

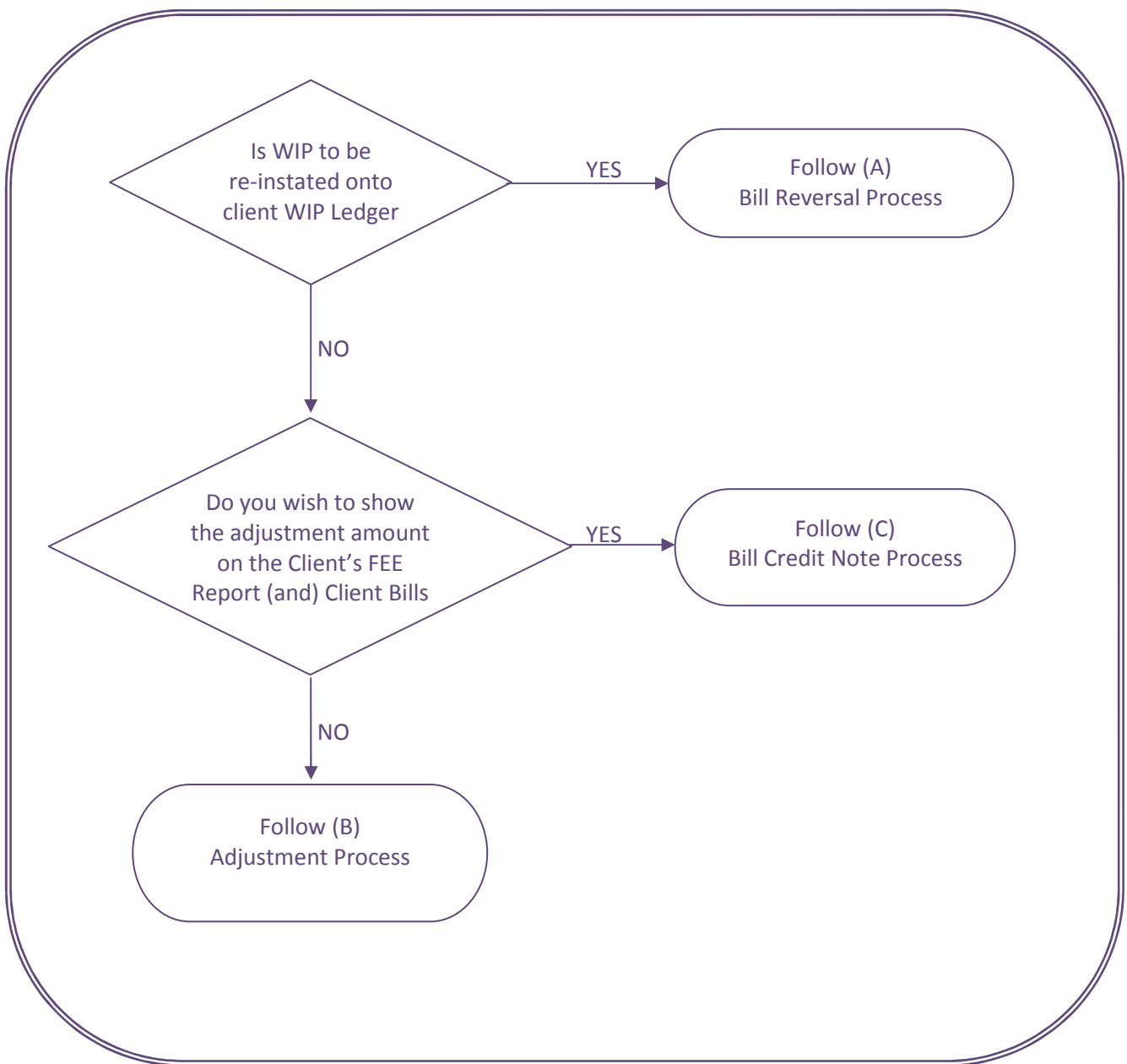
## Debtors - Bill Reversals / Adjustments / Credit Notes

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There are three methods of correcting errors on a bill that has already been posted:

- A - Reverse the bill and create a new one
- B - Make an adjustment to the bill through the Adjustment process
- C - Create a Credit Note

The method used is determined by following the chart below.



## A. Bill Reversals

The Bill Reversal process creates a complete reversal of the original bill and places it into Draft mode. The full amount must be reversed.

This process will return all WIP to the client ledger for use in future bills/invoices.

It is a three step process:

- Reverse the bill – after first unallocating any receipts posted against it.
- Post the reversal bill.
- Allocate the reversal bill in the Debtors Ledger against the original bill.  
You may issue a new bill for the correct amount making appropriate write (ups)/offs.

### Reverse the bill

1. Open up the relevant client and select the client's **Bills** tab.

The screenshot shows the MYOB software interface with the 'Bills' tab selected. On the left, there is a 'Draft Bills' section with columns for Draft No., Date Created, and Entry Status. On the right, the 'Full Billing History' table is displayed. The table has columns for Inv No., Invoice Date, Write, Invoiced, and Accountin... The first row, with Inv No. 100081 and Invoice Date 30/06/2011, is highlighted in blue and circled in red. Below the table, there is a 'Total' row showing 8,324. and 593,364. At the bottom of the interface, there are buttons for 'Report', 'S/O', and 'Reverse', with the 'Reverse' button circled in red.

Inv No.	Invoice Date	Write	Invoiced	Accountin...
100081	30/06/2011	-200...	3000.00	2010/11
100083	7/06/2011	0.00	700.00	2010/11
100068	30/05/2011	0.00	35000.00	2010/11
100084	30/03/2011	0.00	2000.00	2010/11
100040	21/09/2010	-200...	3000.00	2010/11
	14/09/2010	366.67	0.00	2010/11
	14/09/2010	-366...	0.00	2010/11
100036	31/08/2010	0.00	20000.00	2010/11
100049	31/07/2010	4000...	42116.67	2010/11
100029	11/06/2010	0.00	100000...	2008/09
100033	29/05/2010	0.00	60000.00	2008/09
100026	11/05/2010	-800...	3000.00	2008/09
100027	30/04/2010	0.00	8000.00	2008/09
100028	31/12/2009	0.00	4170.00	2008/09
300131	23/08/2008	300.00	2500.00	2007/08
Total			8,324.	593,364.

2. Highlight the bill that you wish to reverse.
3. Click on the **Reverse** button at the bottom of the **Bills** tab.  
You will be asked to confirm if you wish to create an exact opposite bill to the one selected.
4. Click **Yes** to continue.  
The Reverse process will create a draft bill dated today's date.

**\*\* NOTE \*\***

Original bill in prior period

Bill reversals are to be processed in the current open period in order not to render end of month reports incorrect, for the previous period(s).

Original bill in current period

If you are reversing a bill/invoice in the same period in which it was created, your reversal date should not be before the original invoice date.

***Posting the reversal bill***

1. Open up the relevant client and select the client's **Bills** tab.
2. Double-click the draft reverse bill.
3. Check the **Billing Paragraphs**.
4. You may add a paragraph with a comment as the first paragraph (if required), or select **OK**.
5. Change the bill date if required and key in the bill number (if you do not want the system to take the next bill number in sequence).
6. Submit the draft reverse bill.
7. Authorise and post the bill reversal in accordance with your existing practice billing authorisation policy. This may also be processed through the **Bills to Approve** Homepage.

***Allocating the reversal against the original bill***

1. Enter the client's Debtor Ledger using the **Debtor Ledger** option on the Task bar.
2. Highlight the reversal invoice.
3. Whilst holding the **[Ctrl]** key on the keyboard, highlight the original invoice and click the **Allocate** button.  
You can only highlight two single items per allocation.

## B. Bill Adjustments

This Adjustment process allows for the amount of a specific bill to be increased or decreased.

Adjustments are commonly used for:

- Bad debts
- Minor amount adjustments (either up or down) to the invoice to match a payment received

Adjustments:

- DO NOT affect the client WIP Ledger in any way
- DO NOT reflect in the client Fee report(s)
- DO NOT reflect in the client **Bills** tab

### Entering a bad debt

1. Open the relevant client.
2. Enter the **Debtors Ledger** by clicking on this option in the Task bar.
3. Click onto the **Adjustment** option located on the Task bar.
4. Choose the relevant **Company**.
5. Enter the date of the bad debt (needs to be a date in the current open period).
6. Enter the bad debt number in the area showing as **Receipt Number** (it is recommended that you enter the original bill number).
7. In the **Description** field, enter a description if required.
8. Click into the **Bad Debt** column and enter the amount of the bad debt for the respective invoice(s). If you are reducing the bill, key the amount as a positive.

Client - Abbot and Rankine Pty Limited    Debtors Ledger- Abbot and Rankine Pty Limited

Company: Abbott Costello & Hardy

Account: Bank

Source: Cheque

Client: Abbot and Rankine Pty Limited    Code: ABBOTRANK

Date: 5/04/2011    Receipt Number: [ ]

Description: [ ]    Style: Adjustment Note    Mode: Adjustment

Amount: 0.00    Unallocated: 0.00    Unallocated Tax Rate: Standard

Date	Number	Gross	Tax	Gross Unp...	Tax Unpaid	Tr	Adjustme...	Discount	Bad Debt	Balance	Explanat...	Due
31/07/2010	100049	46328.34	4211.67	215.34	19.58	1	0.00	0.00	0.00			14/08/2010
30/05/2011	100068	38500.00	3500.00	38500.00	3500.00	1	0.00	0.00	0.00			13/06/2011
30/06/2011	100081	3300.00	300.00	3300.00	300.00	1	0.00	0.00	0.00			14/07/2011
7/06/2011	100083	770.00	70.00	770.00	70.00	1	0.00	0.00	0.00			21/06/2011
30/03/2011	100084	2200.00	200.00	2200.00	200.00	1	0.00	0.00	0.00			13/04/2011

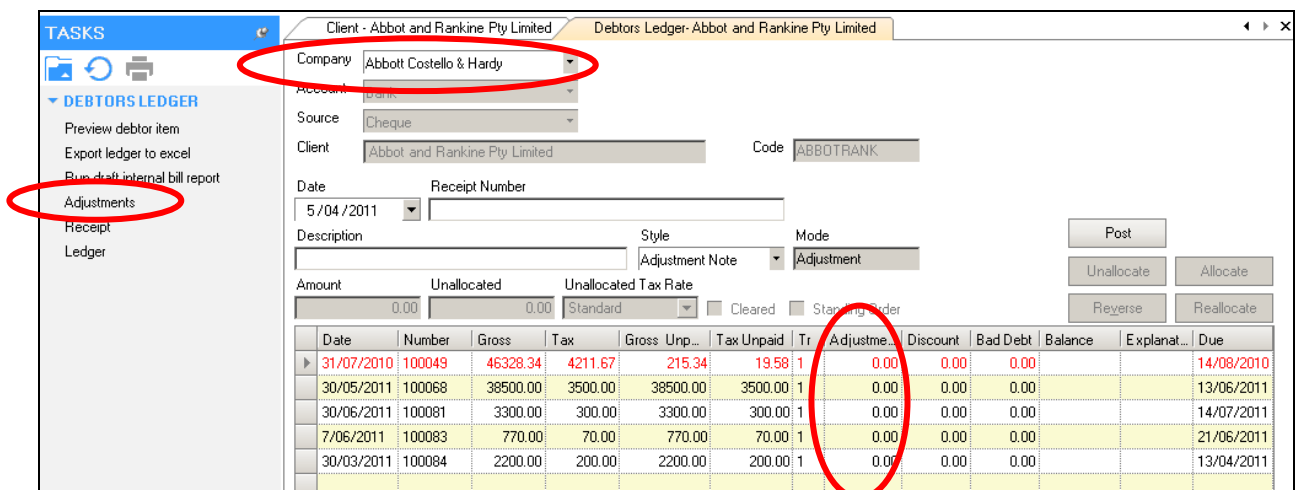
9. Click the **Post** button to post the adjustment.  
The system will automatically allocate this Bad Debt adjustment against the respective invoice(s).

### Adjustments (usually minor amounts)

Should a payment received by a client be “short” or “over” and you wish to adjust the invoice amount to match, it is recommended that an adjustment be processed.

To enter an adjustment:

1. Enter the **Debtors Ledger** by clicking on this option in the Task bar.
2. Click the **Adjustments** option located on the Task bar.
3. Choose the relevant **Company**.
4. Enter the appropriate adjustment date (needs to be a date in the current open period).
5. Enter the adjustment number in the field showing as **Receipt Number** (it is recommended that you enter the original bill number).
6. Enter a description if required.
7. Click into the **Adjustment** column and enter the amount of the adjustments for the respective bill(s). If you are reducing the bill, key the amount as a positive. If increasing the bill, key the amount as a negative (ie. -10.00).



Date	Number	Gross	Tax	Gross Unp...	Tax Unpaid	Tr	Adjustme.	Discount	Bad Debt	Balance	Explanat...	Due
31/07/2010	100049	46328.34	4211.67	215.34	19.58	1	0.00	0.00	0.00			14/08/2010
30/05/2011	100068	38500.00	3500.00	38500.00	3500.00	1	0.00	0.00	0.00			13/06/2011
30/06/2011	100081	3300.00	300.00	3300.00	300.00	1	0.00	0.00	0.00			14/07/2011
7/06/2011	100083	770.00	70.00	770.00	70.00	1	0.00	0.00	0.00			21/06/2011
30/03/2011	100084	2200.00	200.00	2200.00	200.00	1	0.00	0.00	0.00			13/04/2011

8. Click the **Post** button to post the adjustment.  
The system will automatically allocate this adjustment against the respective bills(s).

## C. Credit Notes

The Credit Note process allows you to enter a credit to the client's Debtor Ledger.

Credit Notes:

- WILL NOT affect the WIP Ledger
- WILL APPEAR in the client Fee's report(s)
- WILL appear in the client's **Bills** tab

This is a proven method in keeping the client Total Fees report as accurate as possible.

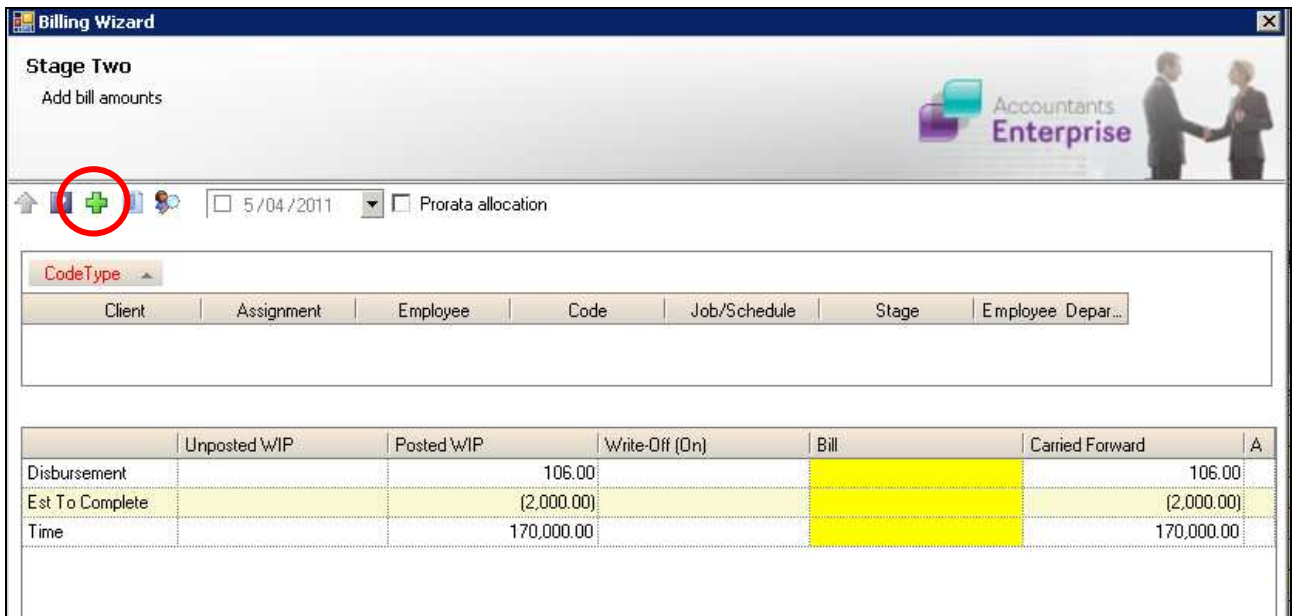
It is a two step process:

- Create a Credit Note bill using the Billing wizard
- Allocate the Credit Note against the original invoice(s) or leave it unallocated to be matched against a future bill.

### ***Creating the Credit Note bill/invoice using the Billing wizard***

To create a credit note bill using the Billing wizard:

1. Launch the Billing wizard from the **Find/Search Client** window or from within the client.
2. Select Invoice Style as **Credit Note**.
3. In **Stage Two** of the Billing wizard, click the green **[+]** to add a Miscellaneous Charge.



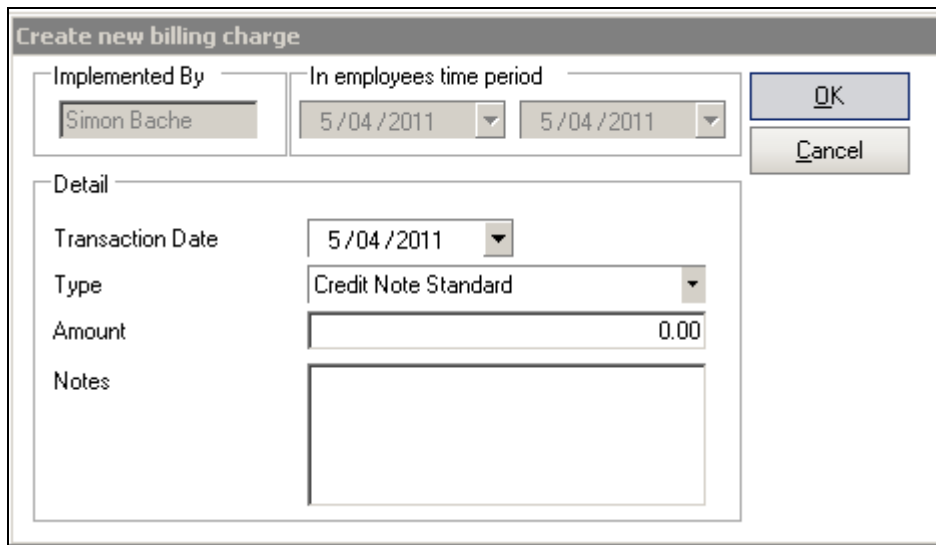
Accountants Enterprise

5/04/2011 Prorata allocation

CodeType	Client	Assignment	Employee	Code	Job/Schedule	Stage	Employee Depart...

	Unposted WIP	Posted WIP	Write-Off (On)	Bill	Carried Forward	A
Disbursement		106.00			106.00	
Est To Complete		(2,000.00)			(2,000.00)	
Time		170,000.00			170,000.00	

4. Select the appropriate assignment and click **Add**.
5. Select the appropriate **Miscellaneous Charge** code (ie. Credit Note Standard) from the drop down list.



6. Enter the credit amount as a NEGATIVE amount.
7. Add any appropriate comments/notes and click **OK**.
8. Close this window.  
A separate line item with the Miscellaneous Charge listed as a Write Off and a billed amount as a negative.

	Unposted WIP	Posted WIP	Write-Off (On)	Bill	Carried Forward	A
Disbursement		106.00			106.00	
Est To Complete		(2,000.00)			(2,000.00)	
Misc Charge		0.00	1,200.00	(1,200.00)	0	
Time		170,000.00			170,000.00	

9. Click **Next** in the Billing wizard and add the appropriate **Bill Paragraphs** with Credit Note information as required.
10. Finalise the bill creation process as normal by submitting, authorising and posting the bill in accordance with your standard practice authorisation policy.  
You will need to allocate the Credit Note bill/invoice against the original invoice(s) via the Debtors Ledger window.