AR-21 Running Customer Reports

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to create and update customer records, including recent system changes, benefits, process flows, and the maintenance of customer data in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process of running customer reports that are pre-built or ad-hoc analytics that draw data from Receivables tables to deliver a consolidated view of customer master data, transactions, credit/collections status, and audit changes. Running customer reports in NCFS allows users to efficiently access, analyze, and export vital customer information for business insights and decision-making.

Run Customer Reports

There are 20 steps to complete this process.

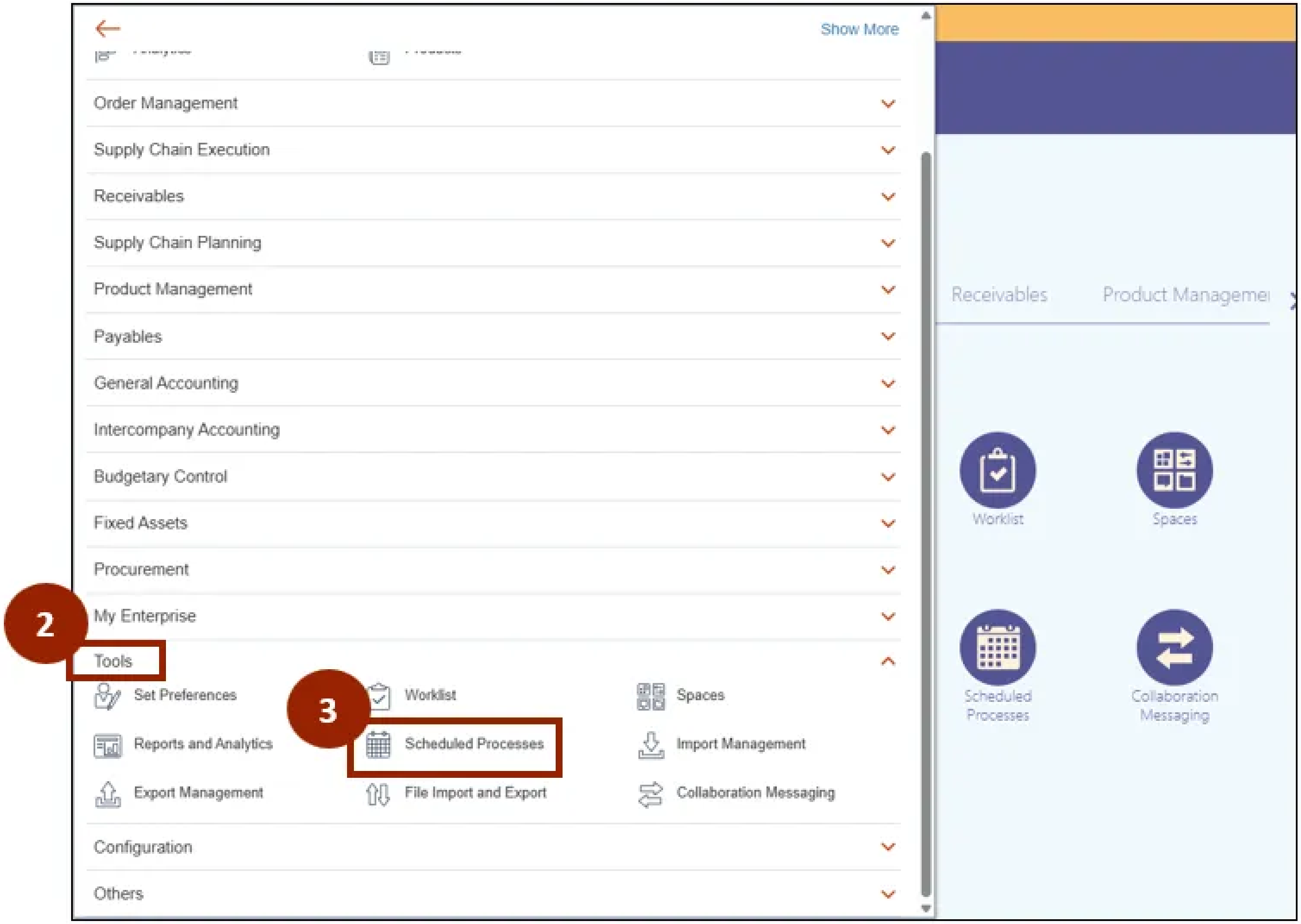
Step 1. From the **Home** page, click the **Navigato**r in the upper left-hand corner.

Image

Step 2. Select **Tools**.

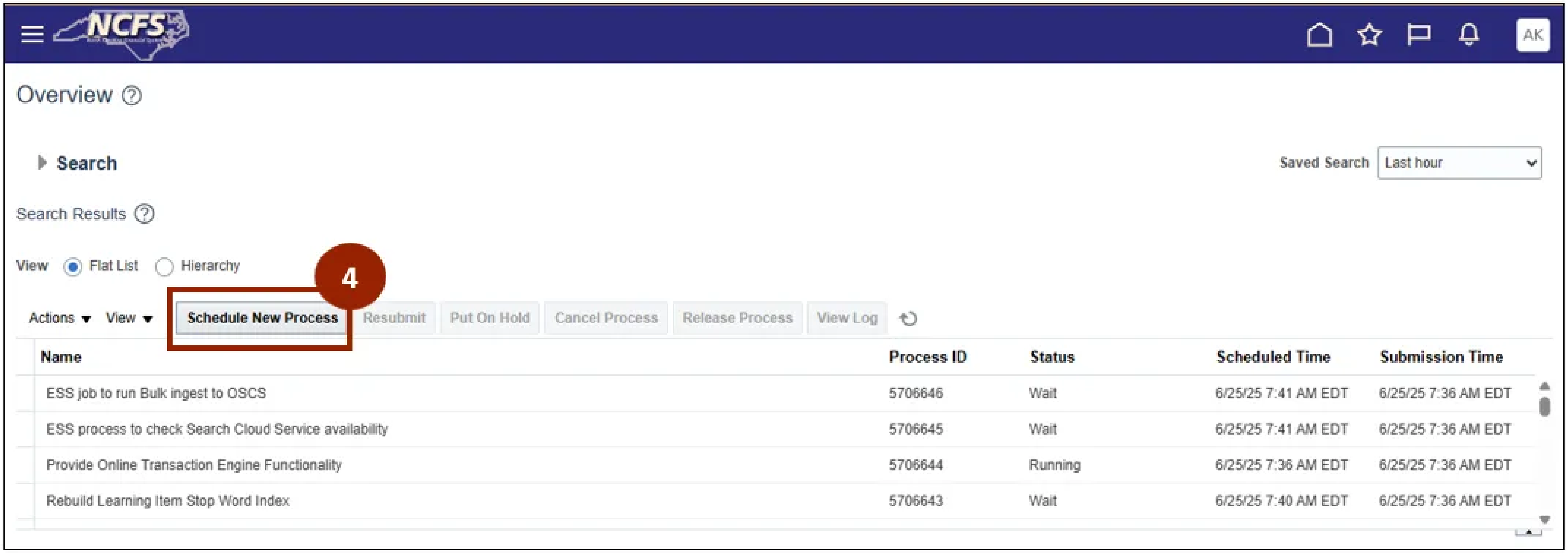
Step 3. Click **Scheduled Processes**.

Image



Step 4. On the **Scheduled Processes Overview** page, select **Schedule New Process**

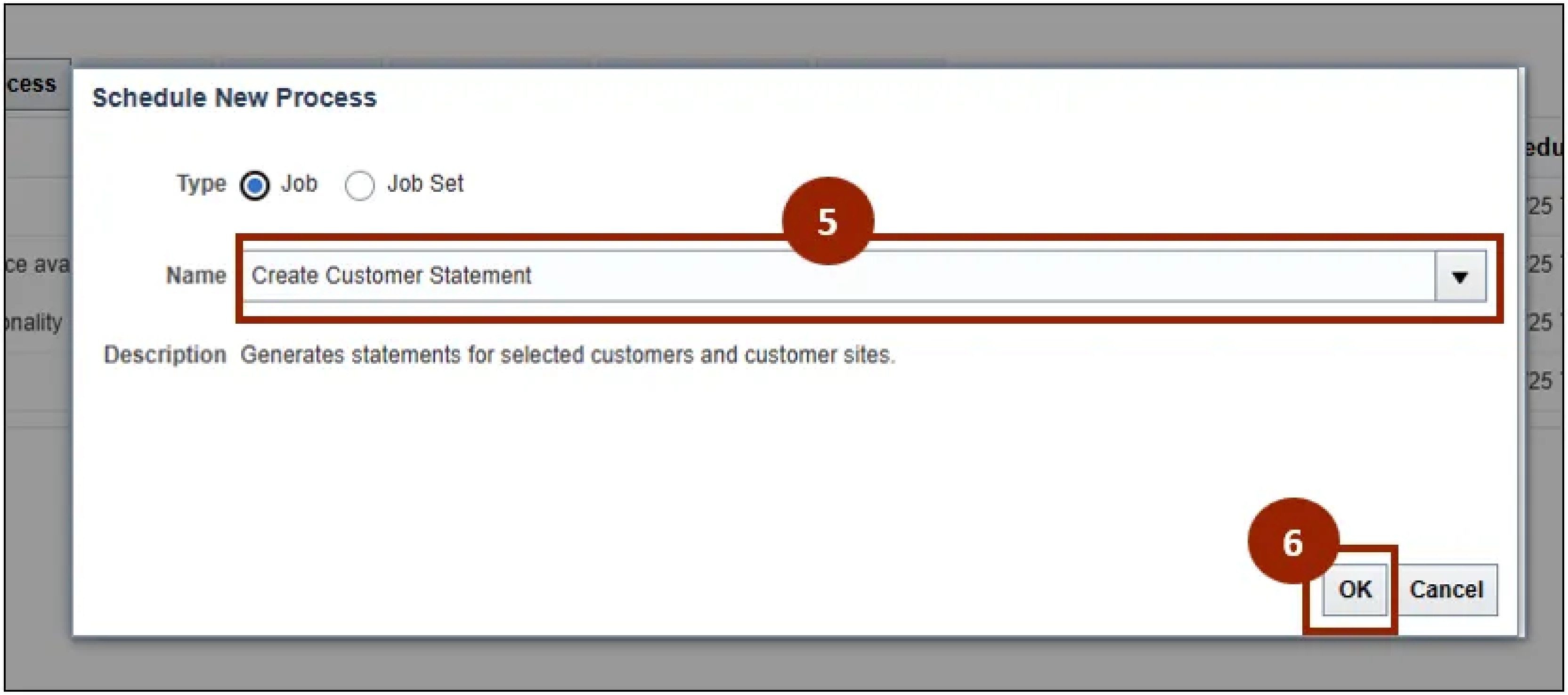
Image



Step 5. In the Name field, enter keywords related to the customer report you want to run (e.g., **Create Customer Statements**), then select the appropriate report or process from the search results

Step 6. Click **OK**

Image

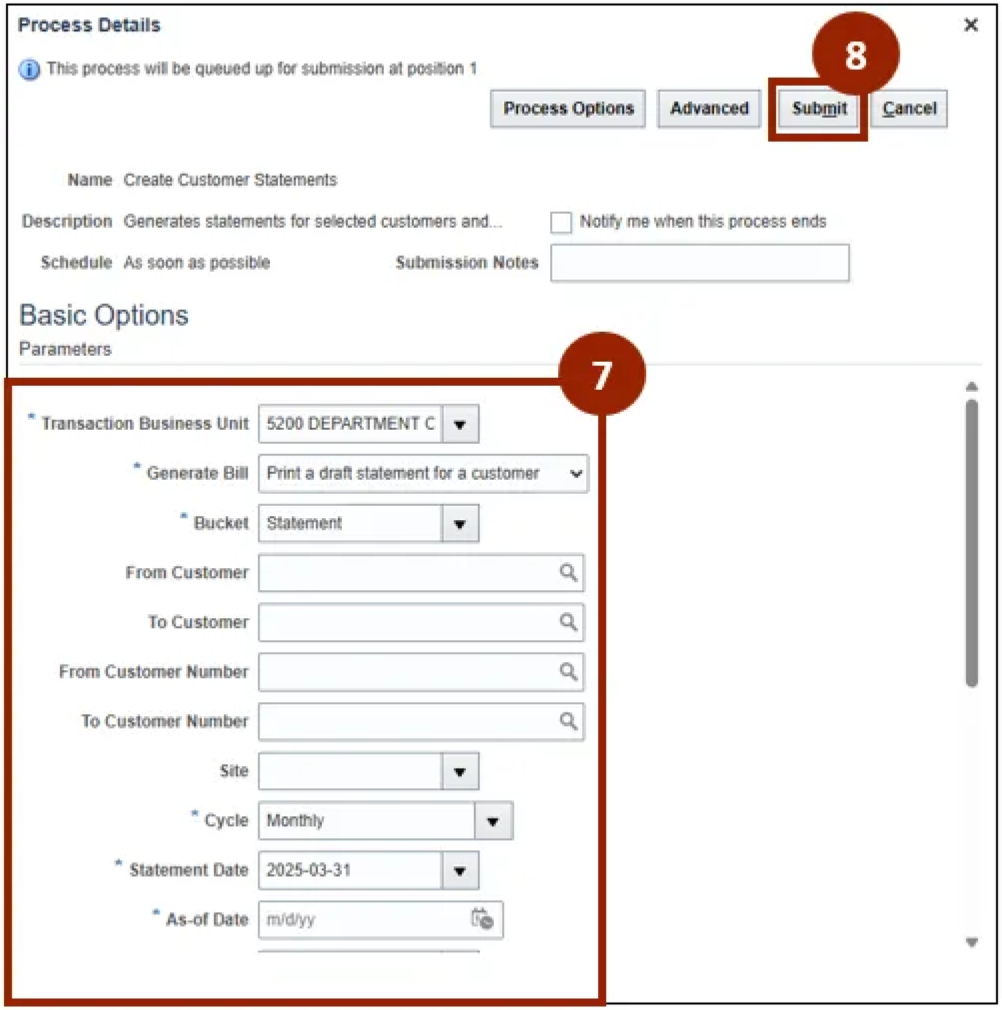


Step 7. In the **Process Details** window, enter the **required information (*)** in the following fields:

- Generate Bill
- Bucket
- From Customer
- To Customer
- Cycle
- Statement Date
- As-of Date

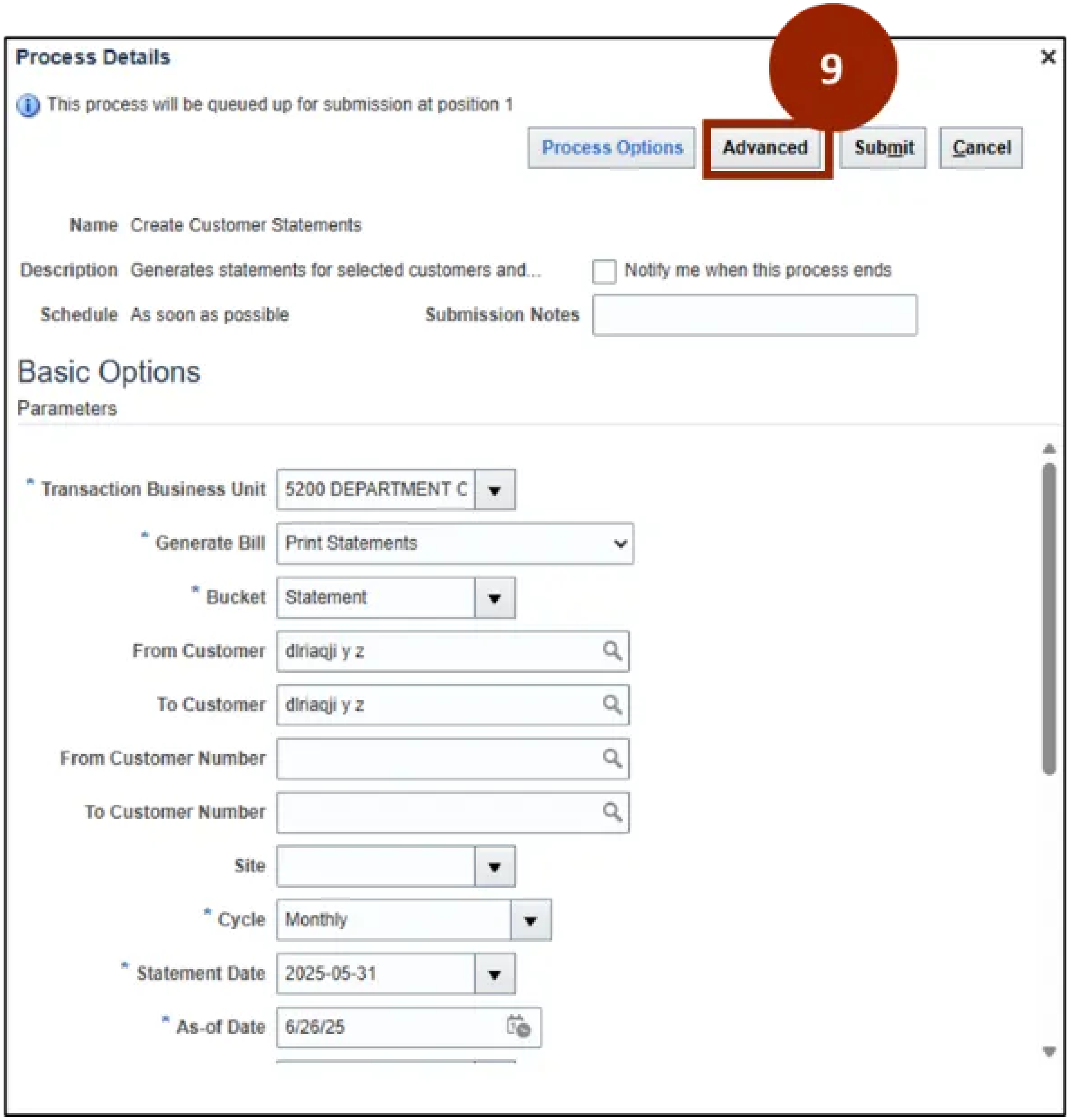
Step 8. Click **Submit** to run an ad hoc report.

Image



Step 9. Select **Advanced**.

Image



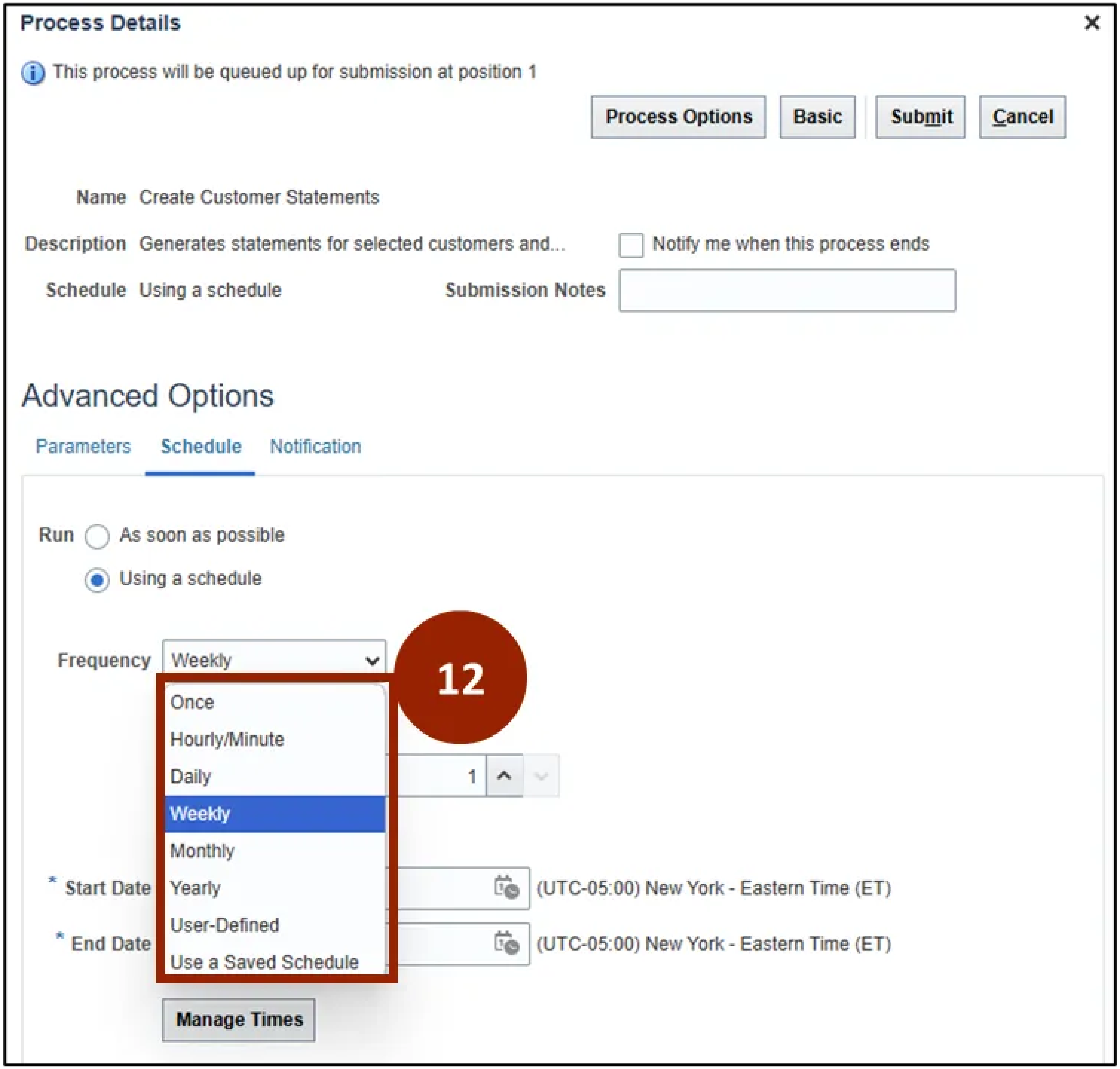
Step 10. Click **Schedule** to schedule the process.

Step 11. Select the **Using a Schedule** button.

Image

Step 12. In the Schedule section, select the **desired frequency** to run the customer reports

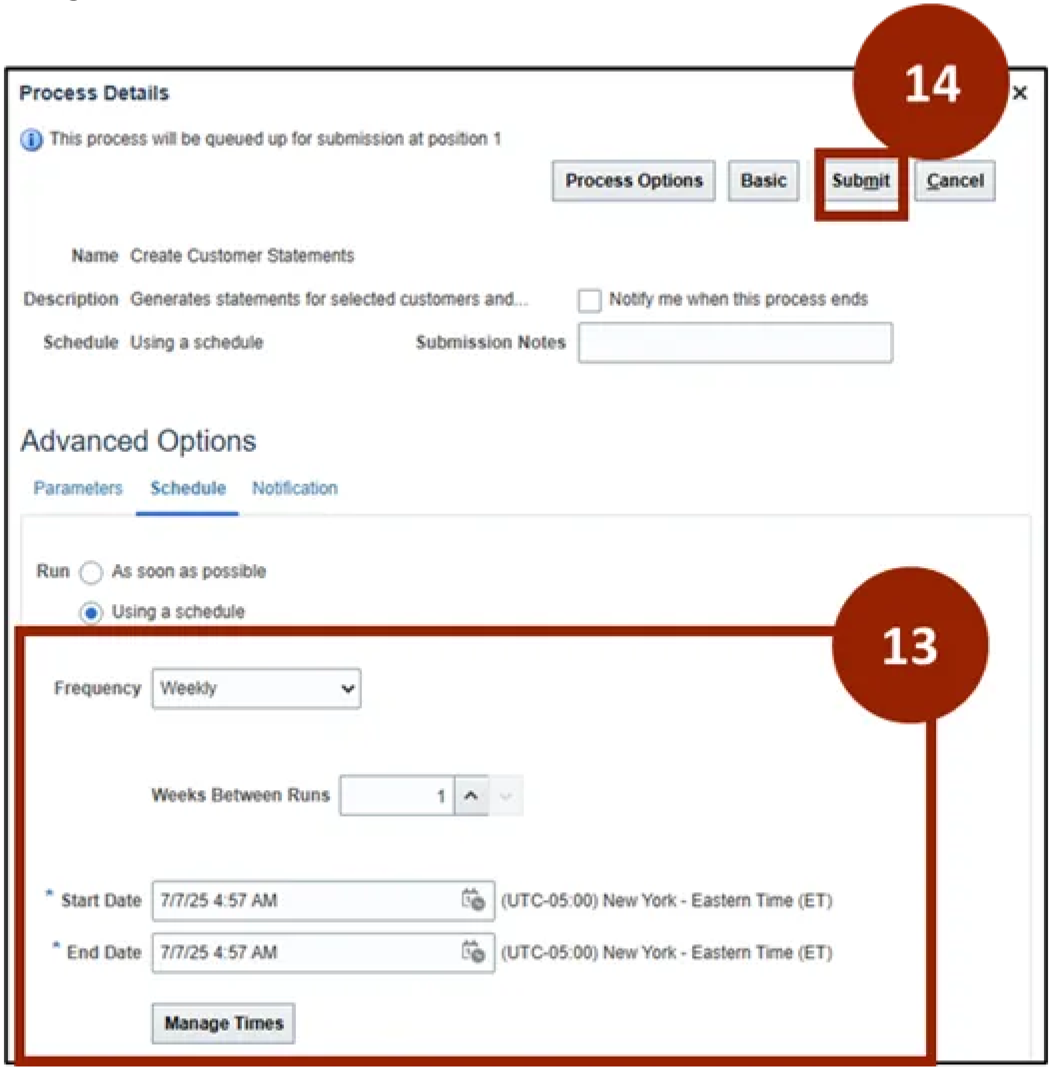
Image


Process Details
This process will be queued up for submission at position 1
Process Options
Basic
Submit
Cancel
Name Create Customer Statements
Description Generates statements for selected customers and...
Notify me when this process ends
Schedule Using a schedule
Submission Notes
Advanced Options
Parameters
Schedule
Notification
Run
As soon as possible
Using a schedule
Frequency
Weekly
Once
Hourly/Minute
Daily
Weekly
Monthly
Yearly
User-Defined
Use a Saved Schedule
12
1
* Start Date
(UTC-05:00) New York - Eastern Time (ET)
* End Date
(UTC-05:00) New York - Eastern Time (ET)
Manage Times

Step 13. Fill in the required details (i.e., Start and End Date).

Step14. Click **Submit**.

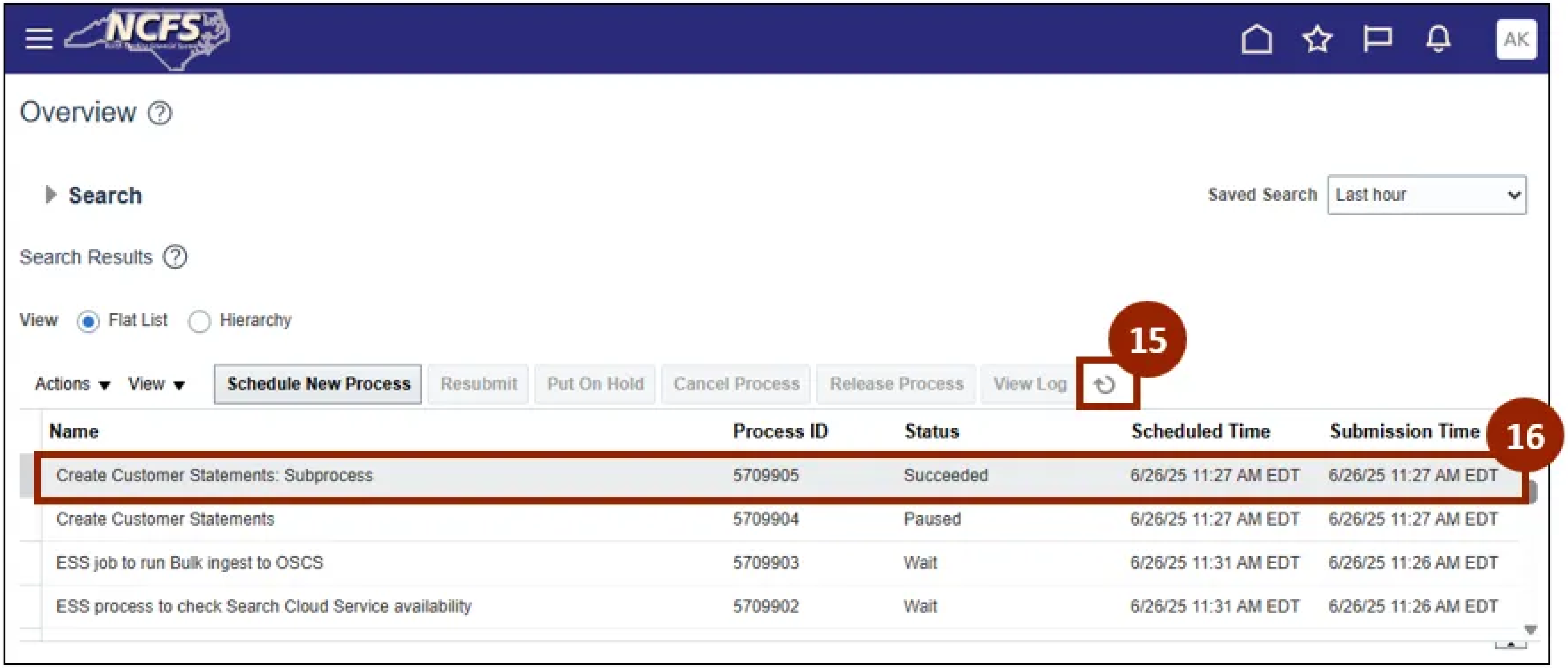
Image



Step 15. The process will appear in the **Scheduled Processes** list. You can monitor the status here - **Queued, Running, Succeeded, or Error**.

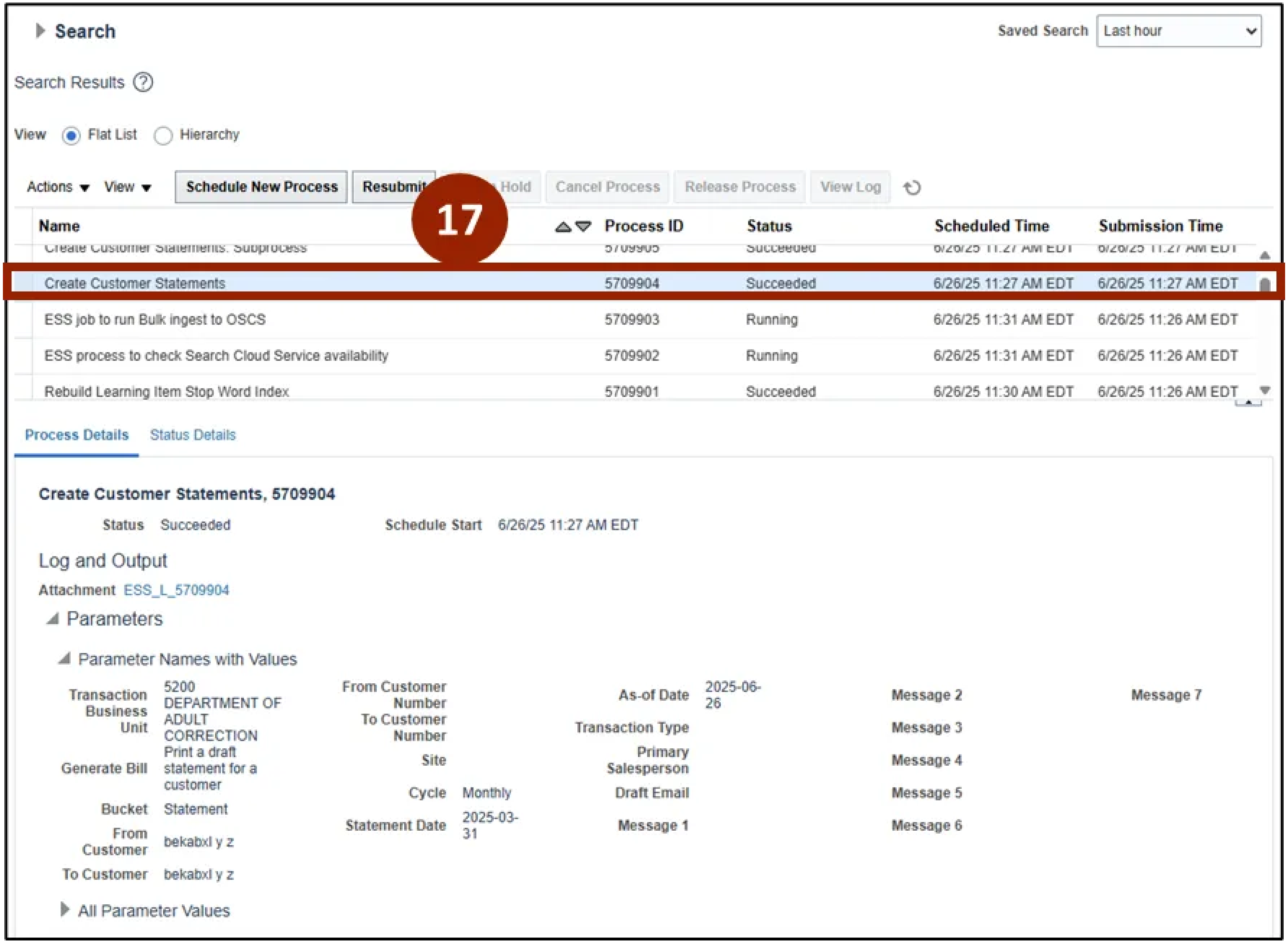
Step 16. **Refresh** the list as needed to update the status.

Image



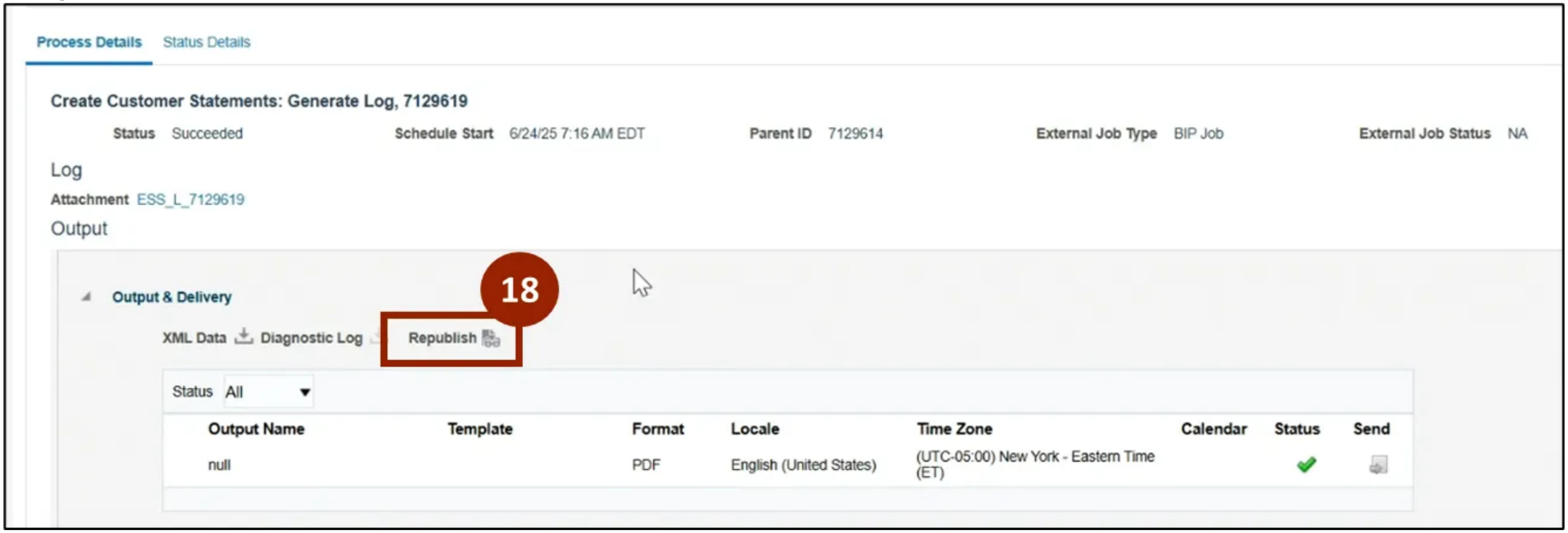
Step 17. Once the process status says **Succeeded**, select the **process row**.

Image


Search
Saved Search
Last hour
Search Results
View
Flat List
Hierarchy
Actions
View
Schedule New Process
Resubmit
Hold
Cancel Process
Release Process
View Log
17
Name
Process ID
Status
Scheduled Time
Submission Time
Create Customer Statements
5709904
Succeeded
6/26/25 11:27 AM EDT
6/26/25 11:27 AM EDT
ESS job to run Bulk ingest to OSCS
5709903
Running
6/26/25 11:31 AM EDT
6/26/25 11:26 AM EDT
ESS process to check Search Cloud Service availability
5709902
Running
6/26/25 11:31 AM EDT
6/26/25 11:26 AM EDT
Rebuild Learning Item Stop Word Index
5709901
Succeeded
6/26/25 11:30 AM EDT
6/26/25 11:26 AM EDT
Process Details
Status Details
Create Customer Statements, 5709904
Status
Succeeded
Schedule Start
6/26/25 11:27 AM EDT
Log and Output
Attachment
ESS_L_5709904
Parameters
Parameter Names with Values
Transaction Business Unit
5200 DEPARTMENT OF ADULT CORRECTION
Generate Bill
Print a draft statement for a customer
Bucket
Statement
From Customer
bekabxl y z
To Customer
bekabxl y z
From Customer Number
To Customer Number
Site
Cycle
Monthly
Statement Date
2025-03-31
As-of Date
2025-06-26
Transaction Type
Primary Salesperson
Draft Email
Message 1
Message 2
Message 3
Message 4
Message 5
Message 6
Message 7
All Parameter Values

Step 18. Click **Republish** to access the report.

Image



Step 19. Click your desired format from the **Export** drop-down list.

Image

Step 20. The report will download in the selected format.

Image

20

CORRECTION ENTERPRISES

Not Just Making It Right. Making It Better.

North Carolina Department of Adult Correction

5220 Mail Service Center
Raleigh, North Carolina 27699-5220
Tax Id: 87-4658409 Group: 03 Site IGO.052

Statement

SIT TEST CUSTOMER 1 :157789
101
New York NY 10001

Account No.	Date
115855	06/30/2025

Date	Invoice	Type Of Transaction	Customer P.O.	Charges	Credits
06/18/2025	10000	Invoice		10.00	0.00
06/18/2025	10000	Credit Memo	Credit Memo: 690284	0.00	-5.00
06/23/2025	10000	Payment	DAC Automatic Receipt: 2306: 5.00	0.00	-5.00
06/18/2025	690284	Credit Memo		0.00	-5.00
06/18/2025	690284	Invoice	Invoice: 10000	5.00	0.00
			Total Amount	15.00	-15.00

Ending Balance	Current	31-60	61-90	Over 90+	Amount Due
0.00	0.00	0.00	0.00	0.00	0.00

Wrap-Up

NCFS users can generate and retrieve customer reports in NCFS, schedule automated customer reports to run at daily, weekly, or monthly intervals, and export customer reports in multiple formats using the steps above.

Additional Resources

- Instructor Led Training (ILT)
  - AR106: Manage Customer Data

First Published

Mon, 11/17/2025

Last Updated

Mon, 11/17/2025
View PDF