

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 **Navigator** in the upper left-hand corner.

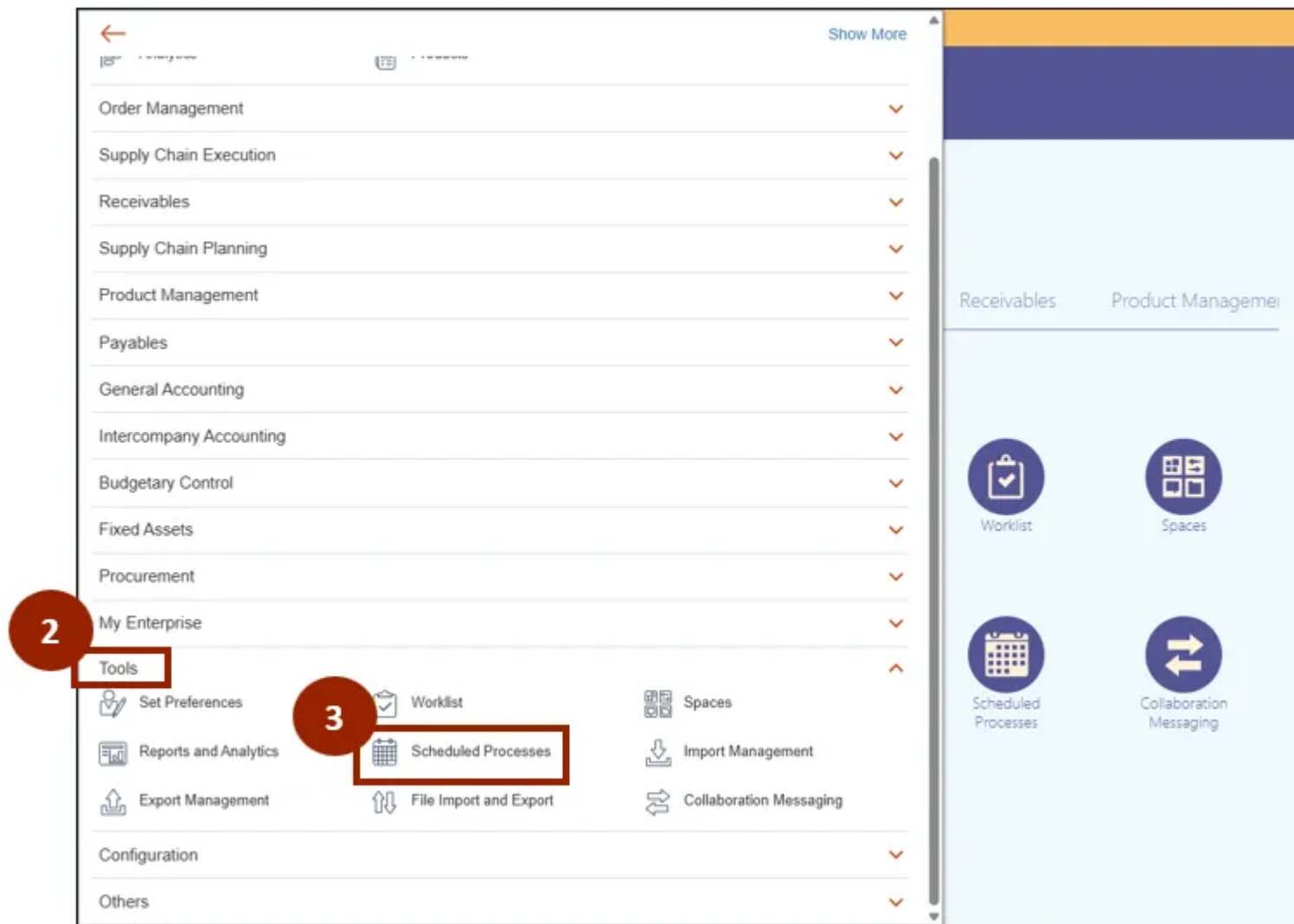
Image



Step 2. Select **Tools**.

Step 3. Click **Scheduled Processes**.

Image



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

Image

NCFS

Overview ?

Search

Saved Search Last hour

Search Results ?

View ☒ Flat List ☐ Hierarchy

Actions View **Schedule New Process** Resubmit Put On Hold Cancel Process Release Process View Log

Name	Process ID	Status	Scheduled Time	Submission Time
ESS job to run Bulk ingest to OSCS	5706646	Wait	6/25/25 7:41 AM EDT	6/25/25 7:36 AM EDT
ESS process to check Search Cloud Service availability	5706645	Wait	6/25/25 7:41 AM EDT	6/25/25 7:36 AM EDT
Provide Online Transaction Engine Functionality	5706644	Running	6/25/25 7:36 AM EDT	6/25/25 7:36 AM EDT
Rebuild Learning Item Stop Word Index	5706643	Wait	6/25/25 7:40 AM EDT	6/25/25 7:36 AM EDT

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

Schedule New Process

Type ☒ Job ☐ Job Set

Name ▼

Description Generates statements for selected customers and customer sites.

OK Cancel

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

Process Details

This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name

Create Customer Statements

Description

Generates statements for selected customers and...

Notify me when this process ends

Schedule

As soon as possible

Submission Notes

Basic Options

Parameters

* Transaction Business Unit

5200 DEPARTMENT C

* Generate Bill

Print a draft statement for a customer

* Bucket

Statement

From Customer

To Customer

From Customer Number

To Customer Number

Site

* Cycle

Monthly

* Statement Date

2025-03-31

* As-of Date

m/d/yy

Step 9. Select **Advanced**.

Image

Process Details

This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name

Create Customer Statements

Description

Generates statements for selected customers and...

☐ Notify me when this process ends

Schedule

As soon as possible

Submission Notes

Basic Options

Parameters

* Transaction Business Unit

5200 DEPARTMENT C

* Generate Bill

Print Statements

* Bucket

Statement

From Customer

dlriaqji y z

To Customer

dlriaqji y z

From Customer Number

To Customer Number

Site

* Cycle

Monthly

* Statement Date

2025-05-31

* As-of Date

6/26/25

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

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

Image

Process Details [X]

Process Options | **Basic** | **Submit** | **Cancel**

Name Create Customer Statements

Description Generates statements for selected customers and... ☐ Notify me when this process ends

Schedule As soon as possible **Submission Notes** [Text Box]

Advanced Options

Parameters | **Schedule** | **Notification**

Run ☒ As soon as possible ☐ Using a schedule

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

* Start Date

Yearly



(UTC-05:00) New York - Eastern Time (ET)

* End Date

User-Defined



(UTC-05:00) New York - Eastern Time (ET)

Use a Saved Schedule

Manage Times

12

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

Step 14. Click **Submit**.

Image

The image shows a 'Process Details' form with two main sections: 'Basic' and 'Advanced Options'. The 'Basic' section includes a 'Name' field with the value 'Create Customer Statements', a 'Description' field with the value 'Generates statements for selected customers and...', a 'Schedule' dropdown set to 'Using a schedule', and a 'Submission Notes' text area. There are three buttons: 'Process Options', 'Basic', and 'Submit' (which is highlighted with a red box and a red circle labeled '14'). A red circle labeled '13' points to the 'Advanced Options' section, which is also outlined with a red box. The 'Advanced Options' section has tabs for 'Parameters', 'Schedule', and 'Notification'. The 'Schedule' tab is selected. It contains a 'Run' section with two radio buttons: 'As soon as possible' and 'Using a schedule' (which is selected). Below this is a 'Frequency' dropdown set to 'Weekly' and a 'Weeks Between Runs' spinner set to '1'. At the bottom, there are two date fields: '* Start Date' and '* End Date', both set to '7/7/25 4:57 AM' and showing a calendar icon. To the right of these dates is the text '(UTC-05:00) New York - Eastern Time (ET)'. A 'Manage Times' button is located at the bottom of the 'Advanced Options' section.

Process Details

i 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

Weeks Between Runs 1

* Start Date 7/7/25 4:57 AM (UTC-05:00) New York - Eastern Time (ET)

* End Date 7/7/25 4:57 AM (UTC-05:00) New York - Eastern Time (ET)

Manage Times

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

Overview ?

Search

Saved Search Last hour

Search Results ?

View ☒ Flat List ☐ Hierarchy

Actions View Schedule New Process Resubmit Put On Hold Cancel Process Release Process View Log

Name	Process ID	Status	Scheduled Time	Submission Time
Create Customer Statements: Subprocess	5709905	Succeeded	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
Create Customer Statements	5709904	Paused	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
ESS job to run Bulk ingest to OSCS	5709903	Wait	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT
ESS process to check Search Cloud Service availability	5709902	Wait	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT

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

Name	Process ID	Status	Scheduled Time	Submission Time
Create Customer Statements: Subprocess	5709905	Succeeded	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
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

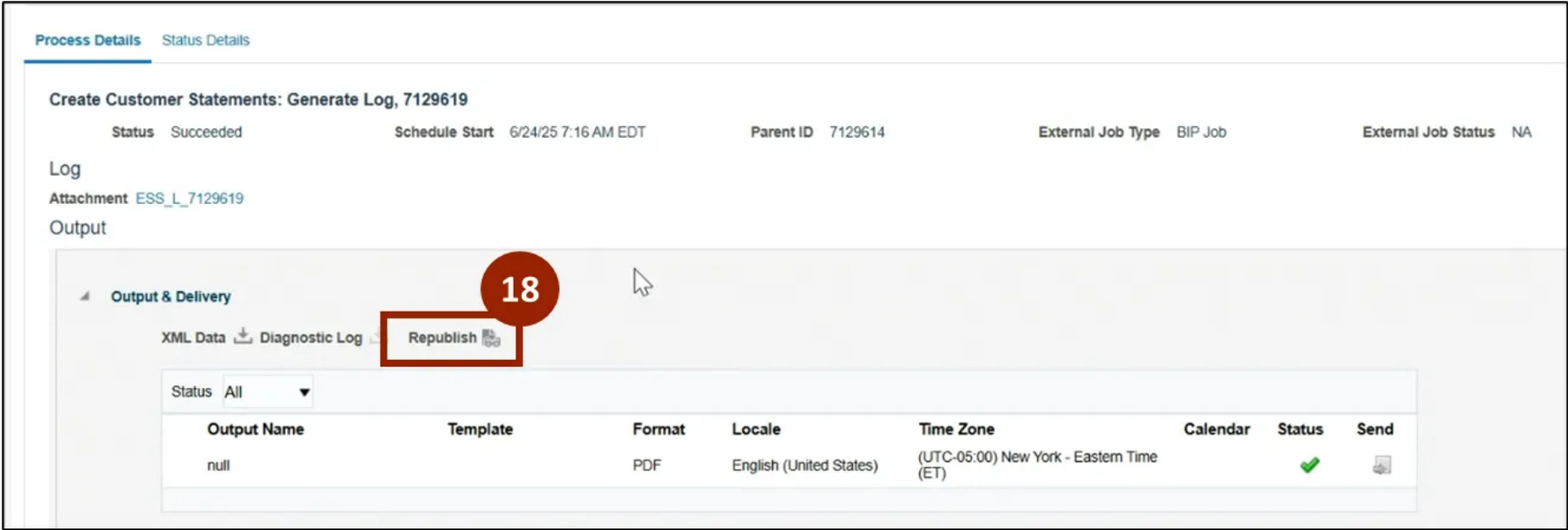
Parameter Names with Values

Transaction Business Unit	5200 DEPARTMENT OF ADULT CORRECTION	From Customer Number	As-of Date	2025-06-26	Message 2	Message 7
Generate Bill	Print a draft statement for a customer	To Customer Number	Transaction Type	Primary Salesperson	Message 3	
Bucket	Statement	Site	Draft Email		Message 4	
From Customer	bekabxl y z	Cycle	Monthly		Message 5	
To Customer	bekabxl y z	Statement Date	2025-03-31	Message 1	Message 6	

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



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](#)

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