AR-07 Adjust Invoices

Purpose

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

Introduction and Overview

This QRG covers how to Adjust Invoices in NCFS. Invoices are adjusted when there is a past-due balance. Adjustments are penalties, interest, or late charges on an invoice when a customer's transaction is overdue.

User Tip

The following are prerequisites to adjust invoices:

1. User must be configured to have Approval Limits assigned for the amount being adjusted.

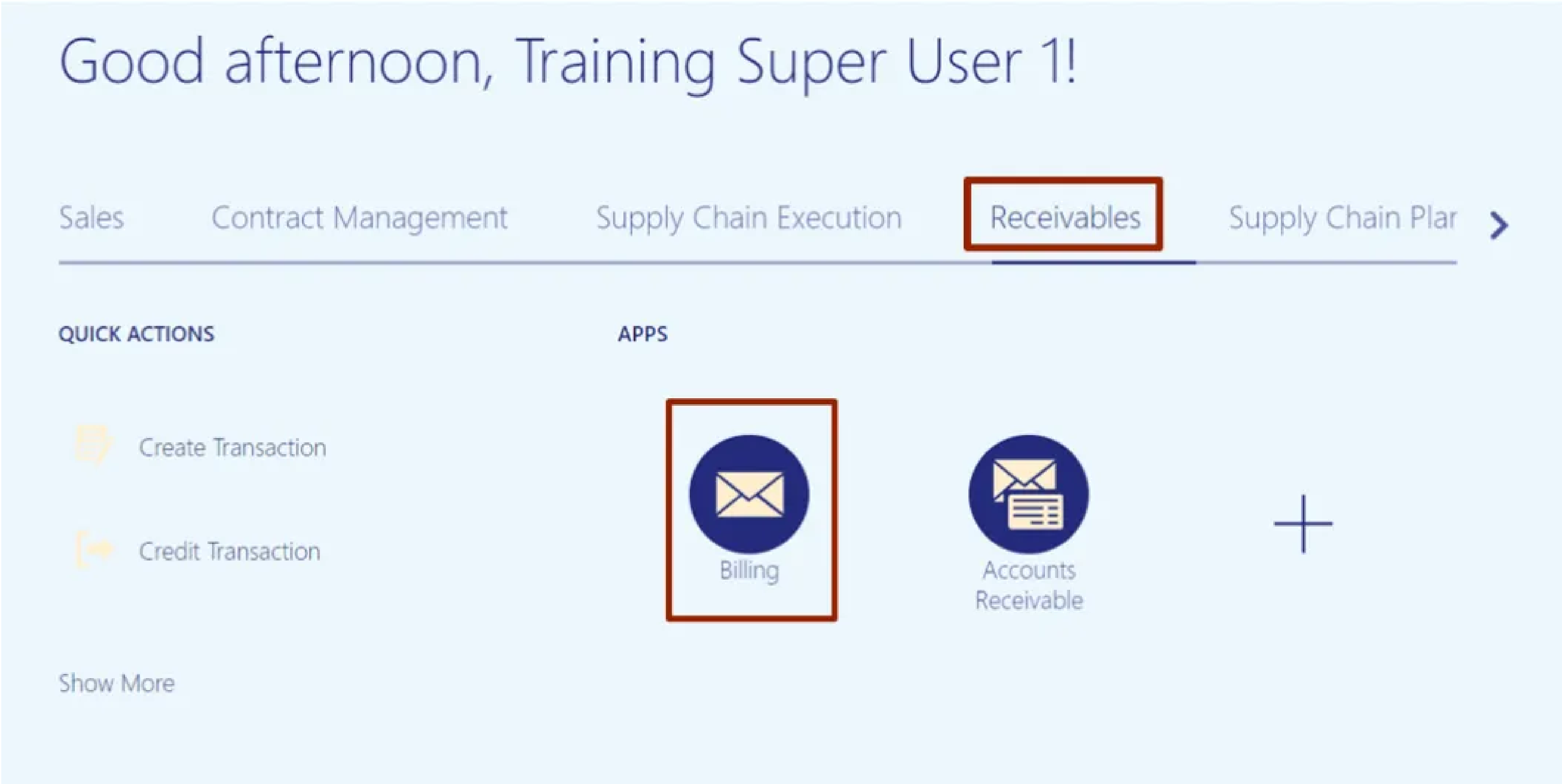
Create Adjust Invoices

To create an invoice adjustment, please follow the steps below. There are 12 steps to complete this process.

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

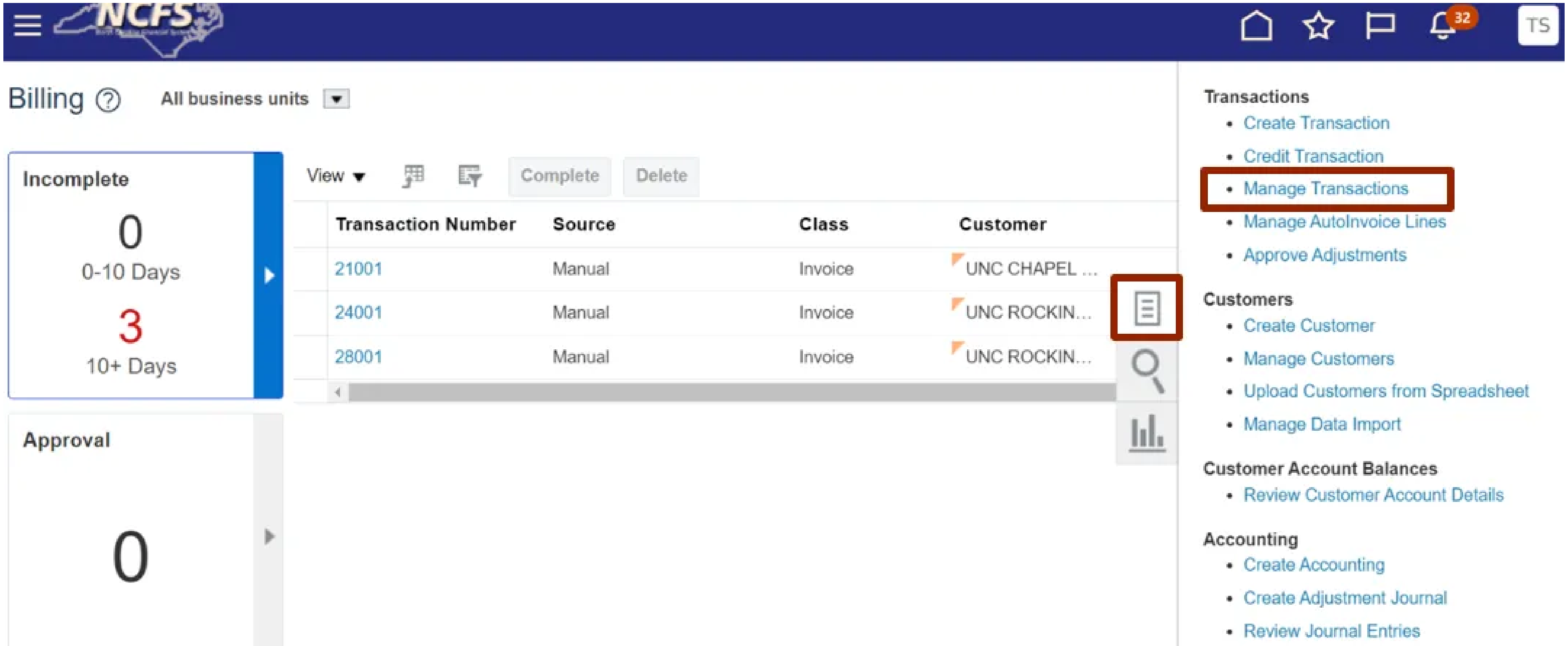
Step 2. On the **Home** page, click the **Receivables** tab and select the **Billing** app.

Image



Step 3. On the **Billing** page, click the **Tasks** icon. Then, under the ***Transactions*** section, click **Manage Transactions**.

Image

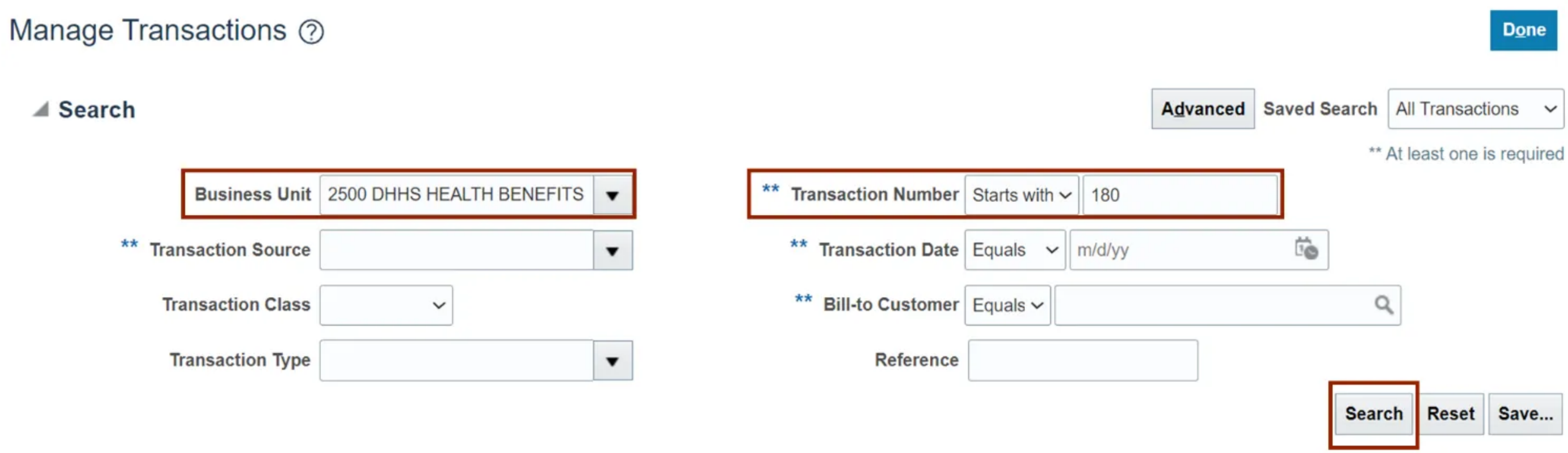


Step 4. On the **Manage Transactions** page, enter the relevant information under the ***Search*** section marked with a ** double asterisk.

In this example, we choose **2500 DHSS HEALTH BENEFITS** for the ***Business Unit*** field and **Starts with 180** for the ***Transaction Number*** field. Now, click the **Search** button.

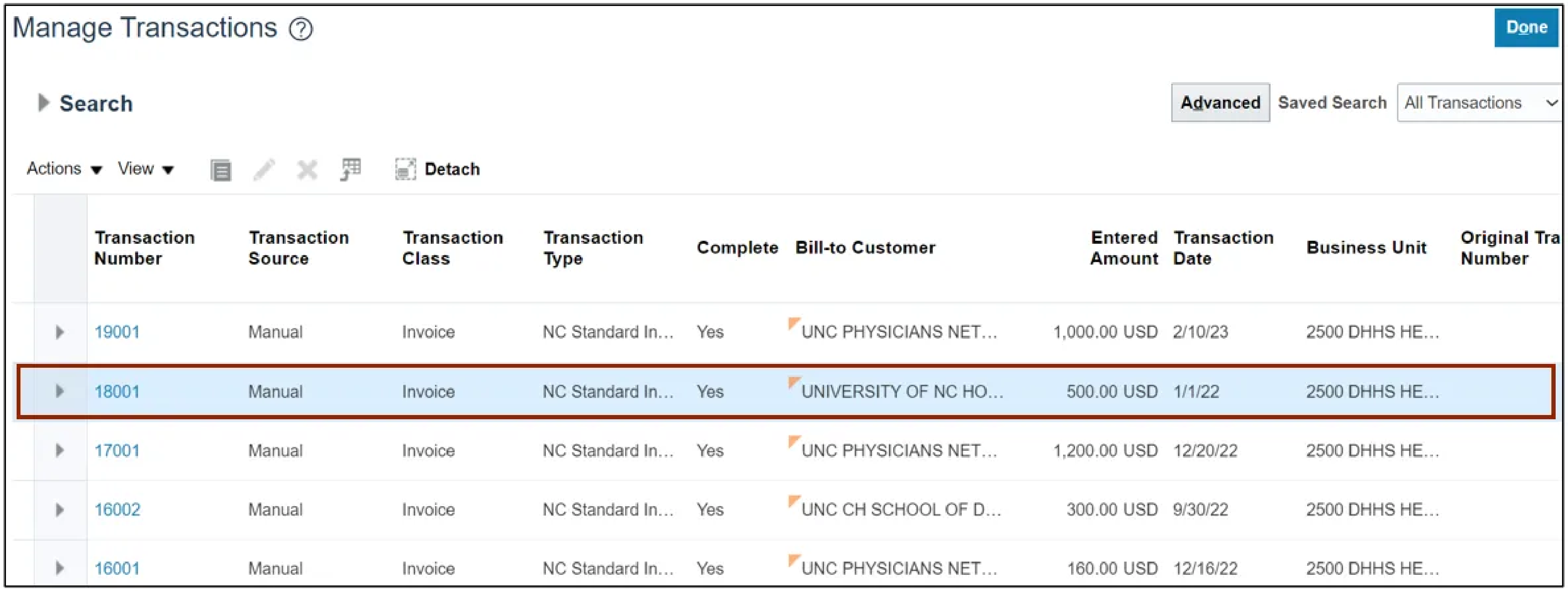
Note: The parameter to search by Business Unit is 2500. Only 2500 does invoice adjustments. Hence it is invalid for other Business Units.

Image



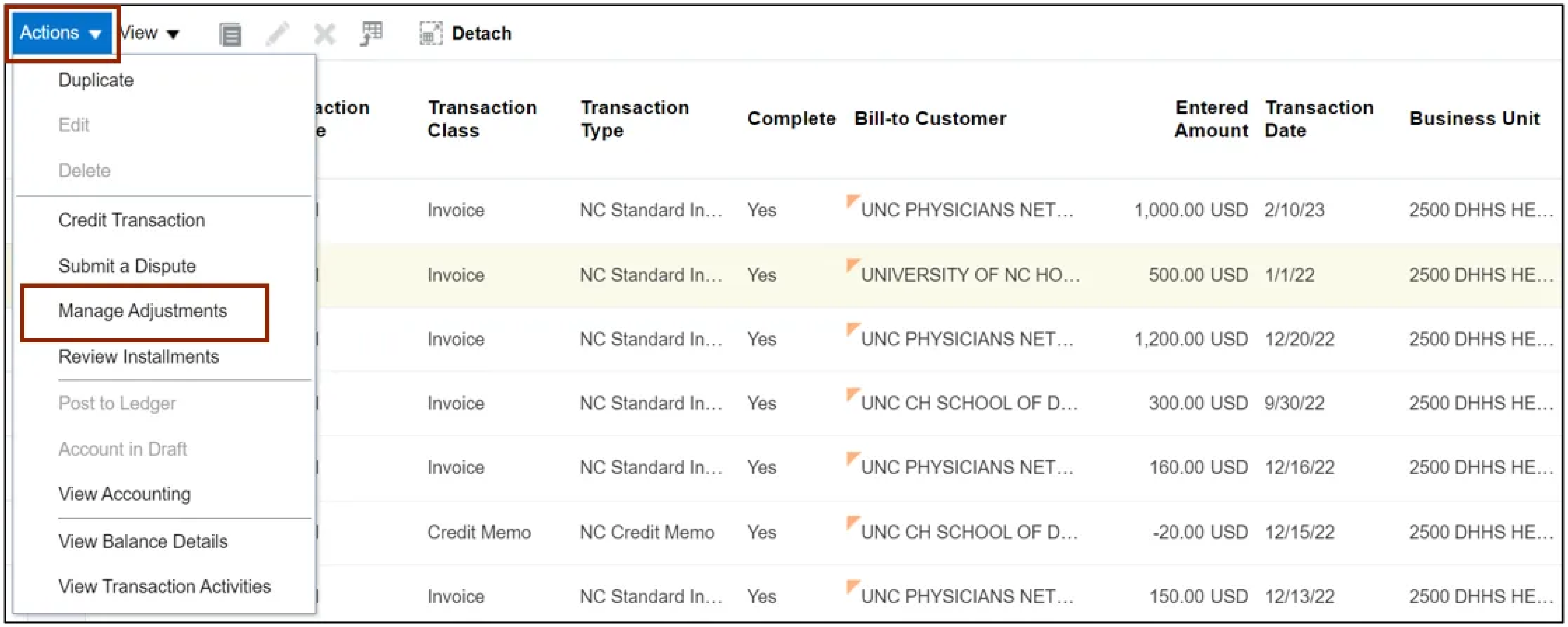
Step 5. On the **Manage Transactions** page, select the **Transaction**.

Image



Step 6. On the **Manage Transactions** page, click the *Actions* drop-down choice list on the left navigation menu and click **Manage Adjustments**.

Image



Step 7. On the **Manage Adjustments: Invoice 18001** page, click the **Create** icon to make an addition.

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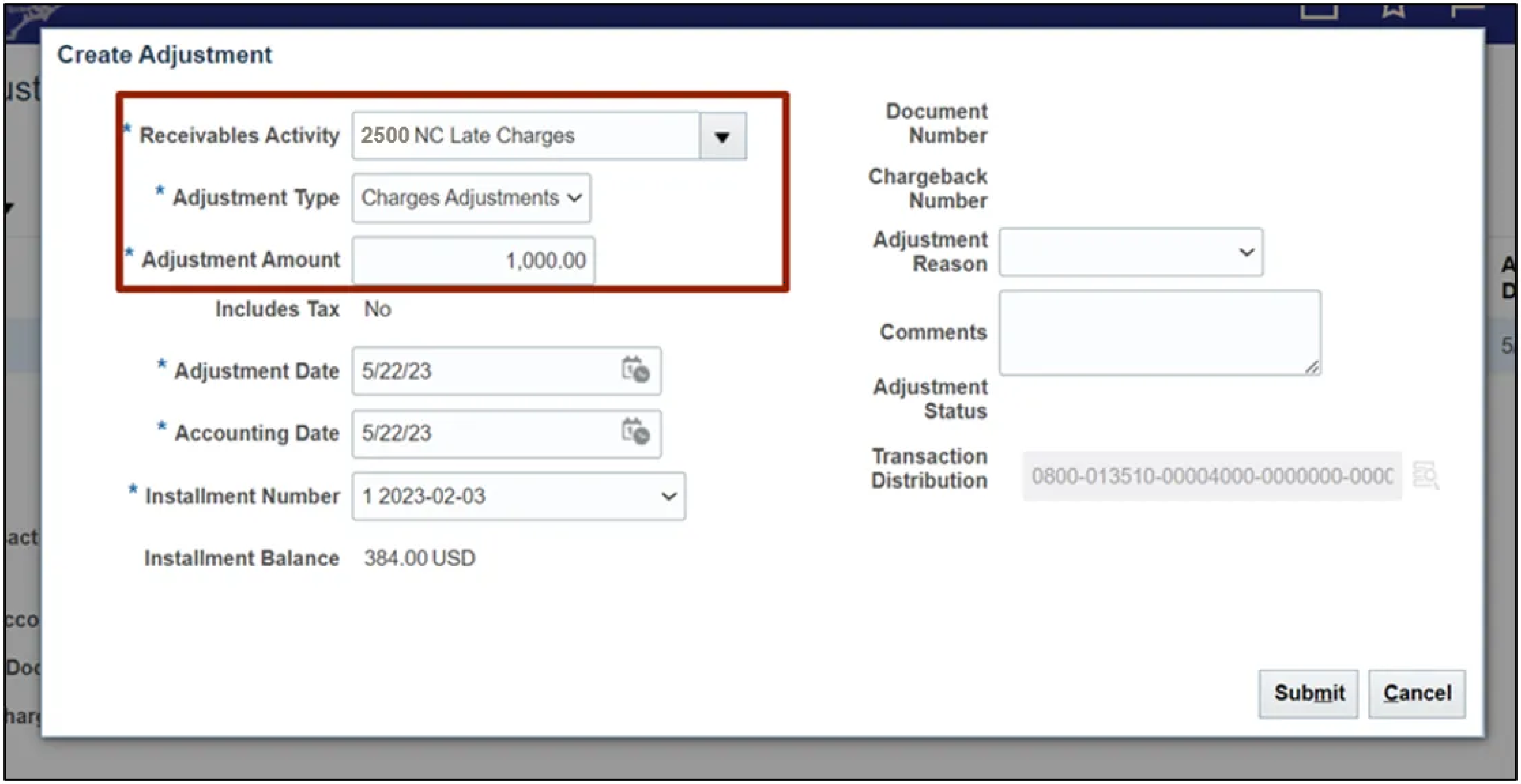
Step 8. The *Create Adjustment* pop-up appears. Enter the relevant information.

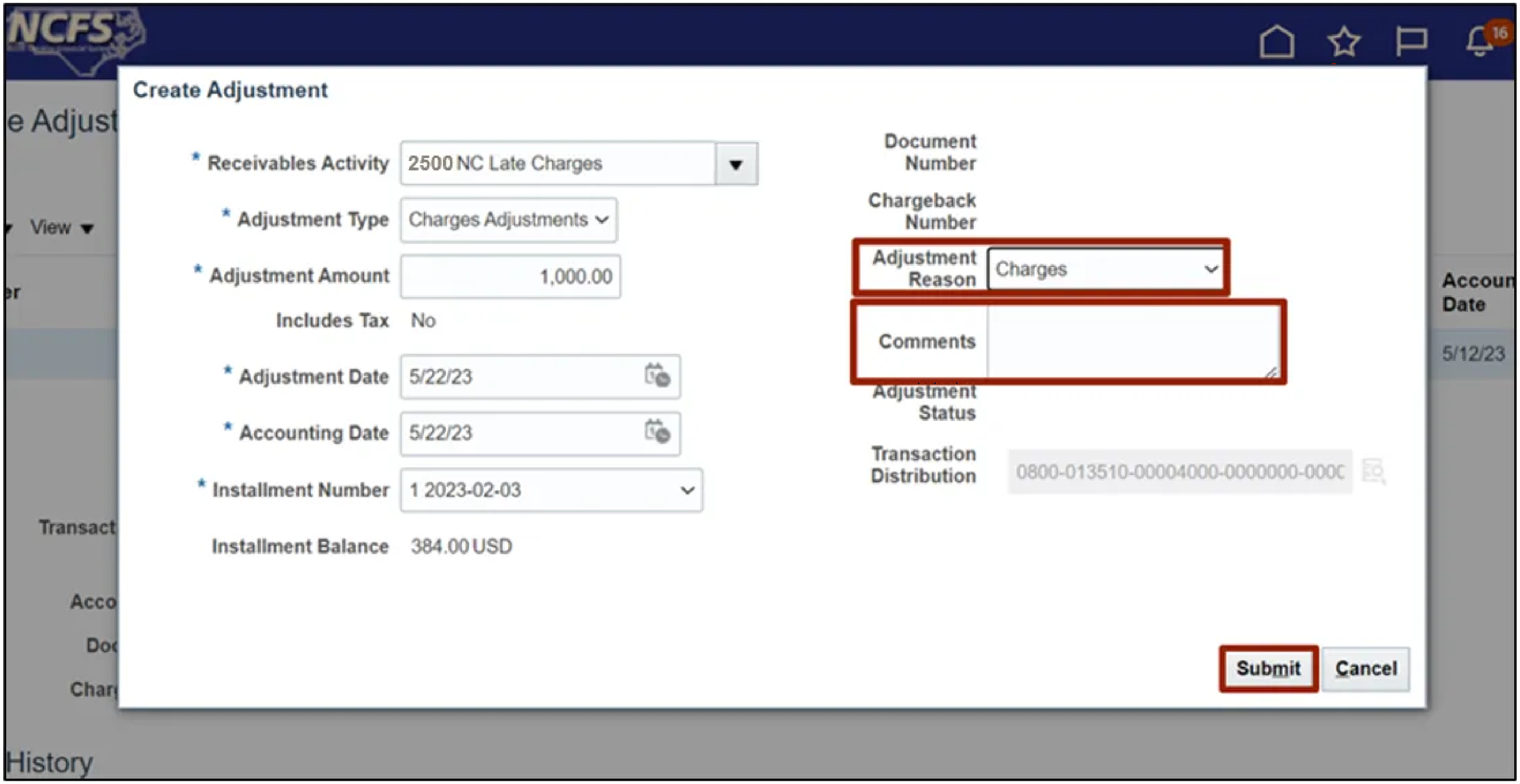
In this example, we choose **2500 NC Late Charges** for ****Receivables Activity***, **Charges Adjustments** for ****Adjustment Type***, and **1000** for ****Adjustment Amount***.

Image



Step 9. Click the *Adjustment Reason* drop-down choice list, select the correct reason as **Charges** and enter a comment in the ***Comments*** field. Then, click the **Submit** button.

Image



Step 10. The *Information* pop-up appears. Click the **OK** button.

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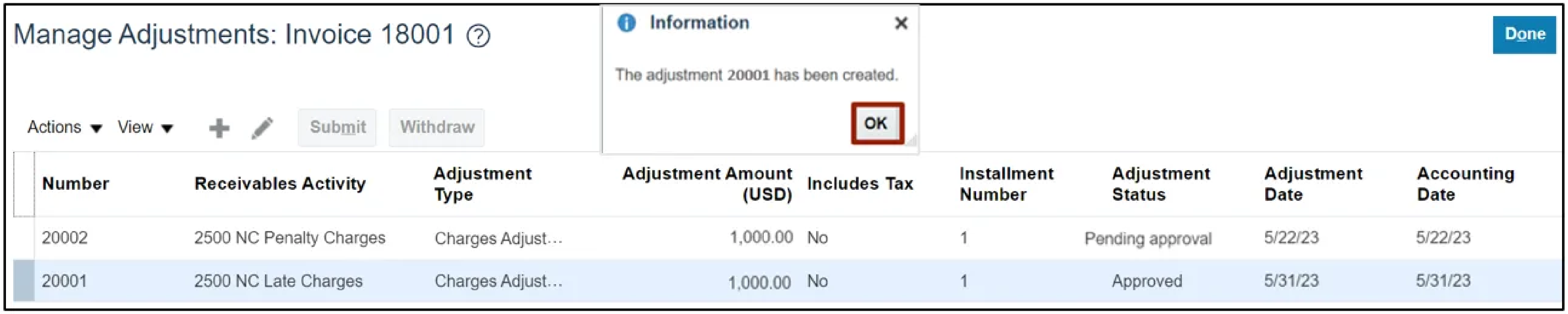

Step 11. Validate that the transaction has been created and the ***Adjustment Status*** shows **Approved** for the Number **20001**, and then click the **Done** button.

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Step 12. Click the **Done** button again.

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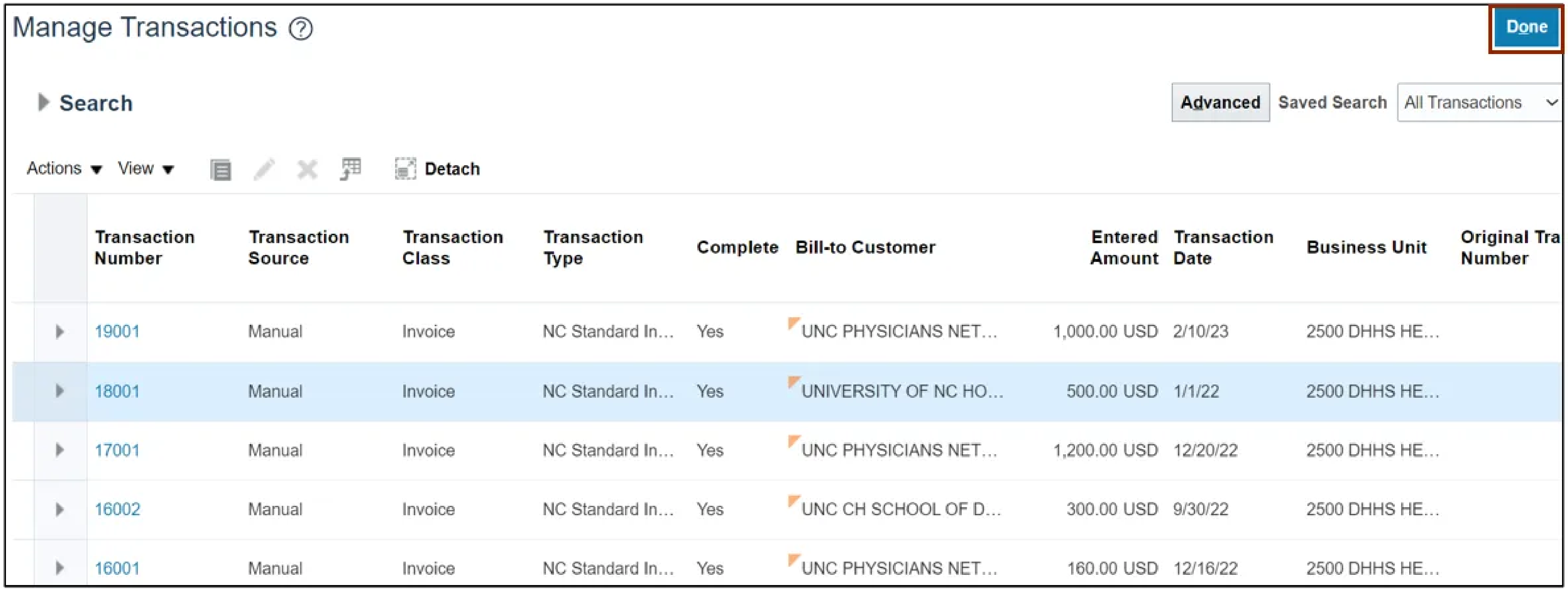

Wrap-Up

Users can Adjust Invoices in NCFS. Invoices are adjusted when there is a past-due balance. Adjustments are penalties, interest, or late charges on an invoice when a customer's transaction is overdue.

Additional Resources

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

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