We billed a site through EFTS and DOCLINE and need to remove the bill before the end of the month

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Symptom

- You process your Billing Manager invoices at the beginning of the next month and you need to remove an EFTS bill before that happens

Applies to

- ILLiad

Resolution

Here are the steps to remove the billing amount so you do not bill the Borrower in the Billing Manager EFTS the next month:

1. Go to ILLiad and open up the request.
2. Select the Billing Icon on the top.
3. You will see the Base amount and update that amount to $0.00.
4. Click on the Recalculate icon. You should see the Total billed by EFTS as $0.00. If not, update any other field you have that shows an amount and then click on Recalculate.
5. Click on the Update icon. You will be asked if you want to overwrite the amount that is to be billed. Choose Yes.

Your amount will now show up as an EFTS of $0.00.

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