

AR-03 Manage Write-Offs

Purpose

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

Introduction and Overview

This QRG covers the management of write-offs in the NCFS which will enable the user to perform write-offs directly on the outstanding invoice to be categorized as a write-off in AR Reports.

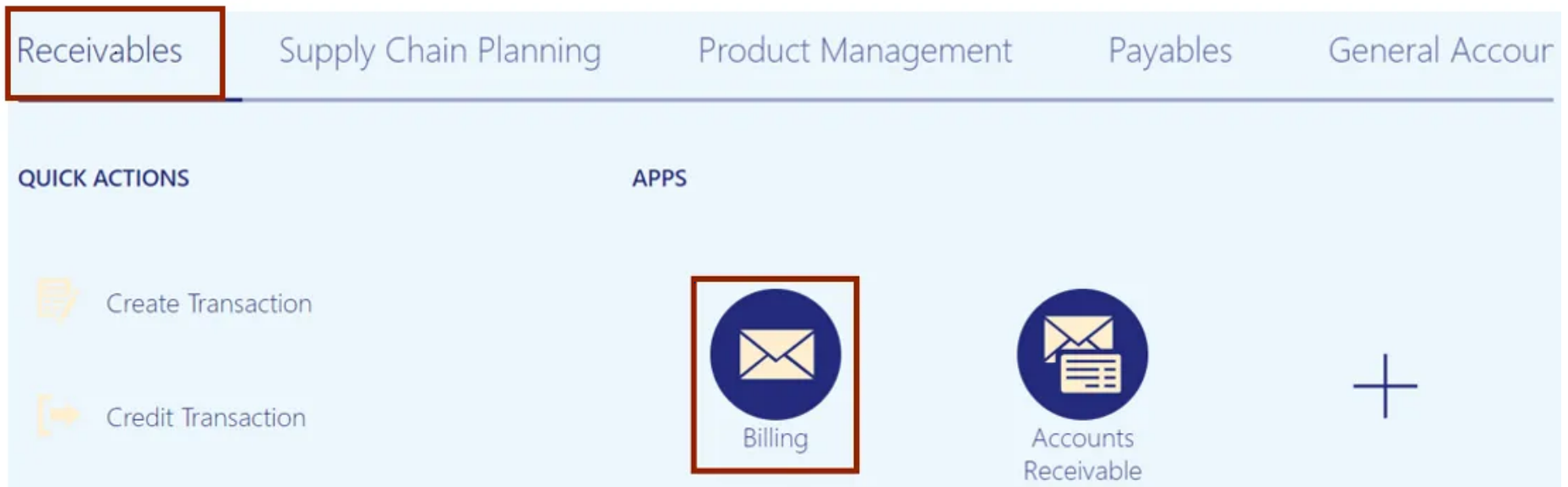
Manage Write-Offs

To manage write-offs in NCFS, please follow the steps below. There are 8 steps to complete this process.

Step 1. Log in to the NCFS portal with your credentials to access the system.

Step 2. On the **Home** page, click the **Receivables** tab and click the **Billing** app.

Image



Step 3. On the **Billing** dashboard, click the **Tasks** icon and click **Manage Transactions**.

Image

Billing ? All business units ▼

Incomplete

0
0-10 Days

2
10+ Days

Approval

View ▼ [Icons] Complete Delete

Transaction Number	Source	Class	Customer
21001	Manual	Invoice	UNC CHAPEL HILL
24001	Manual	Invoice	UNC ROCKINGHAM HEALTHCA...

[Tasks Icon]

Transactions

- Create Transaction
- Credit Transaction
- Manage Transactions
- Manage AutoInvoice Lines
- Approve Adjustments

Customers

- Create Customer
- Manage Customers
- Upload Customers from Spreadsheet
- Manage Data Import

Customer Account Balances

Step 4. The **Manage Transactions** page opens. Enter the **Transaction Number** in the **Transaction Number** field and click the **Search** button.

Image

Manage Transactions ? Done

Search

Business Unit 2500 DHHS HEALTH BENEFITS ▼

** Transaction Source ▼

Transaction Class ▼

Transaction Type ▼

Advanced Saved Search All Transactions ▼

** At least one is required

** Transaction Number Starts with ▼ 17001

** Transaction Date Equals ▼ m/d/yy

** Bill-to Customer Equals ▼

Reference

Search Reset Save...

Step 5. On the **Search results** section, click on the link of the transaction number.

In this example, we choose the **17001** link.

Image

Manage Transactions ?

[Done](#)

► Search

Advanced

Saved Search

All Transactions ▼

Actions ▼ View ▼      Detach

	Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number
►	17001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,200.00 USD	12/20/22	2500 DHHS HE...	

Step 6. The **Review Transaction** page is displayed. Click **Show More**.

Image

Review Transaction: Invoice 17001 ?

Actions ▼

View Image

Save ▼

Incomplete

Cancel

General Information

Show More

Business Unit 2500 DHHS HEALTH BENEFITS
Transaction Source Manual
Transaction Type NC Standard Invoice
Transaction Number 17001
Document Number
Status Complete

Transaction Date 12/20/22
Accounting Date 12/20/22
Salesperson
Invoicing Rule
Attachments None +
Notes 

Currency USD US Dollar
Transaction Total 1,200.00
Lines 1,200.00
Tax 0.00
Freight 0.00
Charges 0.00

Customer

Bill-to Name  UNC PHYSICIANS NETWORK LLC
Bill-to Site 65124

Ship-to Name  UNC PHYSICIANS NETWORK LLC
Ship-to Site 21187

Payment

* Payment Terms NET 60 ▼
Due Date 2/18/23

Step 7. Scroll down to the **Manage Transactions** page. Click the **Miscellaneous** tab. Click the *Context Value* drop-down choice list, then select **NCAS Data** and click the *DIV* drop-down choice list, then select **WO**.

Image

The screenshot shows the 'Manage Transactions' page with the 'Miscellaneous' tab selected. The 'Context Value' dropdown is set to 'NCAS Data' and the 'DIV' dropdown is set to 'WO'. The 'Generate Bill' checkbox is checked. The 'Legal Entity' is 'NC DHHS HEALTH'. The 'BENEFITS' section includes 'Intercompany' (unchecked), 'Tax' (Standard), 'Registration Number' (United States), 'Country' (United States), 'Document' (Fiscal), 'Classification' (Default Tax Exemption Handling), and 'Cross Reference' (empty). The 'PROVIDER #' is '0070543'. The 'CASE TYPE' is 'DIV'. The 'PERIOD' is 'SF-Cost Settlement (SNC & ECU Pky Assoc)'. The 'From Date' is '12/1/2022' and the 'To Date' is '12/31/2022'.

Step 8. Scroll up in the **Review Transaction** page. Click the Save drop-down choice list, then **Save and Close**.

Image

Review Transaction: Invoice 17001 ?

General Information | [Show Less](#)

Business Unit 2500 DHHS HEALTH BENEFITS
Transaction Source Manual
Transaction Type NC Standard Invoice
Transaction Number 17001
Billing Number
Cross Reference
Document Number
Status Complete

Transaction Date 12/20/22
Billing Date
Accounting Date 12/20/22
Salesperson
Invoicing Rule
Attachments None
Notes

Currency USD US Dollar
Transaction Total 1,200.00
Lines 1,200.00
Tax 0.00
Freight 0.00
Charges 0.00
Dispute Amount 0.00
Dispute Date

Customer Payment Miscellaneous

Legal Entity NC DHHS HEALTH BENEFITS

Generate Bill Yes
Print Date
Recurring

PO Number
PO Revision

Actions ▼

View Image

Save ▼

Incomplete

Cancel

Save and Close

Wrap-Up

Manage Write-Offs using the steps above for an invoice to be categorized as a write-off in AR Reports.

Additional Resources

- Virtual Instructor-Led Training (vILT)
 - [AR104: Invoice Management for DHHS](#)

First Published

Mon, 07/24/2023

Last Updated

Wed, 08/27/2025

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