

AR-31 Customer Reports

Purpose

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

Introduction and Overview

This QRG covers the process for running AR customer reports in NCFS.

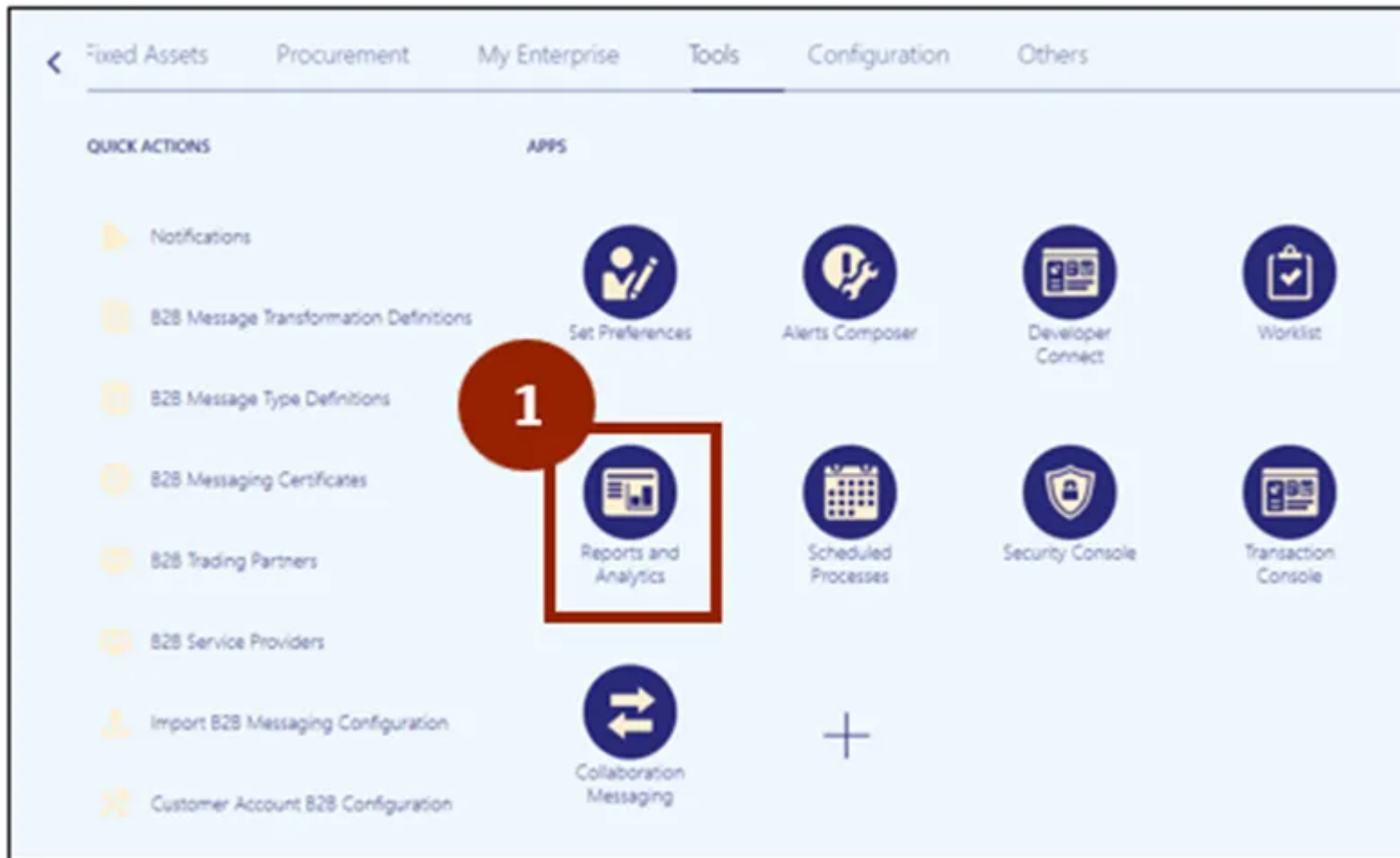
AR Customer Reports

Run an Ad Hoc Report

There are 12 steps to complete this process.

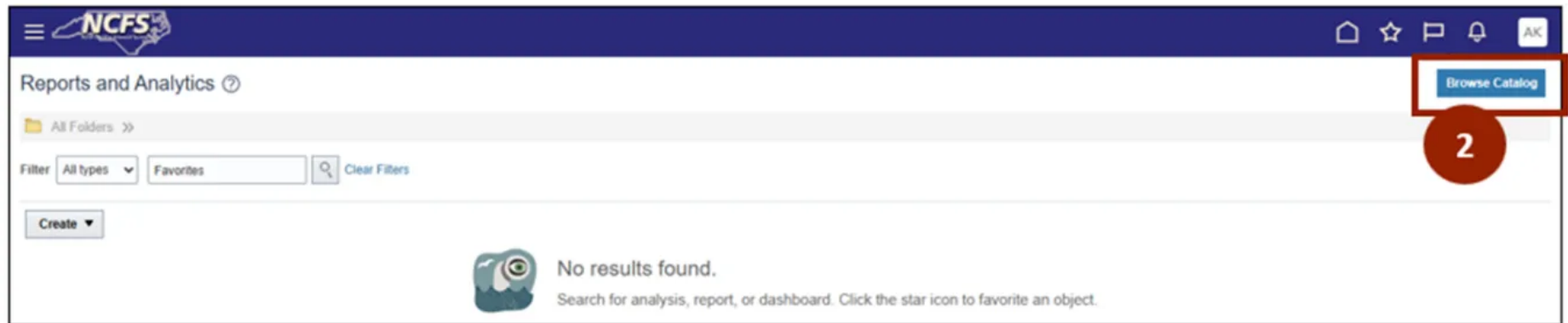
Step 1. On the **Tools** tab of the **Home** page, click on the **Reports and Analytics** app.

Image



Step 2. Click **Browse Catalog**.

Image



Step 3. Select **Shared Folders** from the left-hand side.

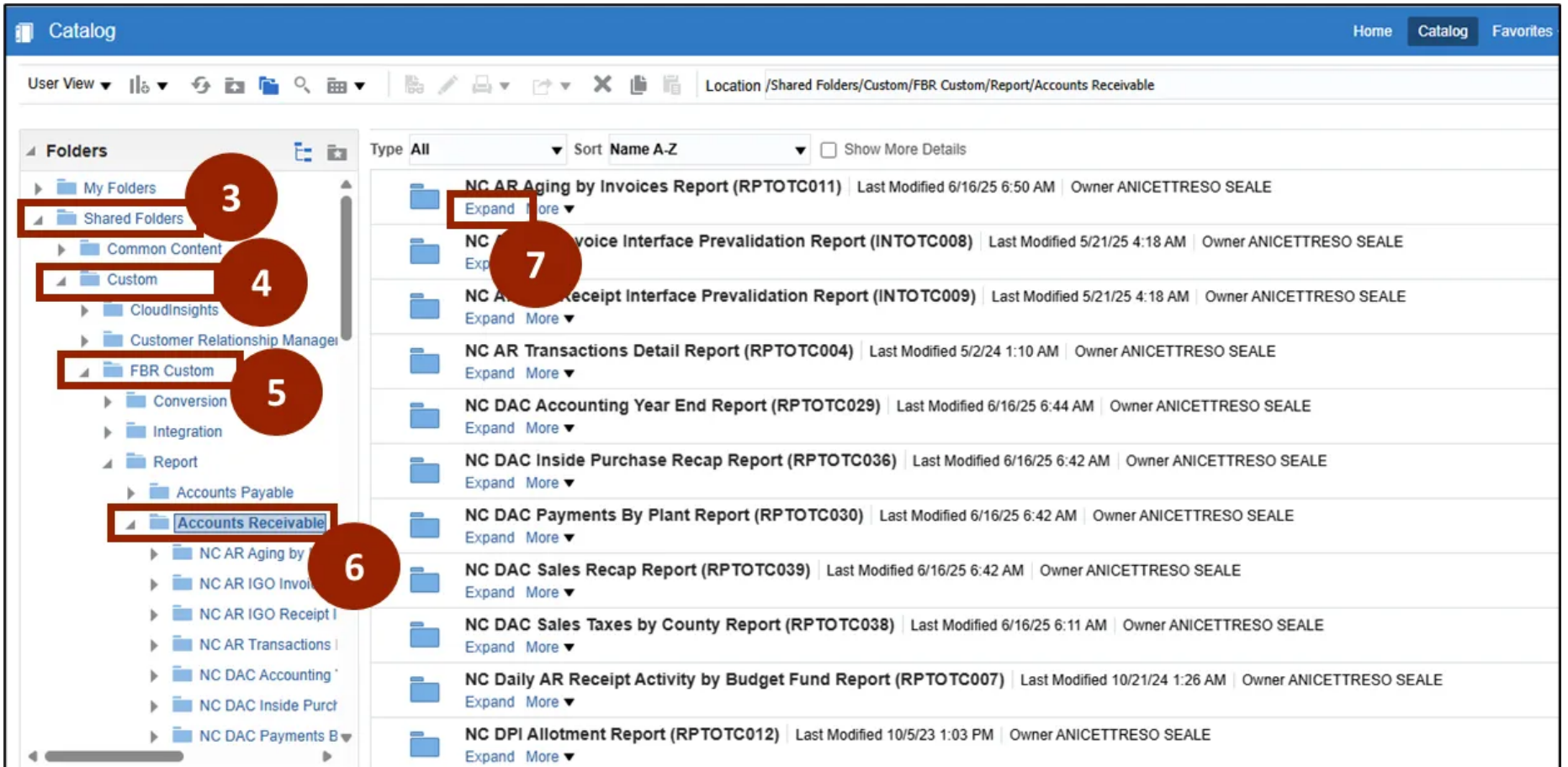
Step 4. Select **Custom**.

Step 5. Select **FBR Custom**.

Step 6. In the Report folder, select **Accounts Receivable**.

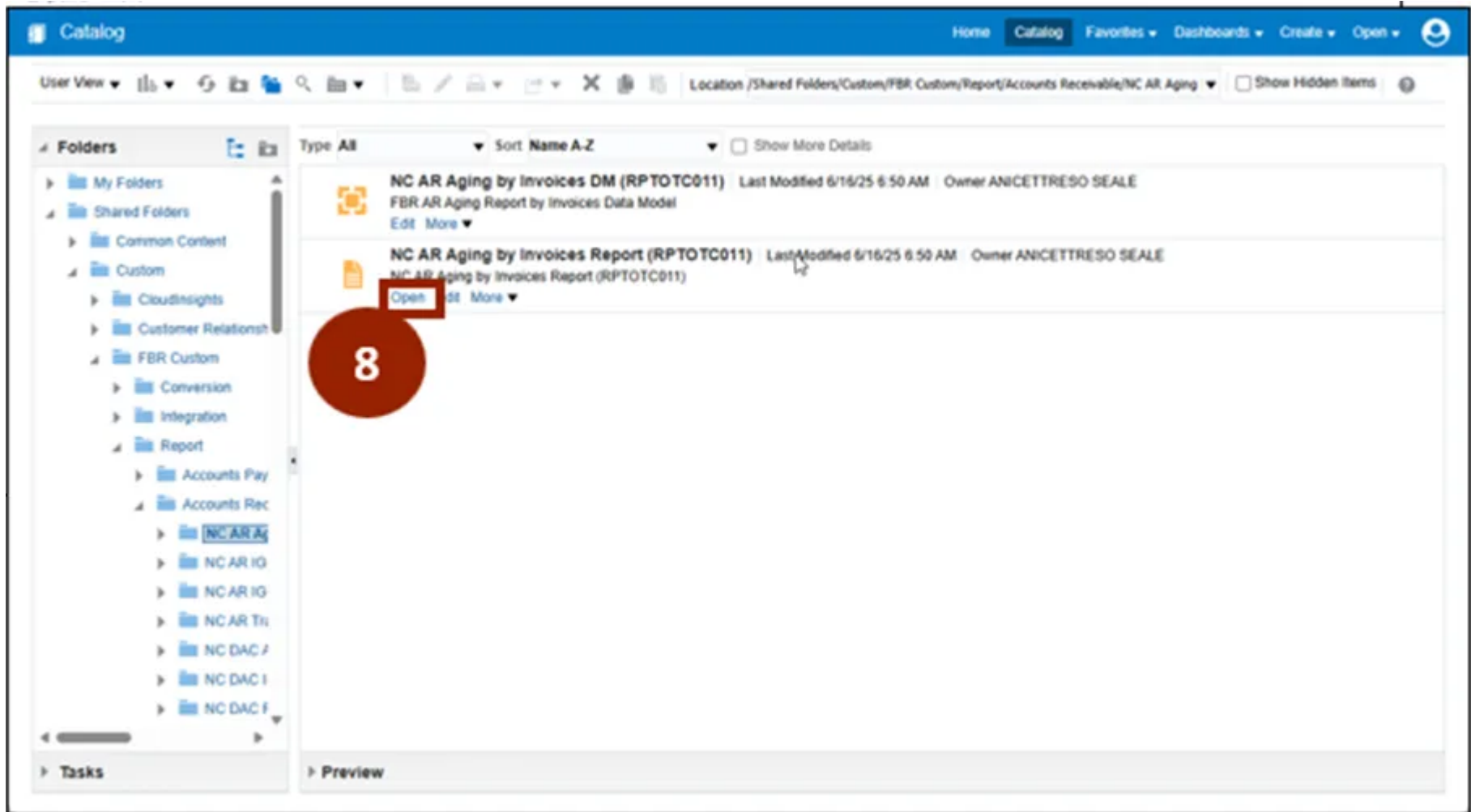
Step 7. Click **Expand** to expand the report to view.

Image



Step 8. Click **Open** to open the report.

Image



Step 9. Fill in the desired fields.

Step 10. Click **Apply**.

Step 11. When available, the screen will say **Report Completed**.

Step 12. Click the **Excel drop-down** to download the report.

Image

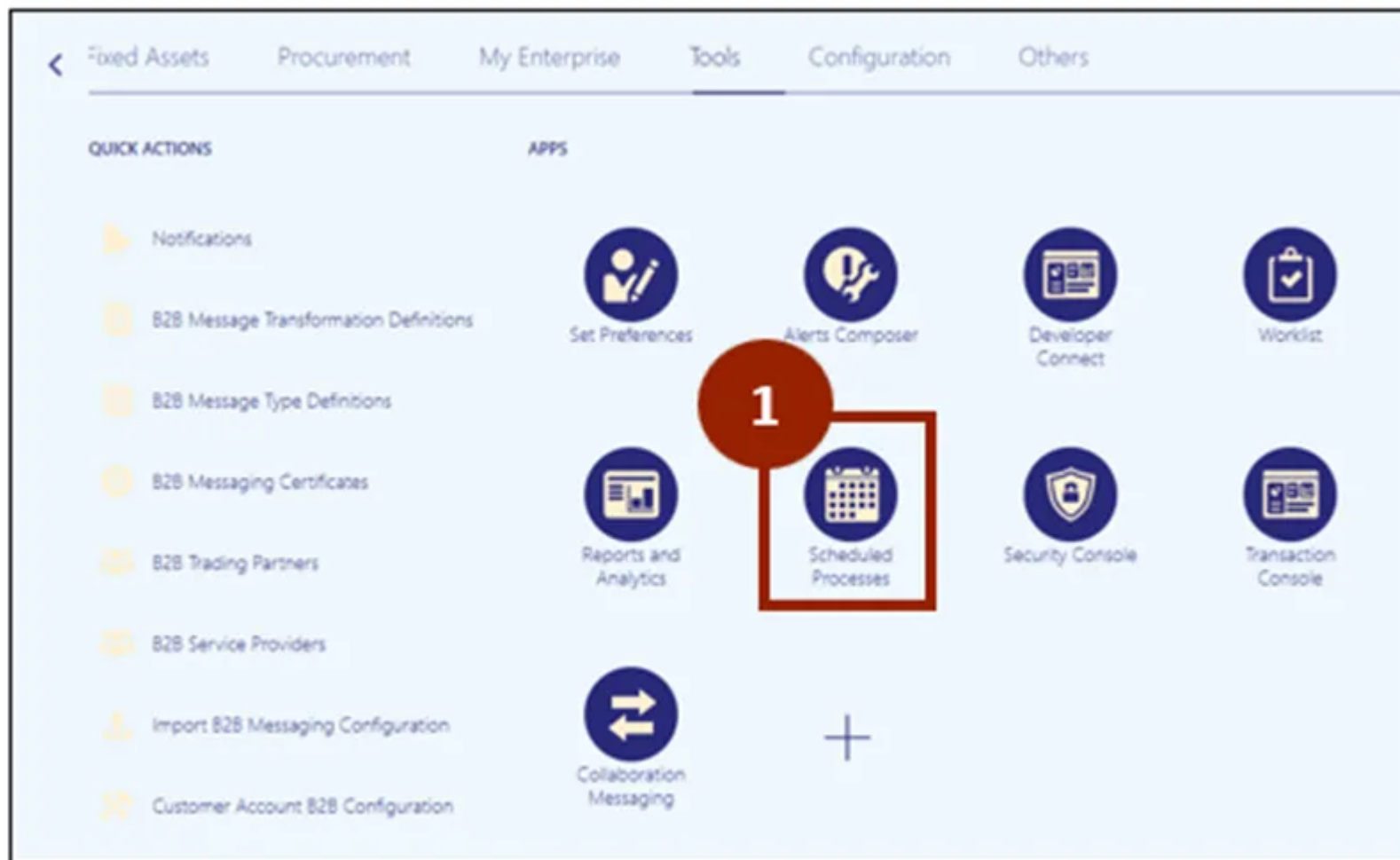
The screenshot shows a software interface for generating a report. At the top, a filter bar (callout 9) contains several dropdown menus: 'Customer Name' (set to 'All'), 'Customer Account Number' (set to 'All'), 'Account Type' (set to 'All'), 'Plant' (set to 'All'), 'Due Date From' (empty), 'Due Date To' (empty), 'Collection Manager' (set to 'All'), and '* Group By' (set to 'Customers'). Below this bar is a 'Profile Class Name' dropdown (set to 'All') and an 'Apply' button (callout 10). The main content area shows a report titled 'NC AR Aging by Invoices...' (callout 12) with a green Excel icon. A 'Report Completed' message box (callout 11) is displayed in the center of the screen.

Run a Scheduled Report

There are 13 steps to complete this process.

Step 1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.

Image



Step 2. Click **Schedule New Process**.

Image

NCFS

Overview ?

Search

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
Rebuild Learning Item Stop Word Index	7229540	Wait	7/23/25 10:45 AM EDT	7/23/25 10:41 AM EDT
Rebuild Learning Item Stop Word Index	7229539	Succeeded	7/23/25 10:40 AM EDT	7/23/25 10:40 AM EDT
Rebuild Learning Item Stop Word Index	7229538	Succeeded	7/23/25 10:40 AM EDT	7/23/25 10:40 AM EDT
ESS job to run Bulk ingest to OSCS	7229537	Wait	7/23/25 10:43 AM EDT	7/23/25 10:38 AM EDT

Step 3. Enter the **name** of the report in the Search field.

Image

Schedule New Process

Type ☒ Job ☐ Job Set

Name

Description Sends dunning letters to delinquent customers.

Step 4. Select the required report from the list.

Step 5. Click **OK**.

NOTE: In NCFS an individual report is called a **Job** and a set of reports are called a **Job Set**.

Image

The screenshot shows a 'Search and Select: Name' dialog box. At the top, there is a search bar with the text 'Send' and a 'Basic' button. Below the search bar are 'Search' and 'Reset' buttons. A table lists various reports with columns for 'Name' and 'Description'. The report 'Send Dunning Letters' is highlighted with a red box and a red circle containing the number 4. At the bottom right, the 'OK' button is highlighted with a red box and a red circle containing the number 5.

Name	Description
Send Date-Based Communication	Schedules and sends a S...
Send Digital Sales Email	Sends email for Digital S...
Send Draft Application Reminder Notifications and Automatically Confirm Applications	Sends reminder notificati...
Send Dunning Letters	Sends dunning letters to ...
Send Early Payment Offers	Sends early payment offe...
Send Fiscal Documents to Tax Authority	Sends the XML version of.
Send Intermediate Shipment Status Update	Sends intermediate ship...
Send Interview Feedback Respondent Request Expiring Notification	Send reminder notificatio...
Send Interview Reminder Notification	Sends the interview remi...
Send Job Application Notification	application noti...

Step 6. Enter the parameters in the required fields:

- Business Unit
- Dunning Configuration Name
- From Customer Name
- To Customer Name
- Draft Mode

Step 7. Click **Submit**.

Note: Each report parameter will be different, and the data generated in the report will depend upon the parameters selected.

Image

Process Details

 This process will be queued up for submission at position 1

Process Options

Advanced

Submit

Cancel

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers.

☐ Notify me when this process ends

Schedule As soon as possible

Submission Notes

Basic Options

Parameters

* Business Unit 5200 DEPARTMENT OF ADULT CORR ▼

* Dunning Configuration Name DAC Aged Dunning ▼

From Customer Name COMMERCE WORKFORCE SOLUTIONS 🔍

To Customer Name COMMERCE WORKFORCE SOLUTIONS 🔍

From Customer Account Number 🔍

To Customer Account Number 🔍

From Collector Name ▼

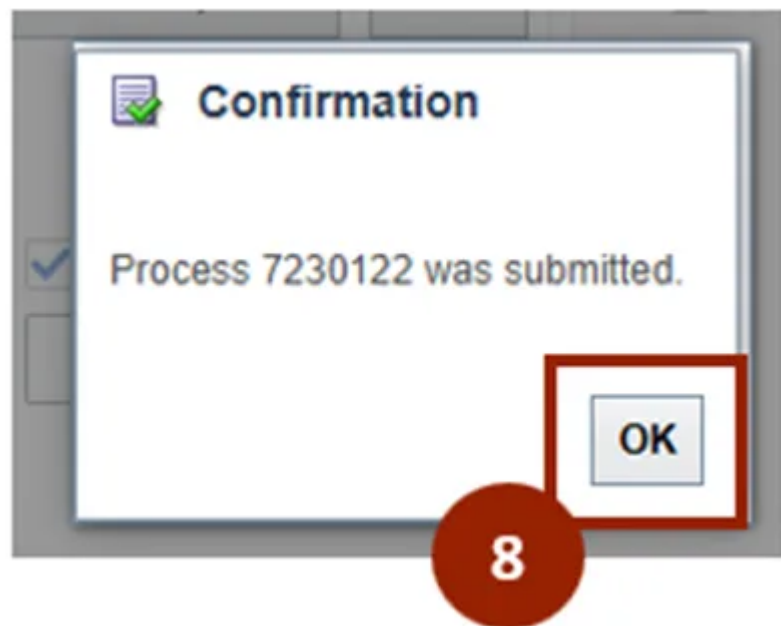
To Collector Name ▼

Order By Customer ▼

Country All ▼

Step 8. A confirmation message will appear. Click **OK**.

Image



Step 9. Check the report status and refresh until the status displays as **Succeeded**.

Step 10. Click **Process Details** to view or download the report.

Step 11. Click **Republish** to download the report in the required format.

Image

Search Results ?

View ☐ Flat List ☒ Hierarchy

Actions View [Schedule New Process](#) [Resubmit](#) [Put On Hold](#) [Cancel Process](#) [Release Process](#) [View Log](#) ↻

	Process ID	Status	Scheduled Time	Submission Time
Dunning Letters	7237477	Succeeded	7/25/25 5:28 AM EDT	7/25/25 5:28 AM EDT
Dunning Delivery	7237481	Succeeded	7/25/25 5:28 AM EDT	7/25/25 5:28 AM EDT

[Process Details](#)

Dunning Delivery, 7237481

Status: Succeeded Schedule Start: 7/25/25 5:28 AM EDT Parent ID: 7237477 External Job Type: BIP Job External Job Status: NA

Log

Attachment: [ESS_L_7237481](#)

Output

Output & Delivery

XML Data [Diagnostic Log](#) [Consolidated Output](#) [Republish](#)

Status: All

Output Name	Template	Format	Locale	Time Zone	Calendar	Status	Send XML Data	Republish
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Step 12. The results are displayed in the selected format.

Image



Not Just Making It Right. Making It Better.

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07/25/2025

COMMERCE WORKFORCE SOLUTIONS
DWS_AccountsPayable@commerce.
RALEIGH,
NC 27699

Subject: Courtesy Reminder - Balance Due Customer ID 560426

Records of the Department of Adult Correction (DAC), Office of the Controller indicate your account is overdue. Please immediately remit the current amount balance listed below.

Payment should be remitted to:

Enterprise Accounting
North Carolina Department of Adult Correction
5220 Mail Service Center
Raleigh North Carolina 27699-5220

We have not yet received payment for the following invoice(s):

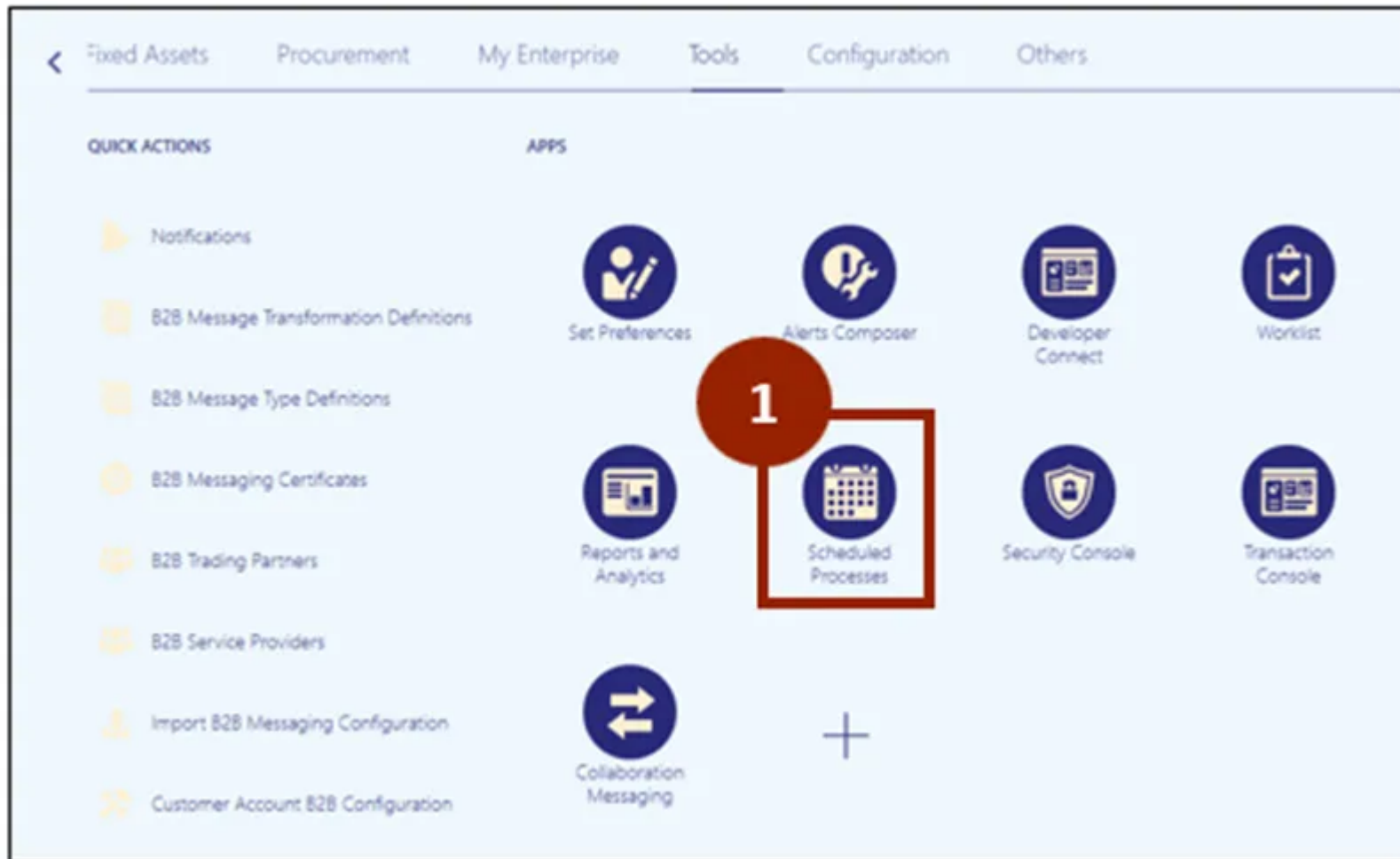
Invoice Number	Customer Number	Purchase Order	Due Date	Original Amount	Current Amount
28000	115972		07/07/2025	120.00	120.00
28003	115972		07/08/2025	10.00	10.00
29003	115972		08/09/2021	10.00	10.00
34003	115972		05/07/2025	100.00	100.00
34004	115972		05/09/2025	300.00	150.00
A15058	115972		09/15/2024	8.00	8.00
A17037	115972		02/16/2025	34.98	34.98
A17243	115972		03/07/2025	8.00	8.00
A17244	115972		03/07/2025	8.00	8.00
A17245	115972		03/07/2025	8.00	8.00
A17246	115972		03/07/2025	8.00	8.00
A18696	115972		06/21/2025	29.00	29.00
A18714	115972		06/21/2025	42.66	42.66

Create a Scheduled Report

There are 17 steps to complete this process.

Step 1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.

Image



Step 2. Click **Schedule New Process**.

Image

The screenshot shows the NCFS Overview page. At the top is a dark blue header with the NCFS logo and navigation icons. Below the header is the 'Overview' section. On the left, there is a 'Search' button and a 'Search Results' section with a 'View' dropdown set to 'Flat List'. A red circle with the number '2' is placed over the 'Schedule New Process' button in the 'Actions' dropdown menu. The main area displays a table of processes.

Name	Process ID	Status	Scheduled Time	Submission Time
Rebuild Learning Item Stop Word Index	7229540	Wait	7/23/25 10:45 AM EDT	7/23/25 10:41 AM EDT
Rebuild Learning Item Stop Word Index	7229539	Succeeded	7/23/25 10:40 AM EDT	7/23/25 10:40 AM EDT
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Step 3. Enter the **name** of the report in the Search field.

Image

Schedule New Process

Type ☒ Job ☐ Job Set

3

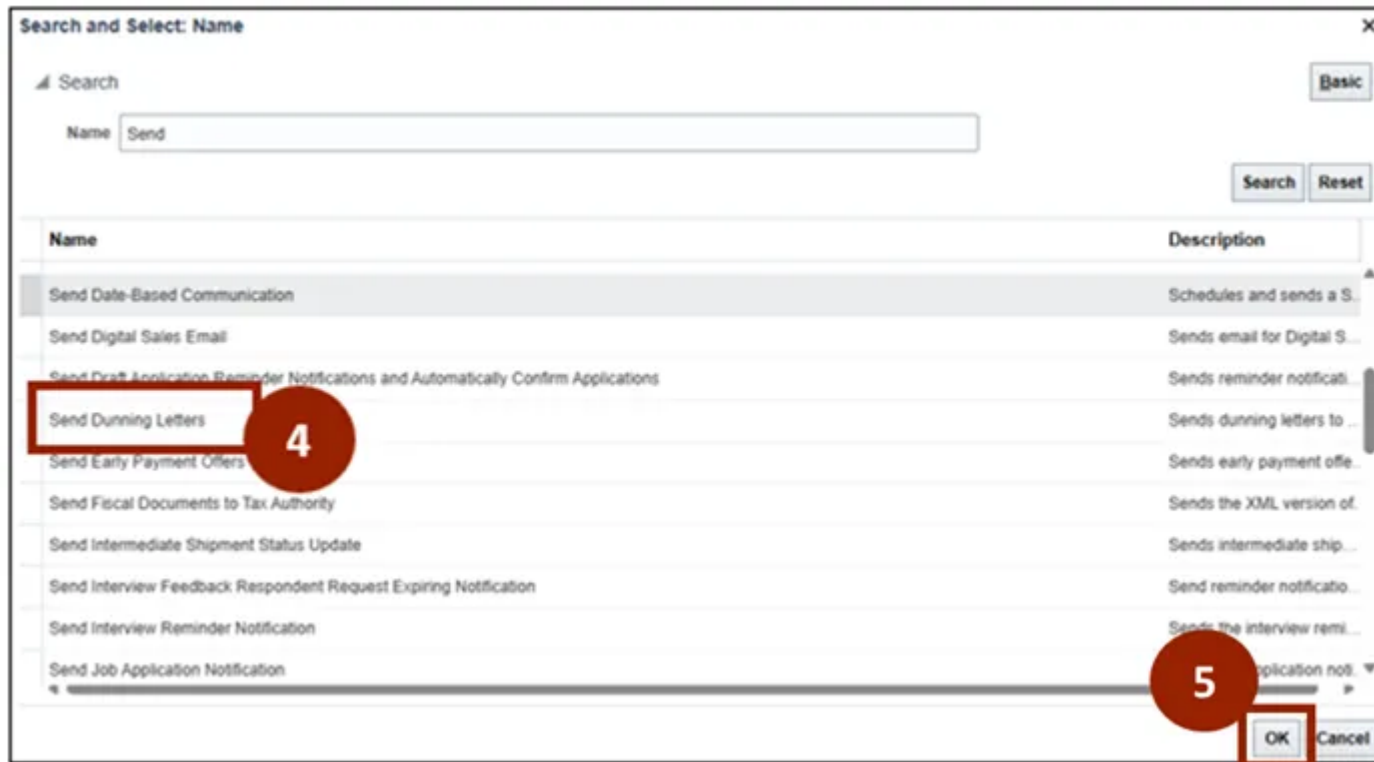
Name ▼

Description Sends dunning letters to delinquent customers.

Step 4. Select the required report from the list.

Step 5. Click **OK**.

Image



Step 6. On the **Process Details** page, under **Advanced Options**, click **Schedule**.

Step 7. In the **Run** section, click Using a **Schedule**.

Step 8. In the **Frequency** drop-down, select the **desired report cadence**.

Step 9. Enter the **Start** and **End** dates and times for when the report should be sent out.

Image

Process Details ✕

ℹ This process will be queued up for submission at position 1

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

Name Send Dunning Letters

Description Sends dunning letters to delinquent customers. ☐ 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 9/30/25 9:08 AM (UTC-05:00) New York - Eastern Time (ET)

* End Date 9/30/25 9:08 AM (UTC-05:00) New York - Eastern Time (ET)

Manage Times

Step 10. On the **Process Details** page under **Advanced Options**, select the **Notification** tab.

Image

Process Details [X]

i This process will be queued up for submission at position 1

Process Options Basic Submit Cancel

Name: Send Dunning Letters

Description: Sends dunning letters to delinquent customers. ☐ Notify me when this process ends

Schedule: Using a schedule Submission Notes:

Advanced Options

Parameters Schedule **Notification**

View [icon] [icon]

Recipient	Condition
No notifications defined	

Step 11. Click the **add new notification** icon to add a new method of notification.

Image

Process Details [X]

i This process will be queued up for submission at position 1

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

Name: Send Dunning Letters

Description: Sends dunning letters to delinquent customers. ☐ Notify me when this process ends

Schedule: Using a schedule Submission Notes:

Advanced Options

Parent | Schedule | **Notification**

View  

Recipient	Condition
No notifications defined	

Step 12. Add the **desire recipient email** in the Recipient field.

Step 13. Click the **Conditions drop-down** menu.

Step 14. Select the **required condition** to receive a notification.

Image

The image shows a 'Create Notification' dialog box with the following fields and options:

- Address Type:** User ID (dropdown)
- Recipient:** priyanchaudhary@deloitte. (text input)
- Condition:** All (dropdown menu)

The dropdown menu for 'Condition' is open, showing the following options with checkboxes:

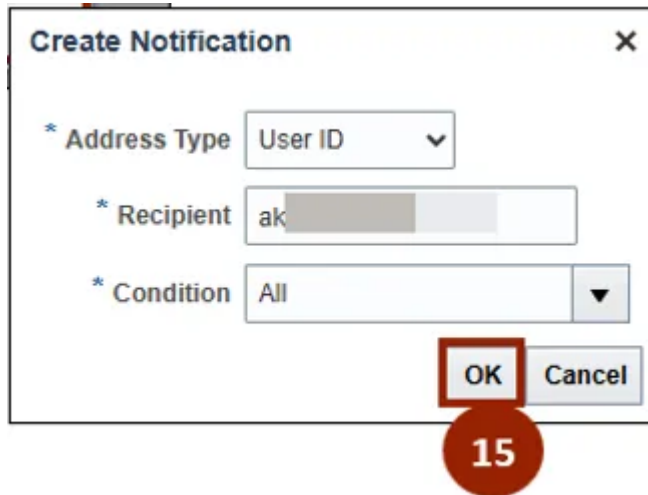
- ☒ All
- ☒ On Success
- ☒ On Warning
- ☒ On Error

Numbered callouts are present:

- 12:** Points to the 'Recipient' field.
- 13:** Points to the 'Condition' dropdown menu.
- 14:** Points to the 'On Success' checkbox.

Step 15. Click **OK**.

Image



Create Notification X

* Address Type User ID ▼

* Recipient ak [redacted]

* Condition All ▼

OK Cancel

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Step 16. When schedule and notification preferences are updated, click **Submit**.

Image

Process Details

 This process will be queued up for submission at position 1

Process Options

Basic

Submit

Cancel

Name

Send Dunning Letters

Description

Sends dunning letters to delinquent customers.

Schedule

Using a schedule

Submission Notes

☐

Notify me when this process ends

Advanced Options

ParametersScheduleNotification

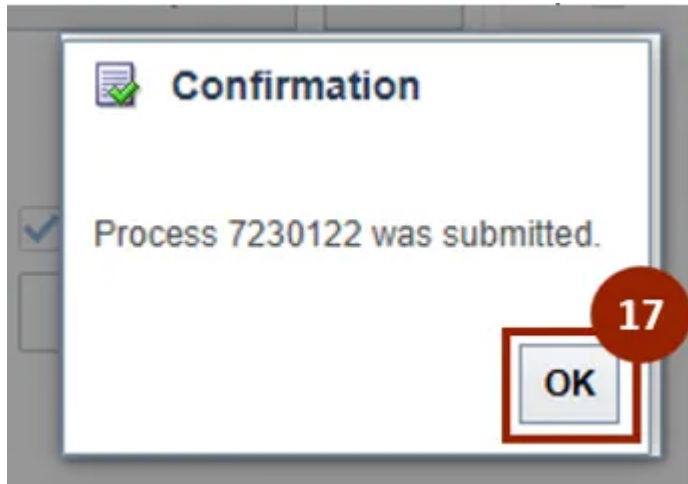
View



Recipient	Condition
priyanchaudhar...	On Success,On Warning,On Error

Step 17. In the confirmation message, click **OK**.

Image



Wrap-Up

NCFS users can run AR customer reports by following the steps outlined above.

Additional Resources

- Instructor Led Training (ILT)
 - AR109: AR Reporting (Coming Soon)

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