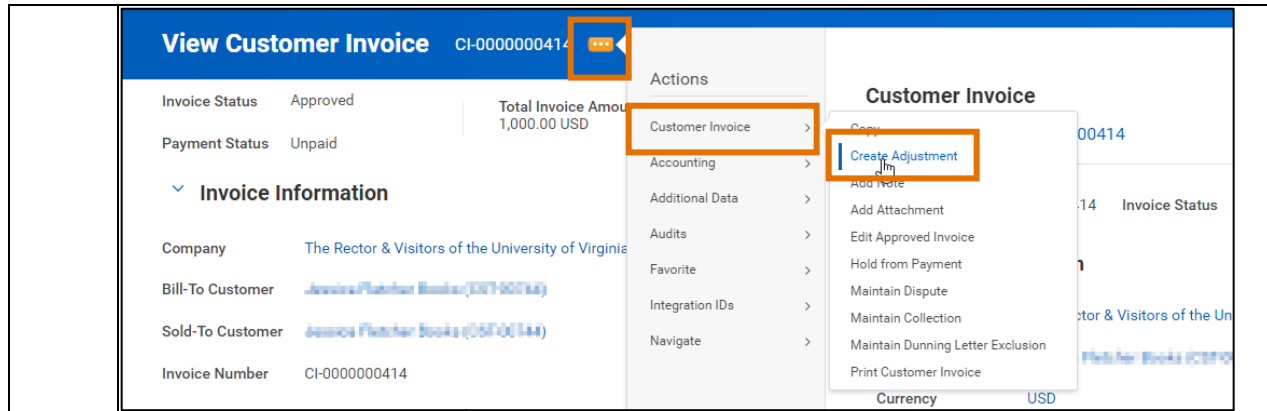
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Procedure to Create Customer Invoice Adjustment

On the Workday **Home** screen:

1. Type **Create Customer Invoice Adjustment** in the search field.
2. Select **Create Customer Invoice Adjustment** task from the Search Results.

 HINT	<p>You can also start this procedure from the Related Actions of the Customer Invoice.</p>
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On the Create Customer Invoice Adjustment screen:

3. Complete the following required fields in the Invoice Adjustment Information, Additional Information, and Amount Information sections:
 - **Company** – select the relevant company from the drop-down list.
 - **Bill-To Customer** – select the relevant customer for whom the invoice adjustment is to be generated.
 - **Sold-To Customer** – will auto-populate upon completion of **Bill-To Customer** field.

The Customer Name will always have the Customer number at the end. Ex. Dragonfly Inn (CST-00893).

- **Adjustment Date** – will auto-populate with the current date.
- **Invoice Type** – will auto-populate upon completion of **Company** field.
- **Bill-To Address** – will auto-populate upon completion of **Bill-To Customer** field but can be changed.
- **Bill-To Contact** – may auto-populate upon completion of **Bill-To Customer** field and the customer setup, but can be changed, added, or removed.
- **Credit (Decrease Amount Due)** – select this option.
- **Adjustment Reason** – select the relevant reason from the drop-down list. If Refund is selected, it will generate a To Do Step for the central Customer Accounts team to initiate that process for the Customer.
- **Related Invoice** – select the Invoice related to the adjustment (not required when completing a Refund).
- **Payment Terms** – will auto-populate upon completion of **Bill-To Customer** field.
- **Currency** – will auto-populate upon completion of **Bill-To Customer** field.

 NOTE	<p>The Apply Adjustment Immediately box can be selected if the adjustment is a Credit (Decrease Amount Due) and the invoice that displays in the Related Invoices field(optional) is in the same currency as the adjustment.</p>
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 NOTE	<p>All other fields in the Invoice Information, Additional Information, and Amount Information columns above are optional. A few you may want to use:</p> <ul style="list-style-type: none"> • From Date & To Date is for internal reporting - does not show on invoice. • PO Number does show on the invoice. • Due Date Override will override the listed Due Date. • Document Link allows you to link to external sites. • Control Total can be used to ensure you have invoiced the total amount.
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Under the **Adjustment Lines** tab:

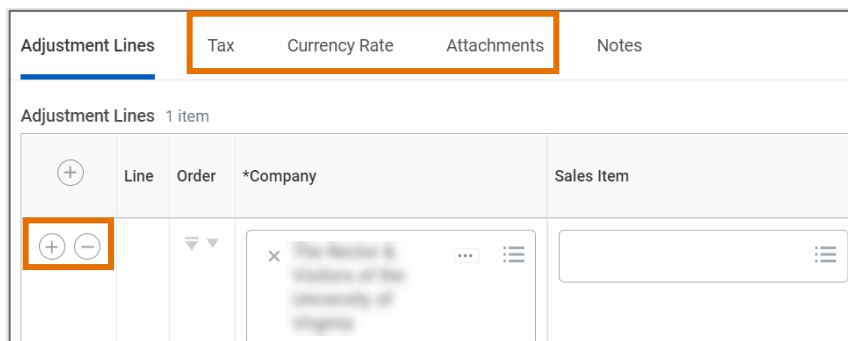
4. Complete the following required fields on the first Adjustment Line:
 - **Company** – will auto-populate upon completion the company in the header.
 - **Sales Item** – select the relevant sales item from the drop-down list. (Only for units that chose to add sales items)
 - **Revenue Category** – select the relevant revenue category (or will auto-populate if a Sales Item was selected)
 - **Line Item Description** – type a description of the line item or will auto-populate if a Sales Item was selected). This will be printed on the invoice.
 - **Quantity** – enter the quantity.
 - **Unit of Measure** – select the relevant unit of measure from the drop-down list.
 - **Extended Price** – type the total amount of the increase or decrease.
 - **Memo** – type the description of the invoice adjustment. This will show in the resulting accounting journal.
 - **Designated** – select a relevant Designated worktag for the invoice adjustment.
 - **Fund** – will auto-populate upon completion of **Designated**.
 - **Cost Center** – select the relevant Cost Center for the invoice adjustment.
 - **Function** – select the relevant Function for the invoice adjustment.
 - **Additional Worktags** – Business Unit will auto-populate upon completion of **Cost Center** field. You can add more optional worktags.

NOTE All other fields in the **Invoice Lines** tab are optional.
You should not use **Gift** or **Grant** for Non-Sponsored Customer Invoice Adjustments.

NOTE If you are adjusting for items where sales tax is involved, complete the following fields (or will auto-populate based of the original invoice if a related invoice was selected):

- **Tax Applicability** – select the relevant item from the drop-down list.
- **Tax Code** – type zip code of area billing from and press Enter.


5. Add or remove an adjustment line (if required) by selecting the (+) and (-) icons, respectively. Should you choose to add another adjustment line, repeat step 4.



Under the **Notes** tab:

6. Complete the required **Note Content** field. Select the (+) if necessary to add a Notes line.

NOTE Notes are required on a **Customer Invoice Adjustment** for Audit Purposes.

 The **Tax**, **Currency Rate**, and **Attachments** tabs are optional. Under the **Attachment** tab, drag and drop any supporting documentation (that needs to be sent to the customer along with the invoice) to the field or select the **Select Files** button to browse your documents.


7. Select **Submit** to route the task for approval.

You have successfully completed this task. It will now be routed based on the workflow.

Procedure to Create Credit and Rebill for an invoice

On the Workday **Home** screen:

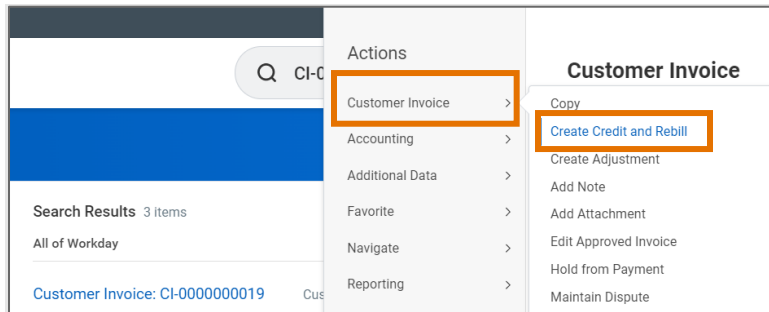
1. Type the invoice number you want to create credit and rebill for, in the search field and press enter. (e.g., CI-XXXXXXXXXX)

 If you do not know the invoice number, you can go to the report to find the number. Type **Find Customer Invoices for Company** in the search field. Once you found your invoice number in the report, you can use the related actions from the report

2. Select (...) related actions for the relevant invoice in the search results.



3. Hover over **Customer Invoice** and select **Create Credit and Rebill**.




On the Create Credit and Rebill screen:

Under the Create Adjustment Information Section:

4. Complete the following required fields:


- Adjustment Date – will auto-populate with the current date. This field can be updated.
- Invoice Type – will auto-populate based on previously added details about the invoice.
- Adjustment Reason – Select the relevant reason from the drop-down list.
- Memo – type a memo to describe your adjustment.



Under the **Invoice Lines** section, select the **All** radio-button to copy the adjustment to all invoice lines.

5. Select **Ok**.


On the Create Rebill screen:



The required fields in **Invoice Information**, **Additional Information** and **Amount Information sections** will auto-populate based on the invoice being credited and rebilled.

6. Edit and update these fields as needed for the rebill.

Under the Invoice Lines tab:



All required fields for the invoice line item will auto-populate based on the invoice being credited and rebilled.

7. Update the rebilled invoice line items as needed.



The **Tax** and **Attachments** tabs are optional. Under the **Attachment** tab, drag and drop any supporting documentation (that needs to be sent to the customer along with the invoice) to the field or select the **Select Files** button to browse your documents.

8. Select **Submit**.

You have successfully completed this task.