

AR-25 Manage and Approve Receivables for Adjustments

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to Manage and Approve Receivables for Adjustments in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process of Manage and Approve Receivables Adjustments. This process provides information on how to create adjustments and the approval process for adjustments.

Manage Adjustments in Receivables

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

Create Adjustments

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.

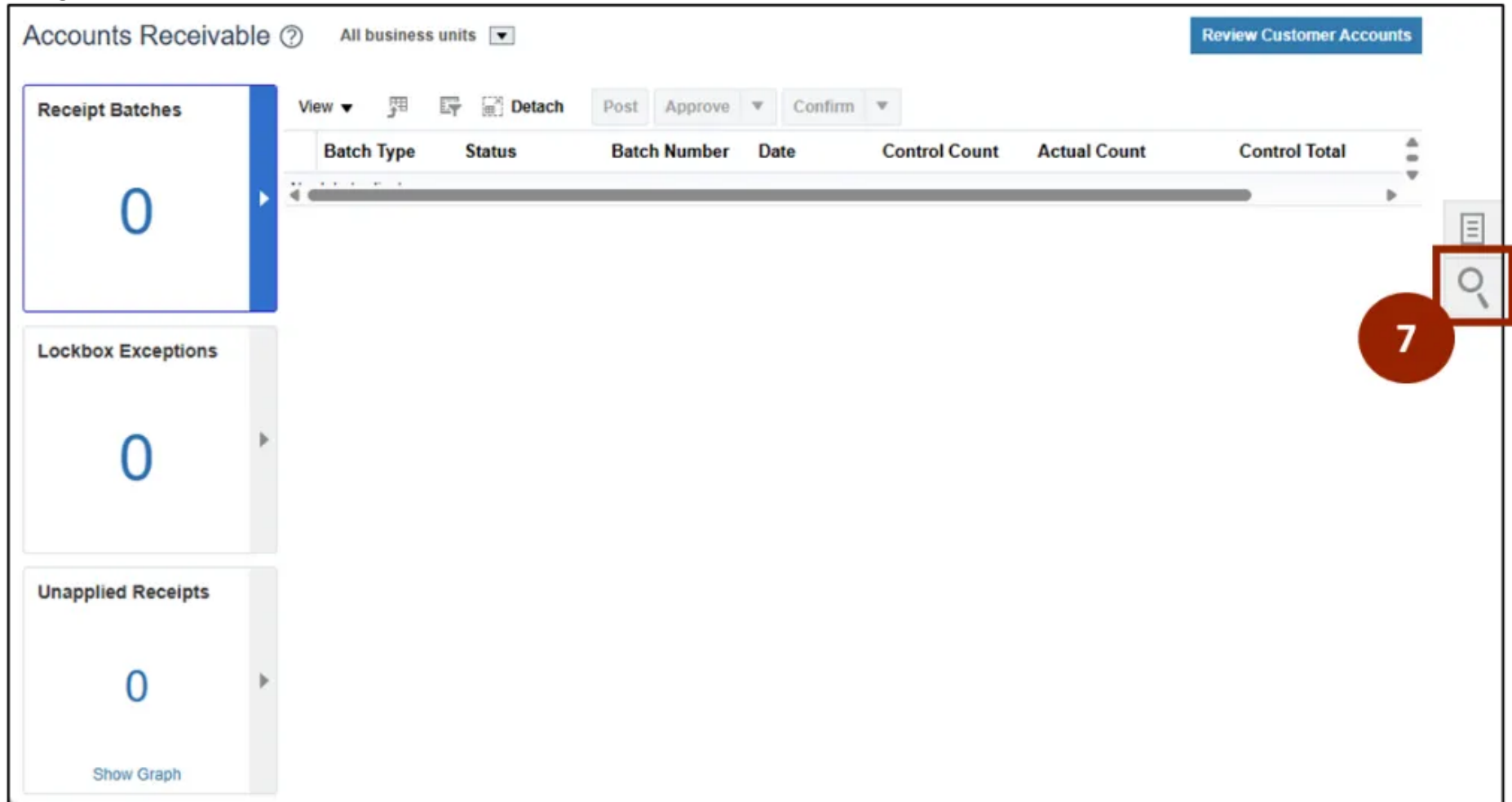
Step 6. Click on **Billing**.

Image



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

Image



Step 8. Enter the Transaction Number and click Search.

Image

Transaction Number
23000

Transaction Date
m/d/yy

Bill-to Customer Account Number

Search Reset

** At least one is required

Step 9. Click the **Plus (+)** icon to create an adjustment.

Image

Manage Adjustments: Invoice 23000

Actions View **+** Submit Withdraw

Number	Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
No data to display.								

Details

Transaction Distribution Adjustment Reason

Account Description Comments

Document Number

Chargeback Number

Step 10. Enter **5200 DAC Adjustment** in the **Receivables Activity** field.

Step 11. Select **Line Adjustment** from the **Adjustment type** option.

Step 12. Enter the **specific amount** to be adjusted in the **Adjustment Amount** field.

Step 13. Provide the relevant reason for the adjustment in the **Adjustment Reason** field.

Step 14. Add any necessary comments or additional details in the **Comment** field.

Step 15. Click **Submit**.

Image

The image shows a 'Create Adjustment' form with the following fields and callouts:

- 10**: Points to the 'Receivables Activity' dropdown menu, which is set to '5200 DAC Adjustment'.
- 11**: Points to the 'Adjustment Type' dropdown menu, which is set to 'Line Adjustments'.
- 12**: Points to the 'Adjustment Amount' text input field, which contains '500.00'.
- 13**: Points to the 'Adjustment Reason' dropdown menu, which is set to 'Charges'.
- 14**: Points to the 'Comments' text area, which contains 'Additional Charges'.
- 15**: Points to the 'Submit' button.

Other visible fields include:

- 'Includes Tax' set to 'No'.
- 'Adjustment Date' set to '7/8/25'.
- 'Accounting Date' set to '7/8/25'.
- 'Installment Number' set to '1 2025-08-06'.
- 'Installment Balance' set to '2,135.00 USD'.
- 'Document Number' (empty).
- 'Chargeback Number' (empty).
- 'Adjustment Status' (empty).
- 'Transaction Distribution' set to '5200-700225-00005000-0000000-000'.
- 'Regional Information' dropdown menu.
- 'Cancel' button.

Step 16. Once the adjustment is created, it is automatically routed to the designated approver for review.

Image

Image

The screenshot displays the NCFS Billing system interface. On the left, there are two summary boxes: 'Incomplete' with 0 items for 0-10 Days and 42 items for 10+ Days, and 'Adjustment Approval' with 1 item for the Current Period and 0 items for 10+ Days. A red box labeled '1' highlights the 'Adjustment Approval' box. The main area shows a table of transactions with columns: Transaction Number, Source, Class, and Customer. A red box labeled '2' highlights the 'Transaction Number' column. The table lists several transactions, including 413202, 35002, 91073, 382239, 15008, 15006, 354202, and 233131, all with a 'Manual' source and 'Invoice' class. The customer names include CALDWELL MEMORIAL HOSPITAL INC, BLACK RIVER HEALTH SERVICES, Swain Community Hospital, TENDER HEARTS HOME CARE LLC, and ACCORDIUS HEALTHWINSTON SALEM.

Transaction Number	Source	Class	Customer
413202	Manual	Invoice	CALDWELL MEMORIAL HOSPITAL INC
35002	Manual	Invoice	BLACK RIVER HEALTH SERVICES
91073	Manual	Invoice	Swain Community Hospital
382239	Manual	Invoice	TENDER HEARTS HOME CARE LLC
15008	Manual	Invoice	Kingdom 1st Home Care, LLC
15006	Manual	Invoice	ACCORDIUS HEALTHWINSTON SALEM
354202	Manual	Invoice	UNITED HOME CARE, INC
233131	Manual	Invoice	

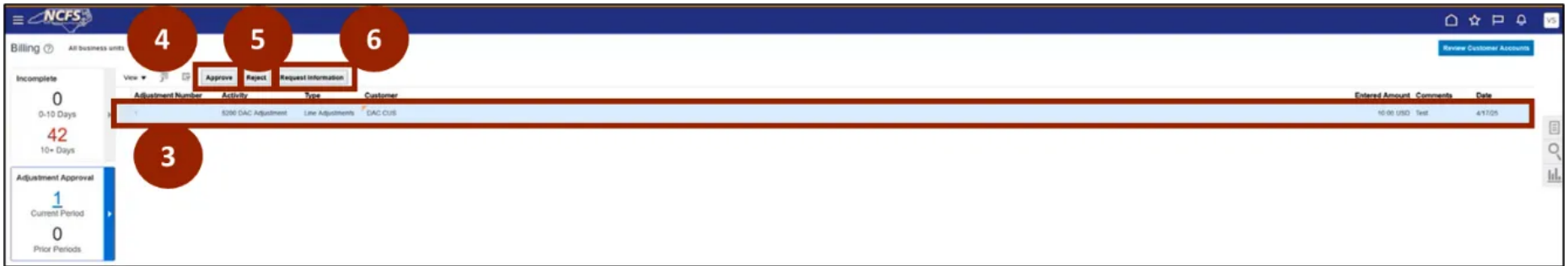
Step 3. Click the **adjustment** to view details.

Step 4. Click **Approve** to approve the adjustment.

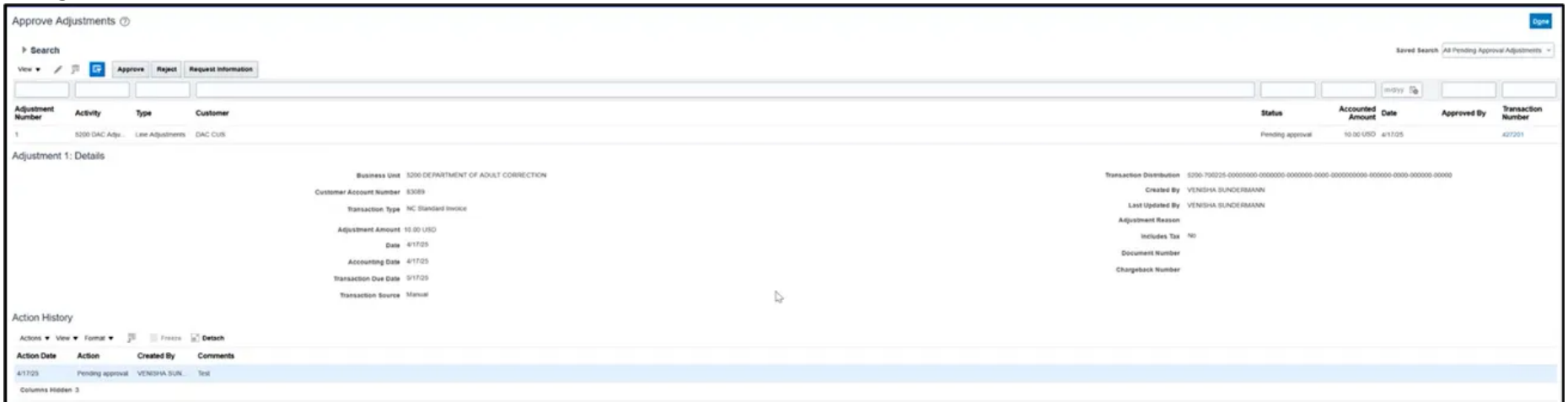
Step 5. Click **Reject** to deny the adjustment.

Step 6. Click **Request Information** if additional details are needed for the specific adjustment.

Image



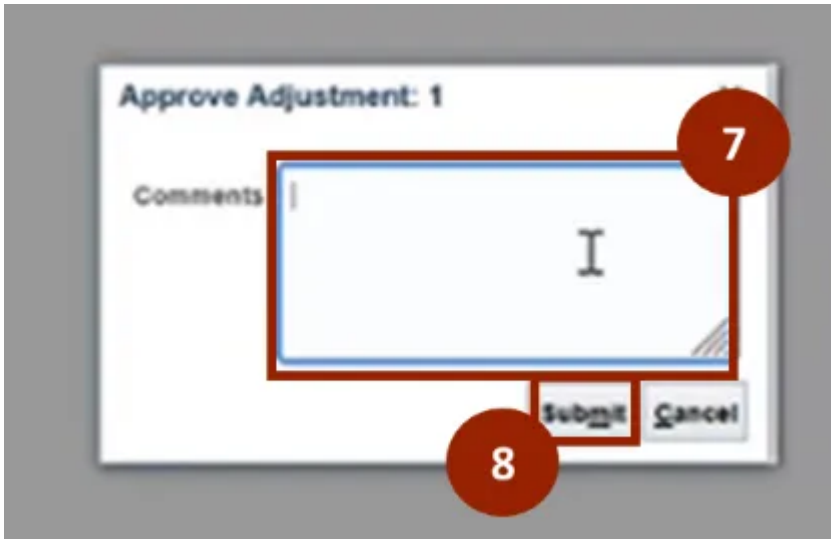
Image



Step 7. When approving, rejecting, or requesting additional information, you can add comments in the comment box (optional).

Step 8. Click **Submit**.

Image



Wrap-Up

NCFS users can reference the Manage and Approve Receivables Adjustments using the steps above.

Additional Resources

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

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