

AR-24 Manage Receivable Credit Memos

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to Manage Receivable Credit Memos in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process of Manage Receivable Credit Memos. This process provides information on applying methods to calculate and manage tax amounts on invoices accurately.

Manage Receivables Credit Memos

To approve expenses via the notification bell icon, please follow the steps below. There are 16 steps to complete this process.

Step 1. Log in to the NCFS portal using the **Company Single Sign-On (SSO)** button.

Step 2. Enter your **@dac.nc.gov** email address.

Step 3. Click **Next**, then enter your **password**.

Note: The system will automatically sign on using SSO and log in to NCFS. After the first login using SSO, future access may not require credentials. If SSO is not available, enter credentials manually within the **Username** and

Password fields, then click **Sign-In**.

Step 4. Navigate to the **Home** page.

Step 5. Click on the **Receivables** tab.

Step 6. Click on **Billing**.

Image



Step 7. On the **Billing** page, click the **Search** icon.

Image

Accounts Receivable ? All business units ▾ [Review Customer Accounts](#)

Receipt Batches

0

Lockbox Exceptions

0

Unapplied Receipts

0

[Show Graph](#)

View ▾ Detach Post Approve ▾ Confirm ▾

Batch Type	Status	Batch Number	Date	Control Count	Actual Count	Control Total
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Step 8. Enter the Transaction Number and click **Search**.

Image

**** At least one is required**

**** Transaction Number**

23000

**** Transaction Date**

m/d/yy

**** Bill-to Customer Account Number**

Search Reset

Step 9. Click the **relevant invoice** from the **Search** list.

Image

Manage Transactions ? Done

Search Advanced Saved Search All Transactions_1

Actions View Detach

	Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number	Transactions	
											Medicaid Share	Non-Medicare Share
▶	23000	Manual	Invoice	NC Standard Invoice	Yes	Sunny O. Okoroji	111.06 USD	11/20/23	2500 DHHS HE...			
▶	23000	Manual - DAC	Invoice	DAC Standard Invoice	Yes	ALAMANCE COUNT...	2,135.00 USD	7/7/25	5200 DEPARTM...			

Step 10. Click **Credit Transaction** from the Actions list.

Image

NCFS

North Carolina Fiscal Services

Home

Star

Flag

Bell

AK

Review Transaction: Invoice 23000 ?

General Information | Show More

Business Unit5200 DEPARTMENT OF ADULT CORRECTION

Transaction SourceManual - DAC

Transaction TypeDAC Standard Invoice

Transaction Number23000

Document Number

StatusComplete

Transaction Date7/7/25

Accounting Date7/7/25

Salesperson

Invoicing Rule

AttachmentsNone +

Notes

Customer

Bill-to NameALAMANCE COUNTY PARKS

Bill-to Site171237

Ship-to NameALAMANCE COUNTY PARKS

Ship-to Site428629

Actions

View Image

Save

Incomplete

Cancel

Credit Transaction

Submit a Dispute

Manage Adjustments

Review Installments

Review Distributions

Duplicate

Account in Final

Account in Draft

View Accounting

View Balance Details

View Transaction Activities

USD US Dollar

2,135.00

2,000.00

135.00

0.00

0.00

Payment TermsNET 30

Due Date8/6/25

Step 11. Enter **DAC Credit Memo** in the Transaction Type field.

Step 12. Select the **reason** for credit from the Credit Reason field.

Image

Credit Transaction ?

Save

Complete and Close

Cancel

USD - US Dollar

Original Transaction

Number

23000

Business Unit

5200 DEPARTMENT OF ADULT CORRECTION

Customer

ALAMANCE COUNTY PARKS

Customer Account

117012

Original Amount

2,135.00

Activity

0.00

Current Balance

2,135.00

▲ Credit Memo

* Transaction Source

Manual

* Transaction Type

DAC Credit Memo

Transaction Number

Document Number

Transaction Date

7/8/25

* Accounting Date

7/8/25

Credit Reason

Discount

Customer Reference

Reference

Attachments

None

Notes

☐ Intercompany

Special Instructions

Comments

Medicaid Share

Non-Medicare Share

Context Value

Exclude From Netting

☐

Delivery Date for Tax Point Date

m/d/yy

Regional Information

Context Value

Step 13. Navigate to the **Transaction Amounts** section, locate the relevant line item for which the credit is being issued.

Step 14. In the **Amount** field, enter the **amount** to be credited, making sure to use a **minus sign (-)** before the number (e.g., -500.00).

Step 15. Click **Save**.

Step 16. Click **Complete and Close**.

Image

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16

Credit Transaction ?

USD - US Dollar

Original Transaction

Number 23000
Business Unit 5200 DEPARTMENT OF ADULT CORRECTION

Customer PALAMANCE COUNTY PARKS
Customer Account 117012

Original Amount 2,135.00
Activity 0.00
Current Balance 2,135.00

Credit Memo

* Transaction Source Manual

* Transaction Type DAC Credit Memo

Transaction Number

Document Number

Transaction Date 7/8/25

* Accounting Date 7/8/25

Credit Reason Discount

Customer Reference

Reference

Attachments None

Notes

☐ Intercompany

Special Instructions

Comments

Medicaid Share

Non-Medicare Share

Context Value

Exclude From Netting

Delivery Date for Tax Point Date midy

Regional Information

Context Value

Transaction Amounts ?

☒ Automatically derive tax from lines

Section	Original Amount	Credit		Current Balance	Remaining Balance
		Credit Percentage	Amount		
Line	2,000.00	20	-400.00	2,000.00	1,600.00
Tax	135.00	20	-27.00	135.00	108.00
Freight	0.00			0.00	0.00

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Wrap-Up

NCFS users can reference the Manage Receivable Credit Memos using the steps above.

Additional Resources

- Instructor Led Training (ILT)
 - [AR107: Manage Billing](#)

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