AR-27 Issue Credit Memo

Purpose

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

Introduction and Overview

This QRG covers the process to issue a credit memo in NCFS, including both creating a credit memo from an existing invoice and creating a standalone credit memo applied to an invoice.

Issue Credit Memo: From an Invoice

To issue a credit memo in NCFS, please follow the steps below. There are 20 steps to complete this process.

Step 1. Click the **Company Single Sign-On (SSO)** button.

Step2. Enter your **@dac.nc.gov** email address.

Step3. Click **Next**, then enter **password**.

Step4. Navigate to the **Home** page.

Image

Step 5. While on the **Home** Screen, navigate to the **Receivables** tab.

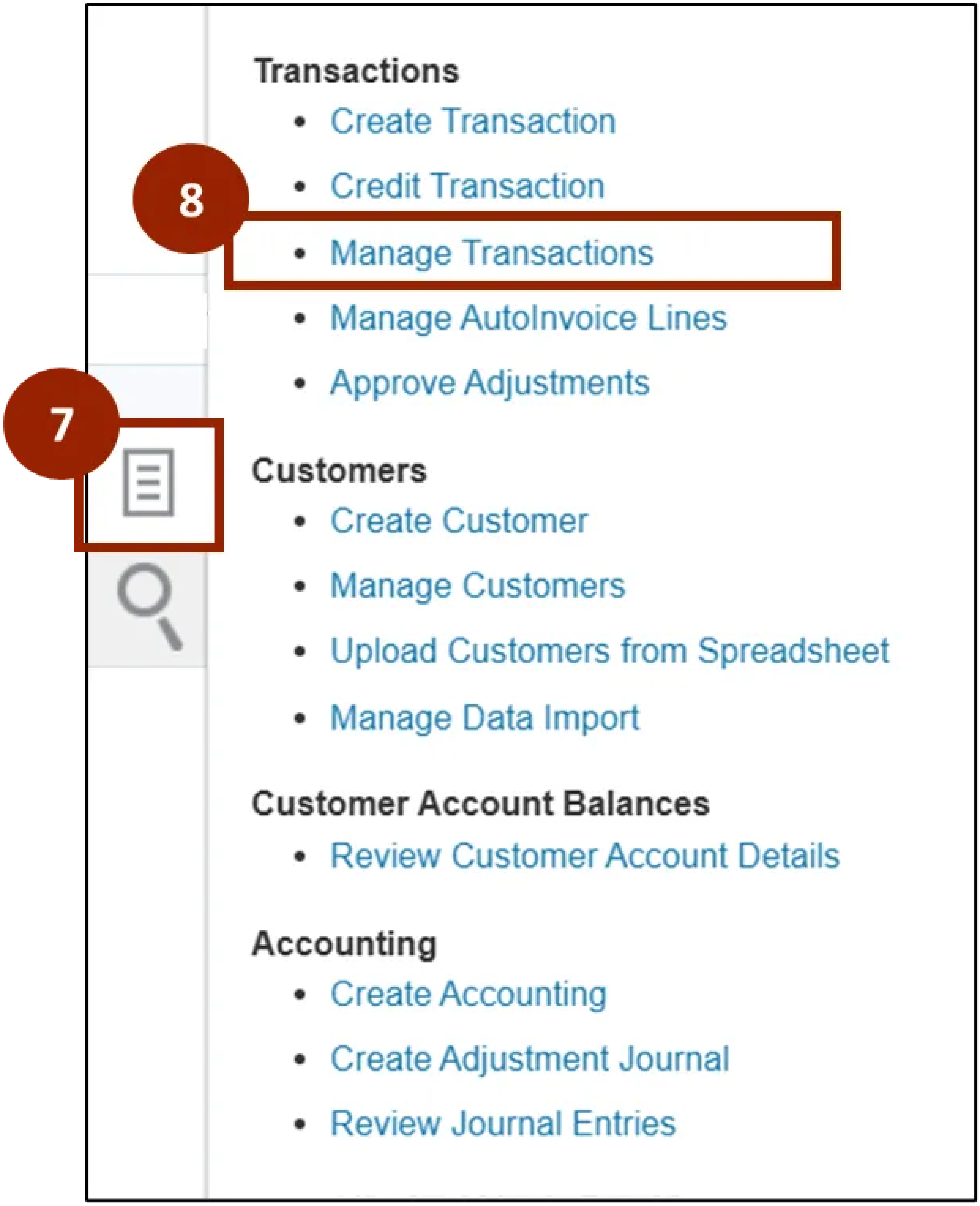
Step 6. In the **Receivables** tab, click on **Billing**.

Image

Step 7. Click the **Task** icon.

Step 8. Under the Transactions heading, click **Manage Transactions.**

Image


Transactions
Create Transaction
Credit Transaction
8
Manage Transactions
Manage AutoInvoice Lines
Approve Adjustments
7
Customers
Create Customer
Manage Customers
Upload Customers from Spreadsheet
Manage Data Import
Customer Account Balances
Review Customer Account Details
Accounting
Create Accounting
Create Adjustment Journal
Review Journal Entries

Step 9. In the **Search** section of the **Manage Transactions** screen, enter **customer or transaction information** within at least one of the fields marked with two asterisks (**) (i.e., Bill-to Customer = “**SIT TEST CUSTOMER 1**”).

Step 10. Click the **Search** button.

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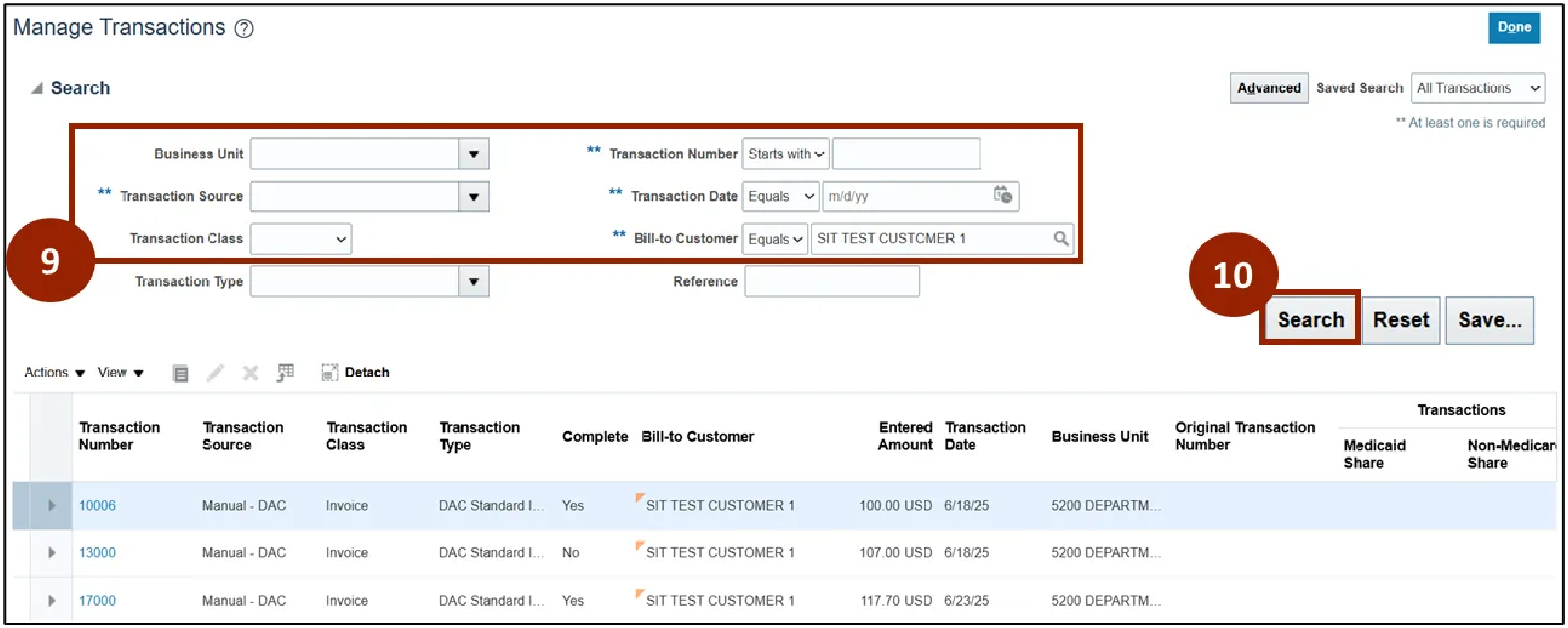
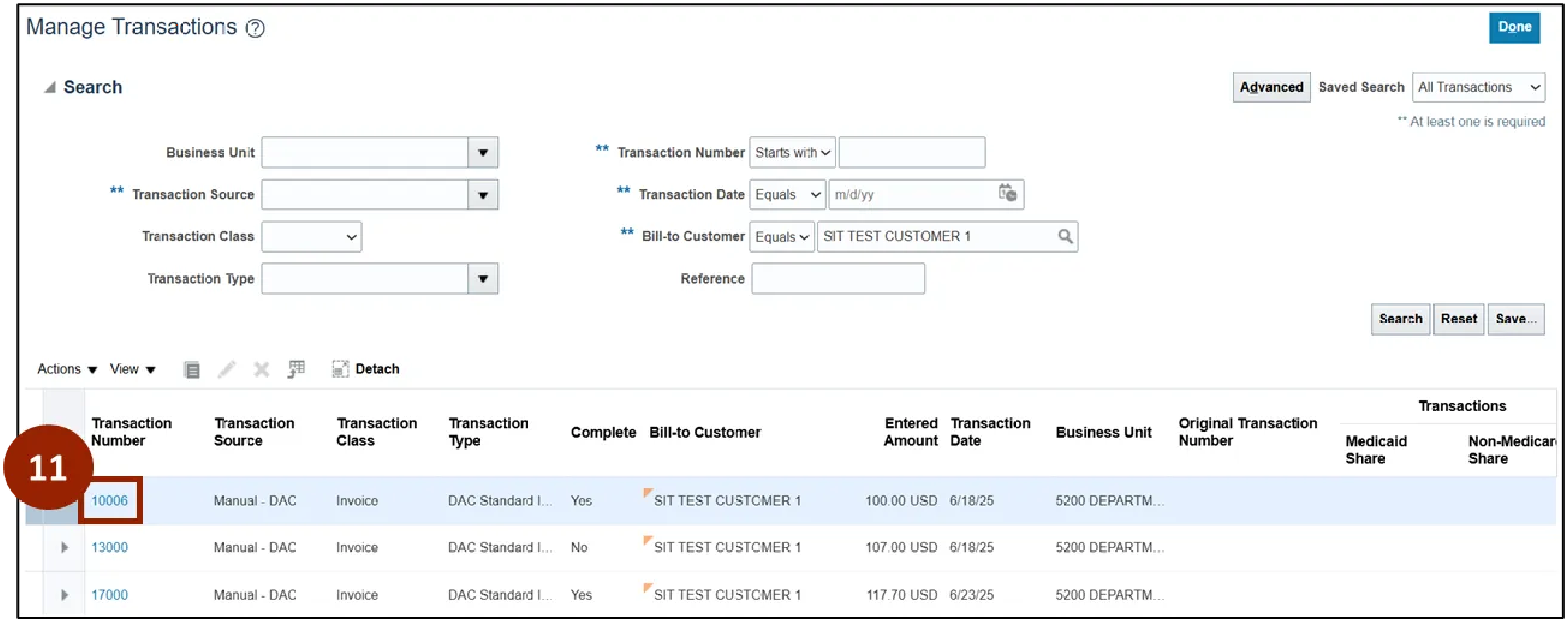


Step 11. Within the **Transaction Number** column of the search results, click the **Transaction Number** link.

Note: Clicking the **Transaction Number** link will open the **Review Transaction** screen for that record.

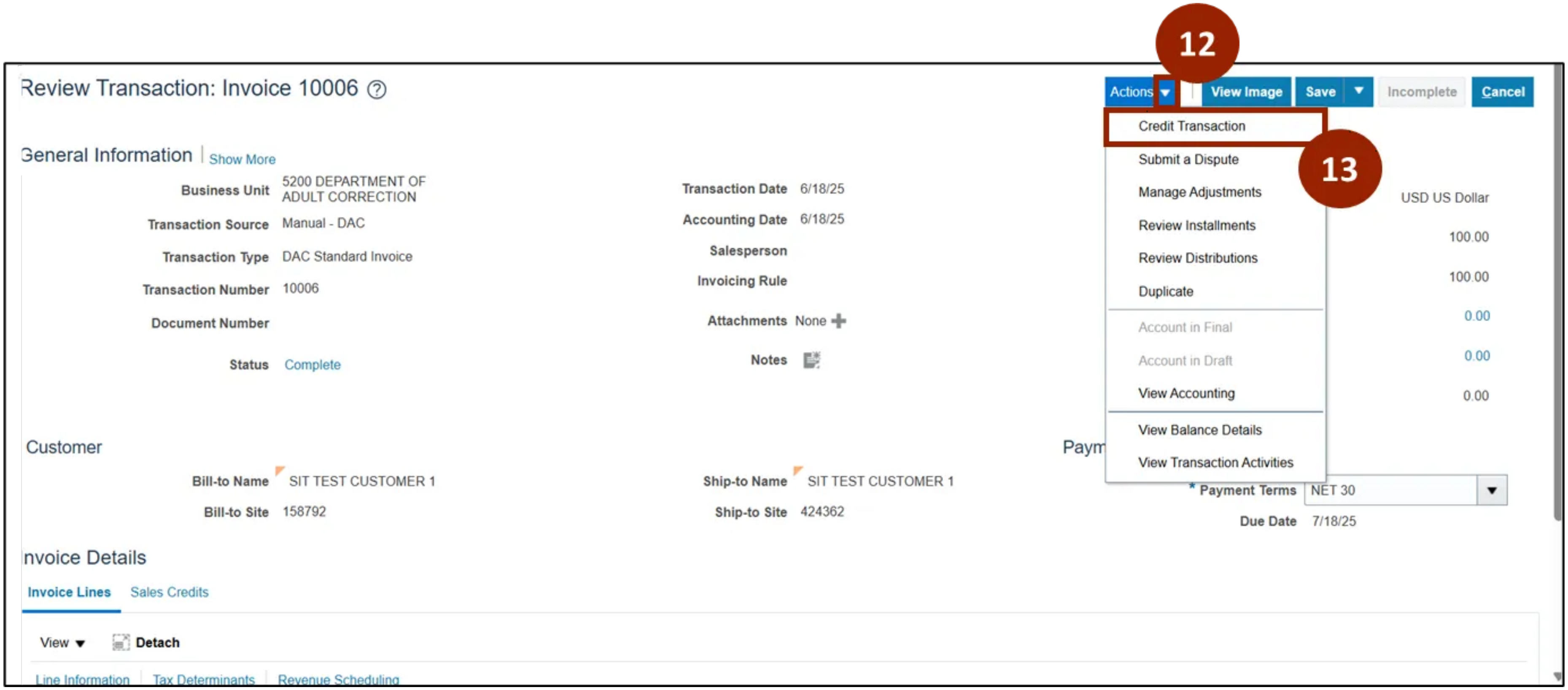
Image



Step 12. Click the **Actions** drop-down.

Step 13. Within the **Actions** drop-down list, click **Credit Transaction**.

Image



Step 14. Within the **Credit Memo** screen, enter the details for the Credit Memo within the required fields (*).

Step 15. Within the Credit column of the **Transaction Amounts** section, enter either the **Credit Percentage** or **Credit Amount**, as applicable.

Step Note: Only one field within the **Credit** column of the **Transactions Amounts** section needs to be completed before proceeding to the next step. Additionally, the **Amount** should be entered as a negative number.

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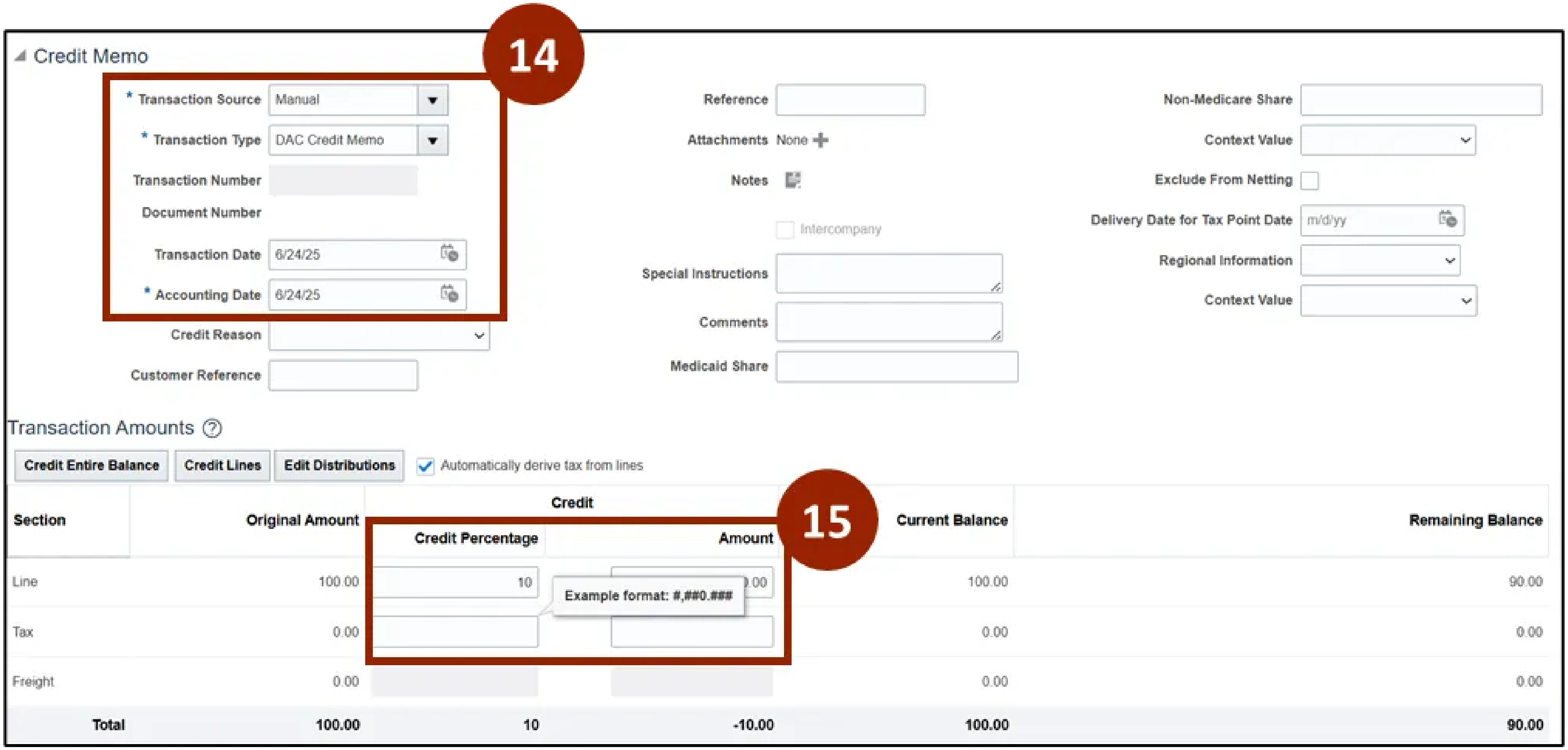
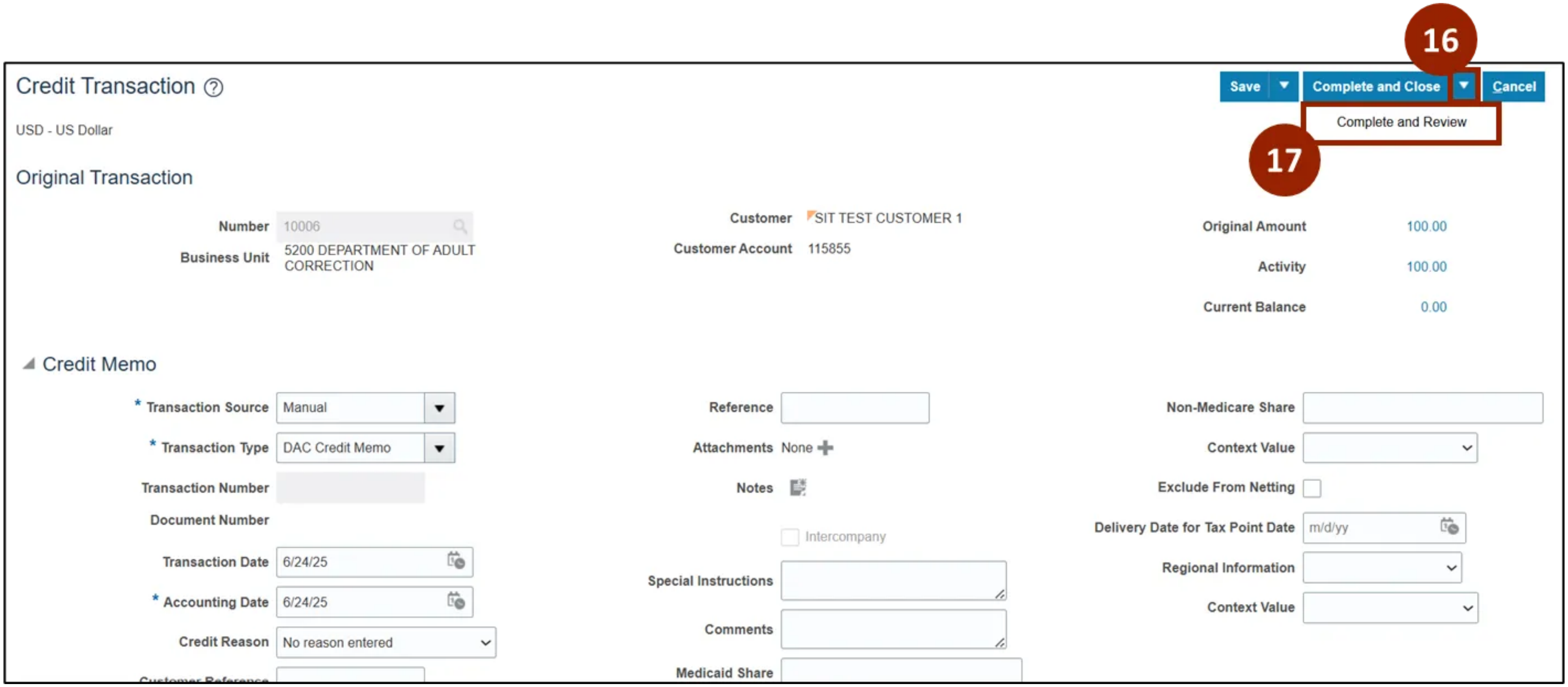


Step 16. Once all mandatory fields within the **Credit Memo** section are complete, click the **Complete and Close** drop-down.

Step 17. From the drop-down list, select **Complete and Review**.

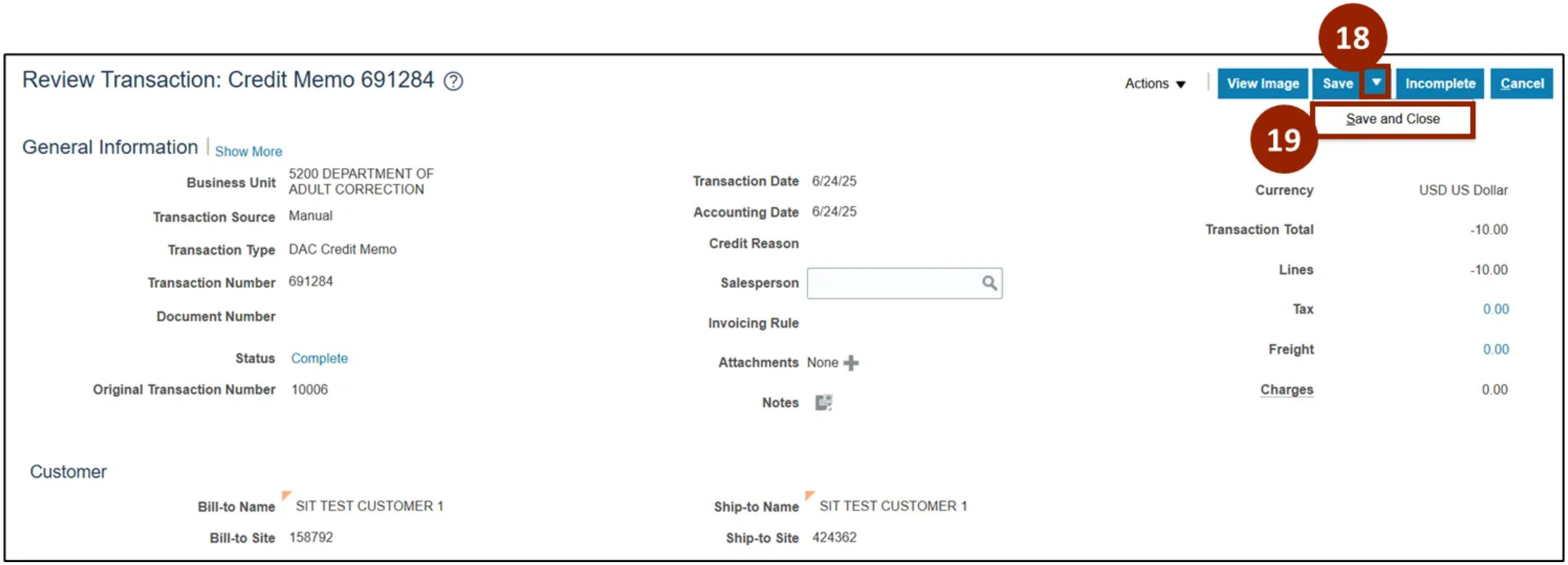
Image



Step 18. Once all information displayed on the **Review Transaction** screen has been verified, click the **Save** drop-down.

Step 19. From the drop-down list, select **Save and Close**.

Image



Step 20. Once saved, an **Information** pop-up confirmation message appears on screen, click **OK** to close the message.

Image

Issue Credit Memo: Standalone

There are 17 steps to complete this process.

Step 1. Begin from the **Home** page, or click the **Home** icon.

Image

Step 2. While on the **Home** Screen, navigate to the **Receivables** tab.

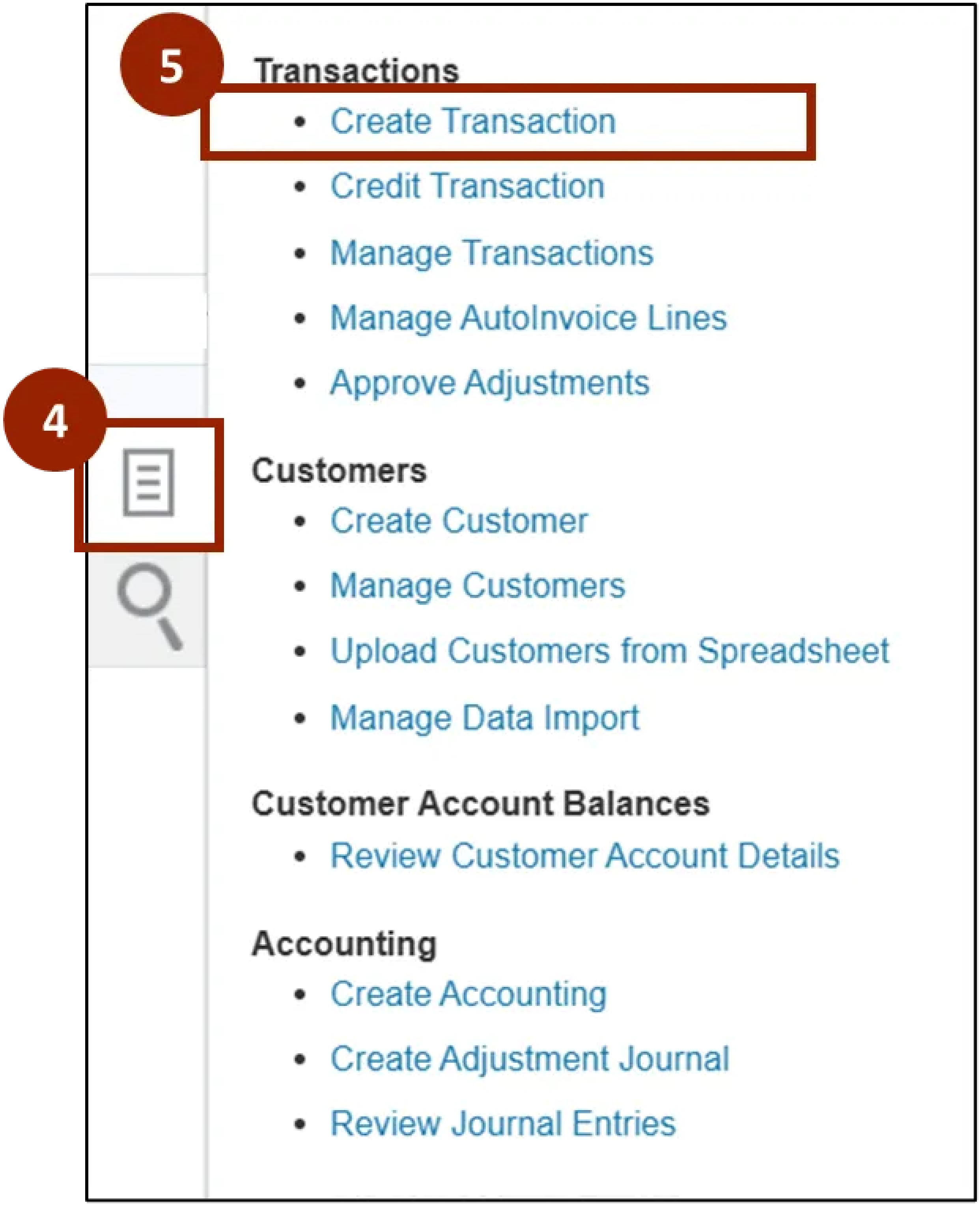
Step 3. In the **Receivables** tab, click on **Billing.**

Image

Step 4. Click the **Task** icon.

Step 5. Under the **Transactions** heading, click **Create Transaction**.

Image


5
Transactions
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Step 6. Within the **Transaction Class** drop-down field, select **Credit memo**.

Step 7. Within the **Business Unit** drop-down field, select **5200 DEPARTMENT OF ADULT CORRECTION**.

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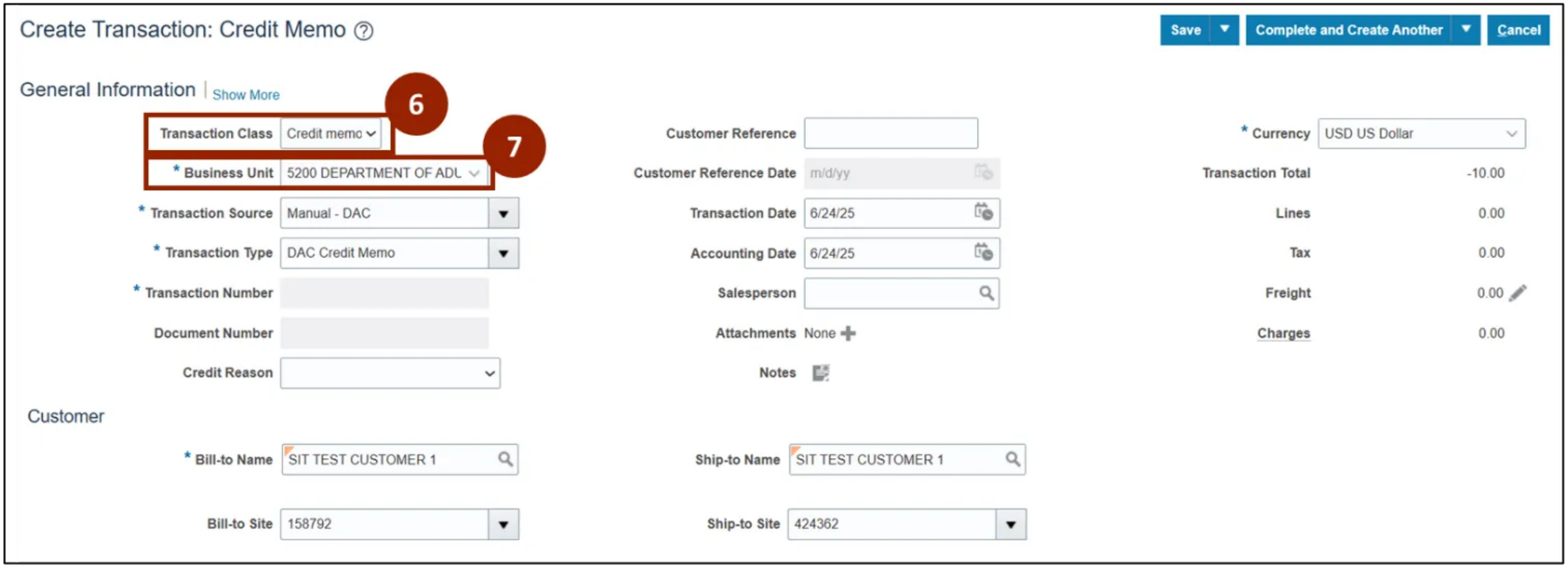

Step 8. Within the **Transaction Source** drop-down field, select **Manual – DAC**.

Step 9. Within the **Transaction Type** drop-down field, select **DAC Credit Memo**.

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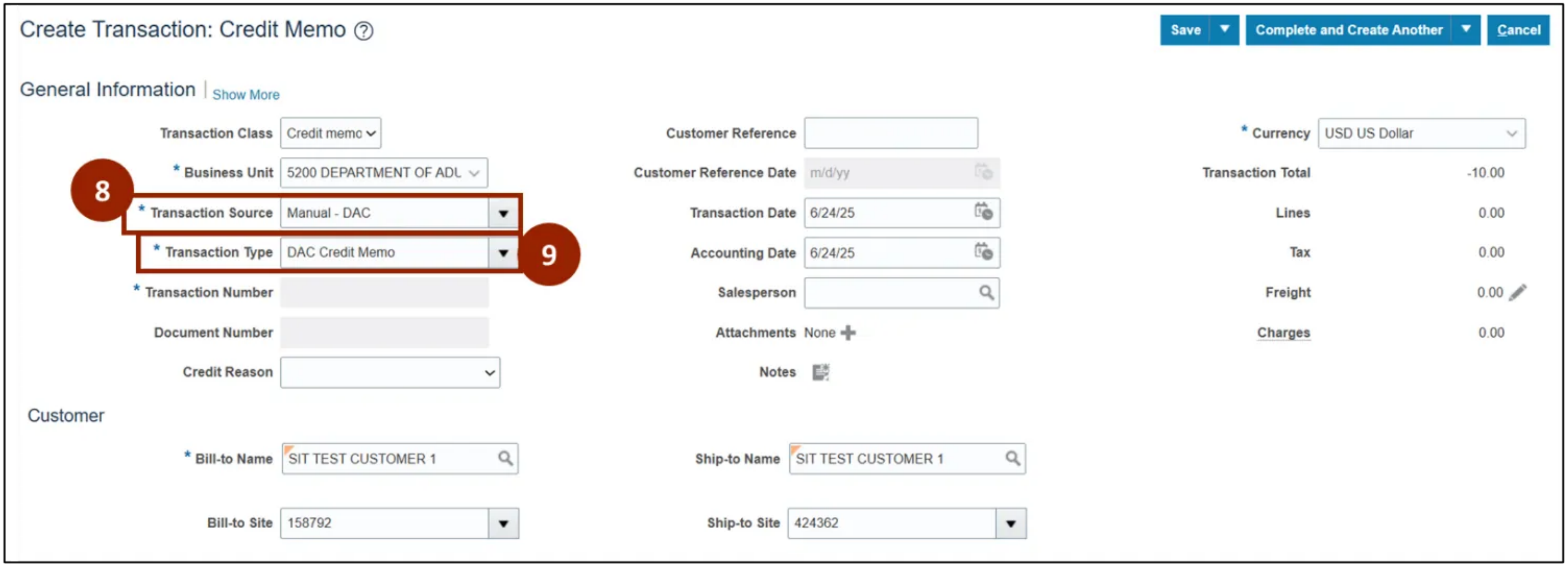


Step 10. In the **Bill-To Name** field, search and select a **customer name** (i.e., SIT TEST CUSTOMER 1).

Step 11. In the **Ship-To Name** field, search and select a **customer name** (i.e., SIT TEST CUSTOMER 1).

Note: If one of the above fields is selected before the other, it may auto-populate, and you can adjust as needed. Other fields, such as **Bill-to Site** and **Ship-to Site**, will also auto-populate.

Image

Step 12. Within the **Credit Memo Lines** table, enter details within each of the **required fields marked with an asterisk** (*).

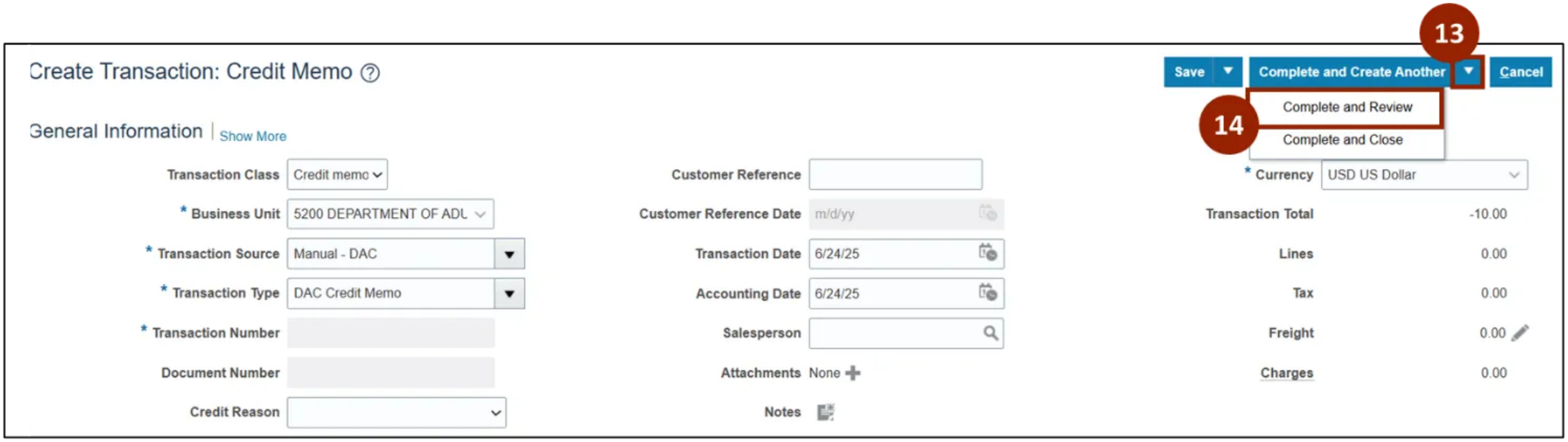
Note: To add multiple credit memo lines, populate the fields for each line. To add another credit memo line, click the **Add (+) icon**.

Image

Step 13. Once all mandatory fields within the **Create Transaction: Credit Memo** screen are complete, click the **Complete and Create Another** drop-down.

Step 14. From the drop-down list, select **Complete and Review**.

Image



Step 15. Once all information displayed on the **Review Transaction** screen has been verified, click the **Save** drop-down.

Step 16. From the drop-down list, select **Save and Close**.

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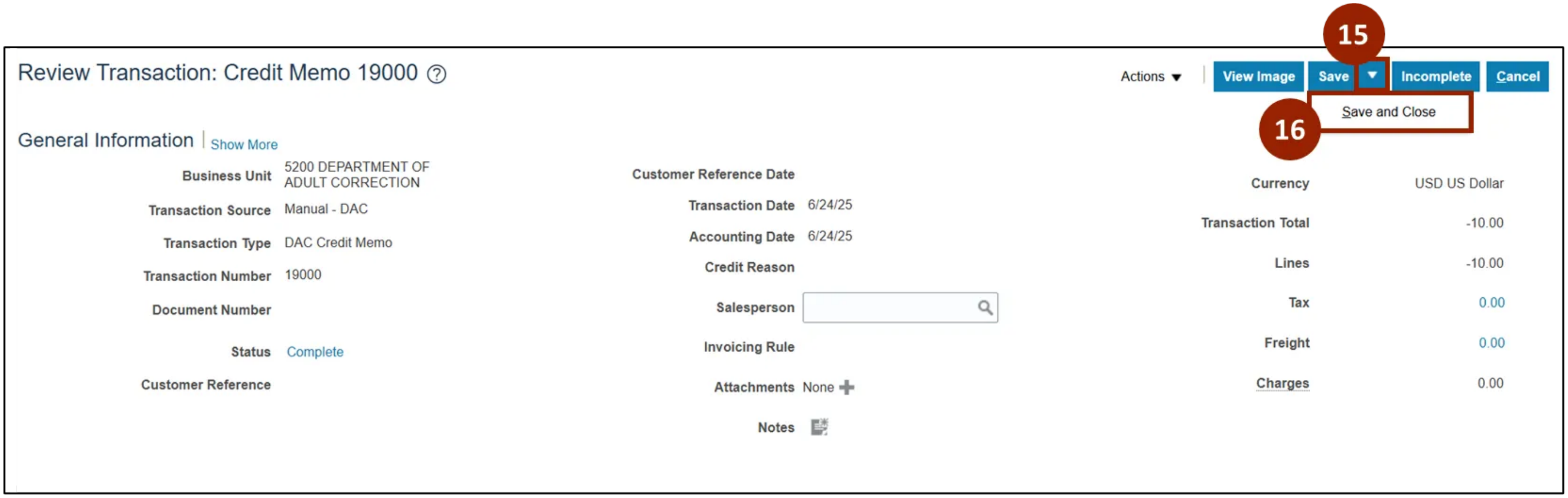

Step 17. Once saved, an **Information** pop-up confirmation message appears on screen, click **OK** to close the message.

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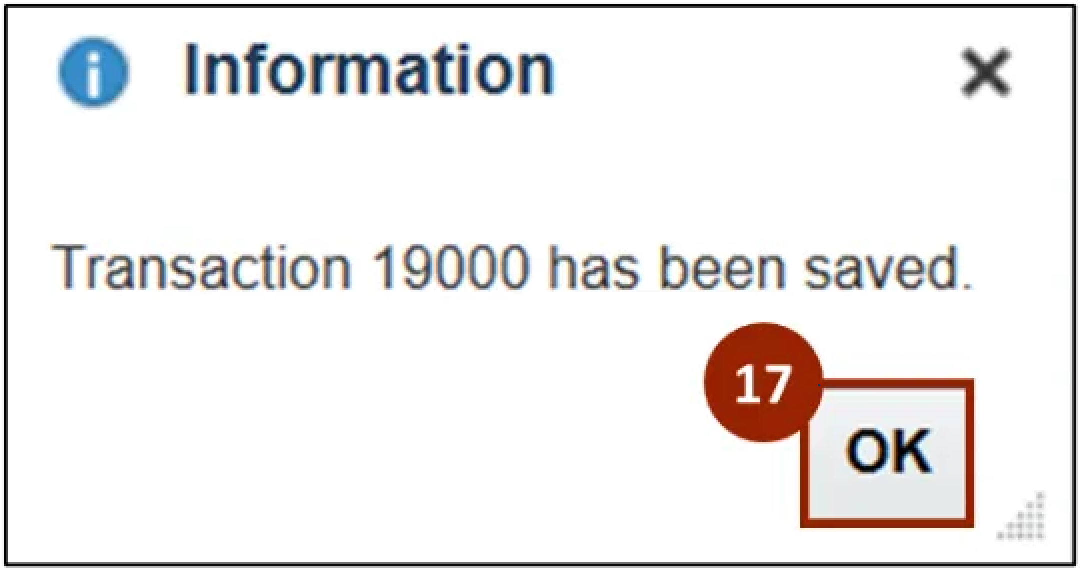

Wrap-Up

NCFS users can issue credit memos to adjust customer accounts, either from an existing invoice or as a standalone entry. This process helps ensure customer balances are accurate and properly documented in the system.

Additional Resources

- Instructor Led Training (ILT)
  - AR108 – Manage Receipts and Cash Applications (Coming Soon)

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