# 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.

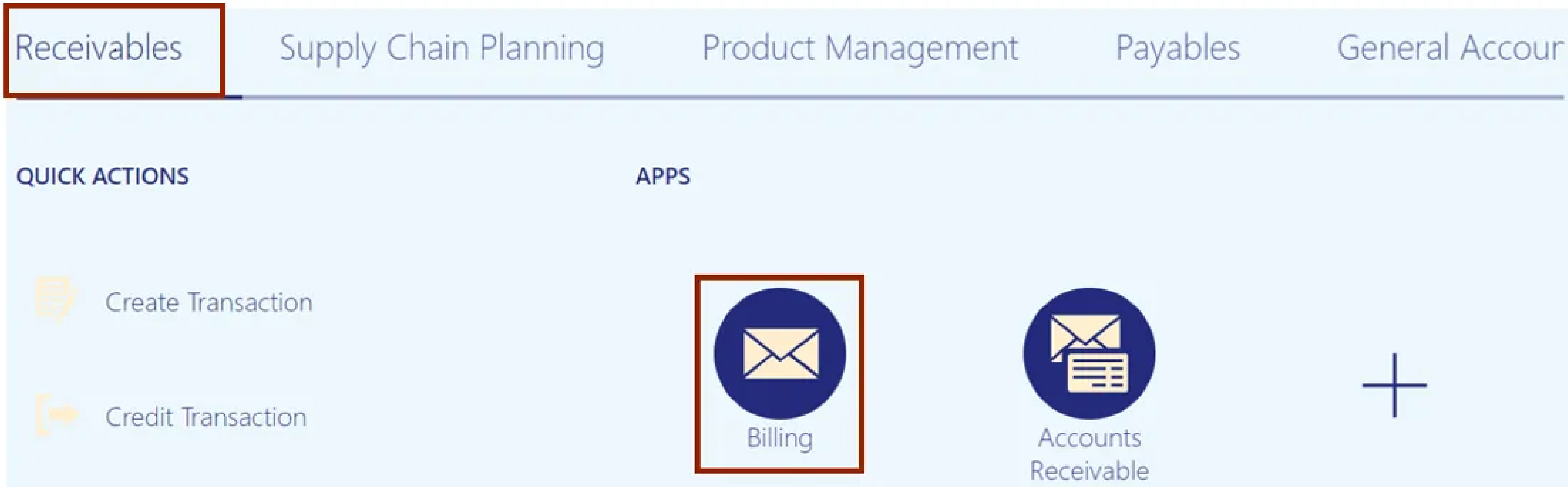
## Manage Write-Offs

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.

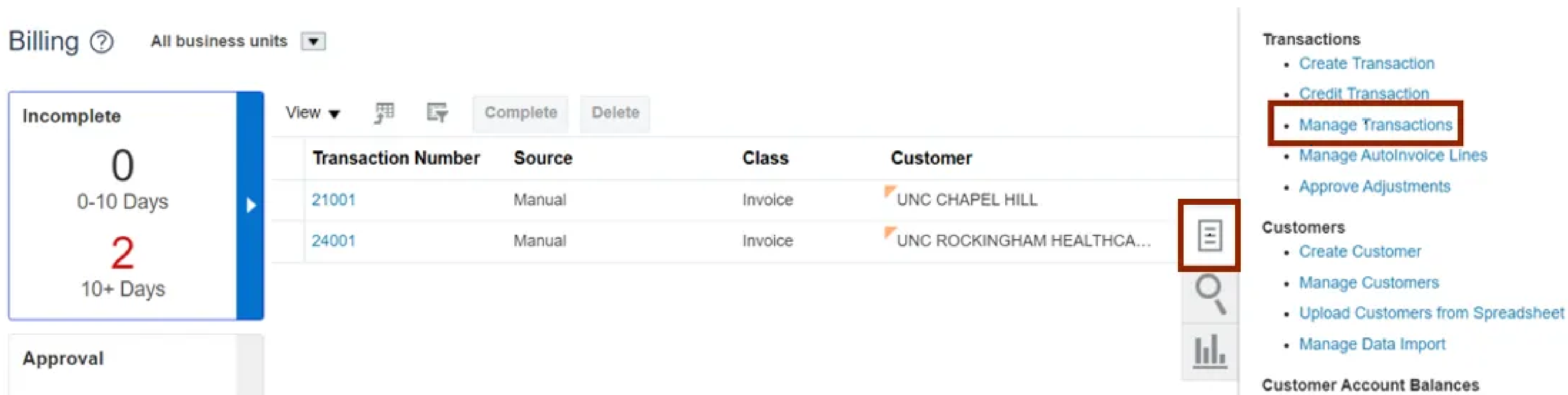
Step 2. On the **Home** page, click the **Receivables** tab and click the **Billing** app.

Image



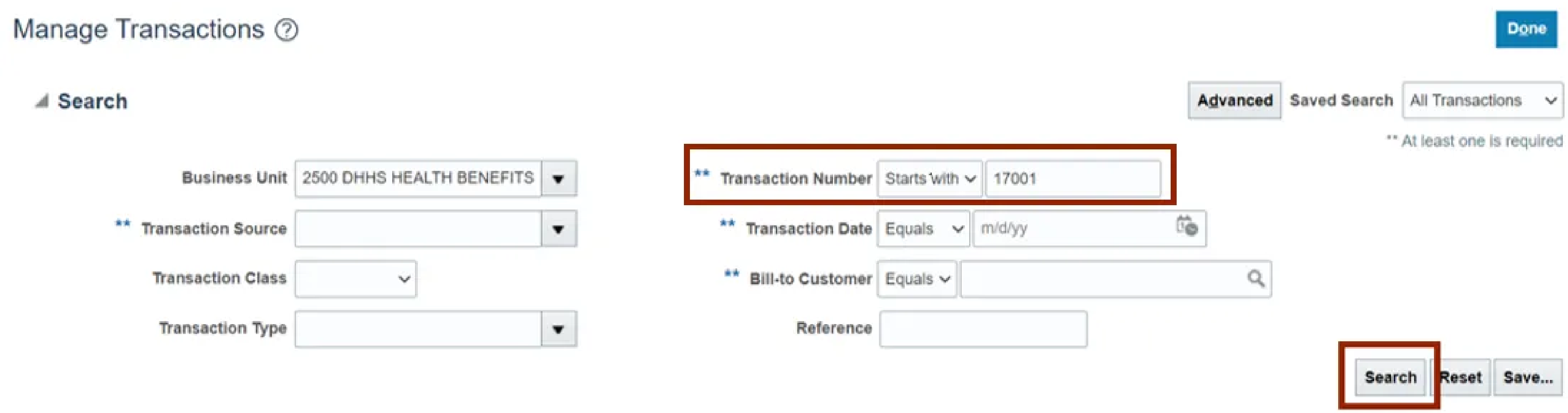

Step 3. On the **Billing** dashboard, click the **Tasks** icon and click **Manage Transactions**.

Image



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

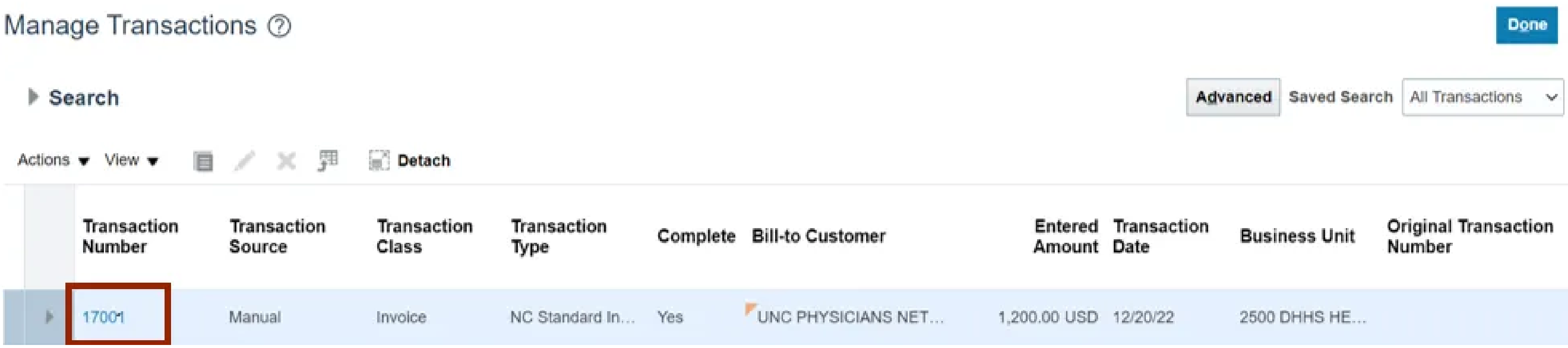
Image




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

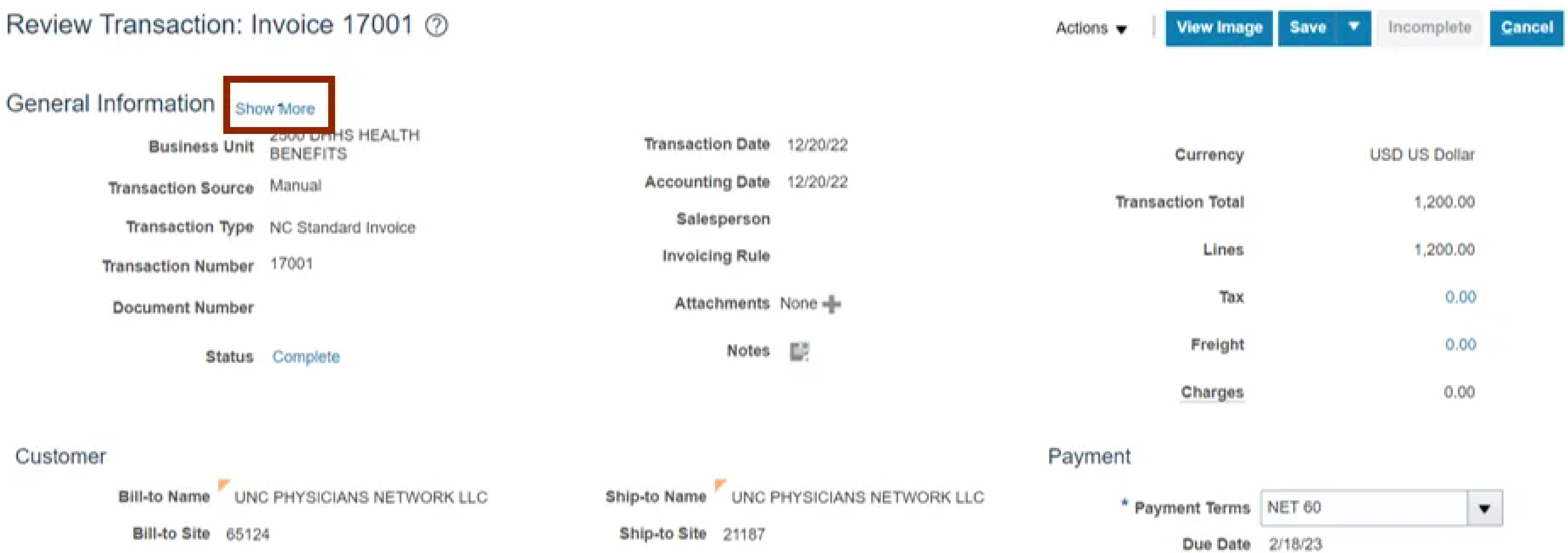
In this example, we choose the **17001** link.

Image



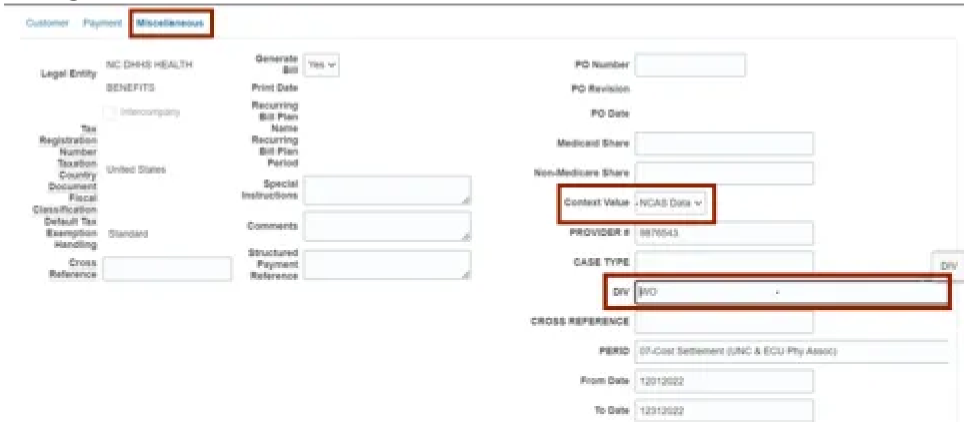

Step 6. The **Review Transaction** page is displayed. Click **Show More**.

Image



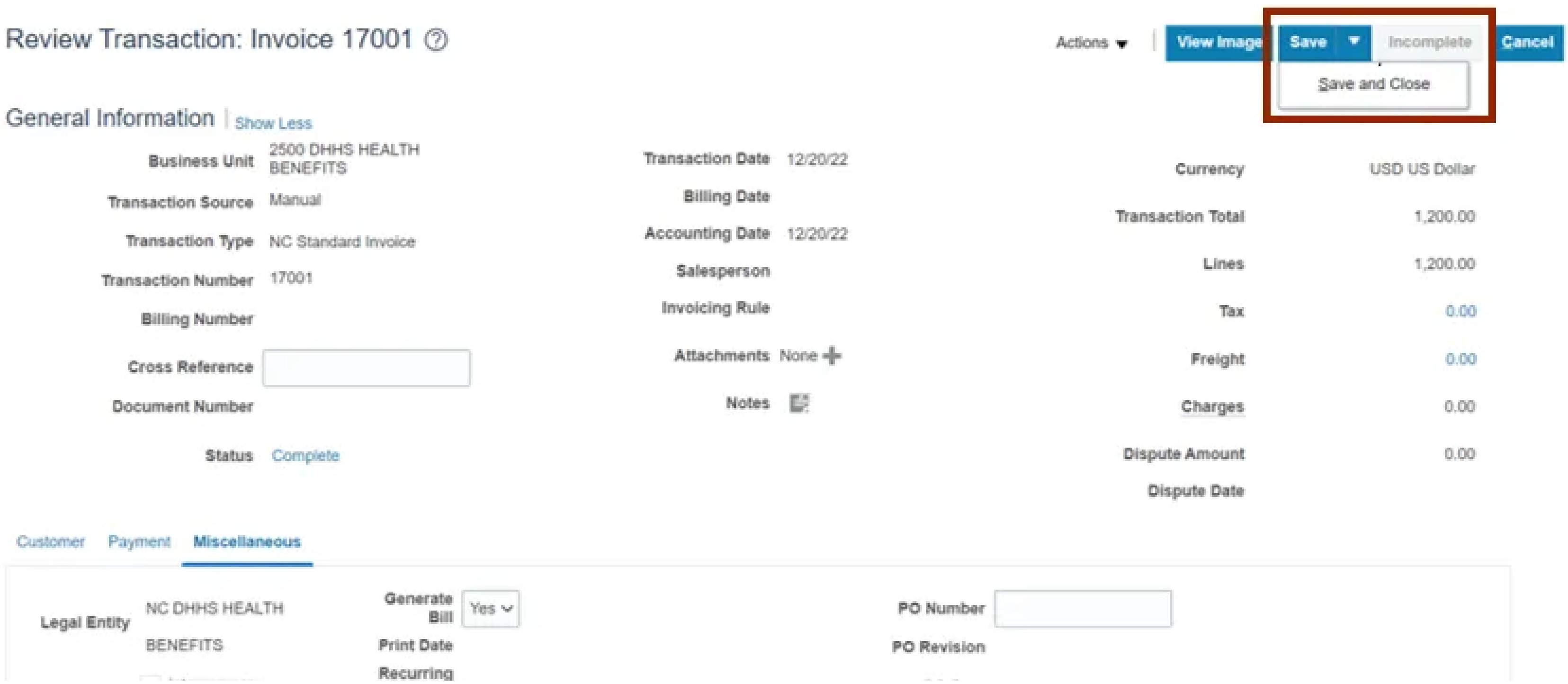
Step 7. Scroll down to the **Manage Transactions** page. Click the **Miscellaneous** tab. Click the *Context Value* drop-down choice list, then select **NCAS Data** and click the *DIV* drop-down choice list, then select **WO**.

Image




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

Image




# 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]

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