

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.

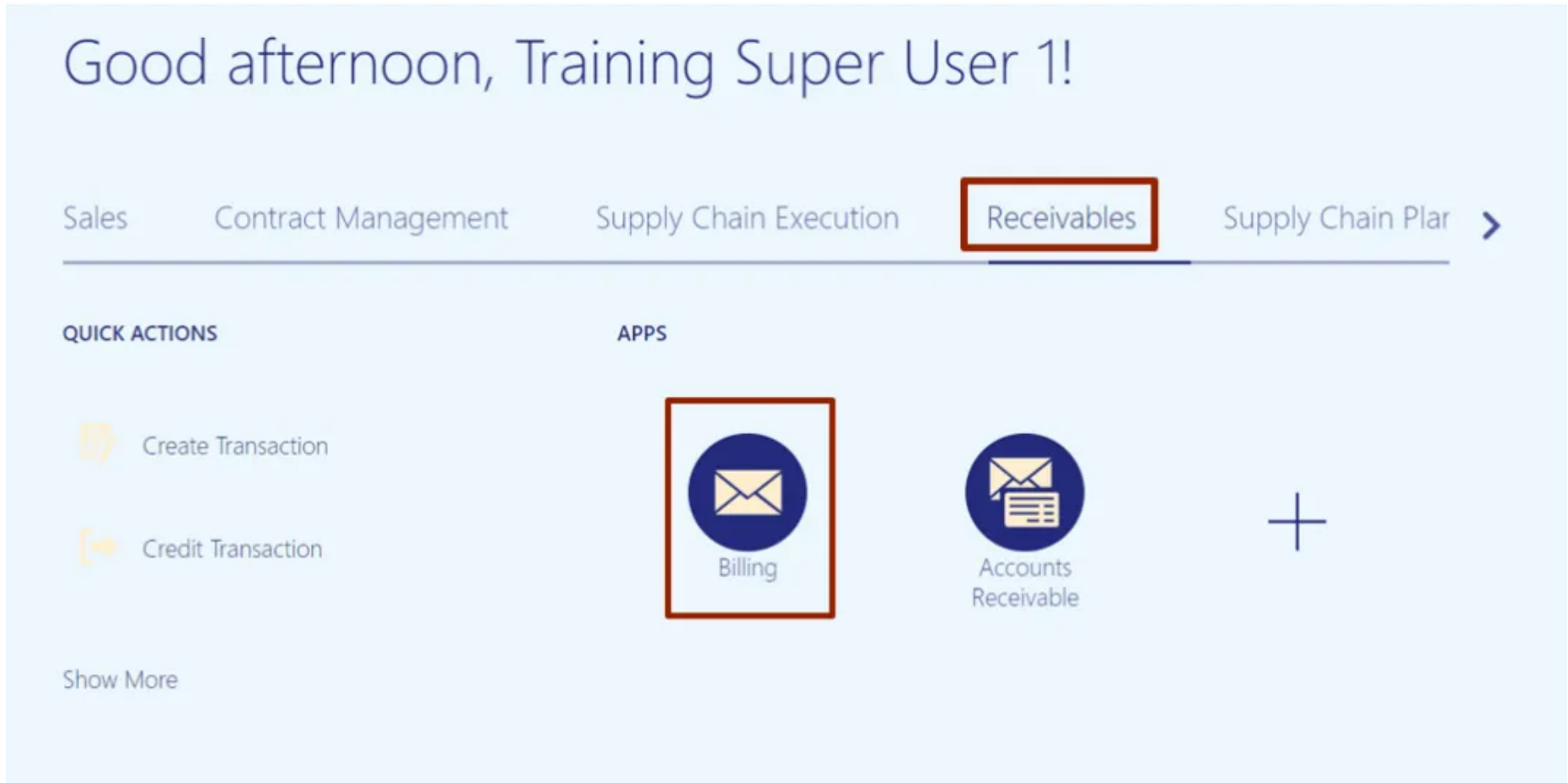
Create Adjust Invoices

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








TS

Billing ?
All business units ▼

Incomplete

0

0-10 Days

3

10+ Days

Approval

0

View ▼




Complete

Delete

Transaction Number	Source	Class	Customer
21001	Manual	Invoice	UNC CHAPEL ...
24001	Manual	Invoice	UNC ROCKIN...
28001	Manual	Invoice	UNC ROCKIN...





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

- Review Customer Account Details

Accounting

- Create Accounting
- Create Adjustment Journal
- Review Journal Entries

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

Manage Transactions ?

Done

Search

Advanced

Saved Search

All Transactions ▾

** At least one is required

Business Unit 2500 DHHS HEALTH BENEFITS ▾

** Transaction Source ▾

Transaction Class ▾

Transaction Type ▾

** Transaction Number Starts with ▾ 180

** Transaction Date Equals ▾ m/d/yy 📅

** Bill-to Customer Equals ▾ 🔍

Reference ▾

Search

Reset

Save...

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

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 Tra Number	
►	19001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,000.00 USD	2/10/23	2500 DHHS HE...		
►	18001	Manual	Invoice	NC Standard In...	Yes	UNIVERSITY OF NC HO...	500.00 USD	1/1/22	2500 DHHS HE...		
►	17001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,200.00 USD	12/20/22	2500 DHHS HE...		
►	16002	Manual	Invoice	NC Standard In...	Yes	UNC CH SCHOOL OF D...	300.00 USD	9/30/22	2500 DHHS HE...		
►	16001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	160.00 USD	12/16/22	2500 DHHS HE...		

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

Image

Actions ▾	View ▾					Detach				
Duplicate										
Edit										
Delete										
Credit Transaction										
Submit a Dispute										
Manage Adjustments										
Review Installments										
Post to Ledger										
Account in Draft										
View Accounting										
View Balance Details										
View Transaction Activities										

Transaction e	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit
	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,000.00 USD	2/10/23	2500 DHHS HE...
	Invoice	NC Standard In...	Yes	UNIVERSITY OF NC HO...	500.00 USD	1/1/22	2500 DHHS HE...
	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,200.00 USD	12/20/22	2500 DHHS HE...
	Invoice	NC Standard In...	Yes	UNC CH SCHOOL OF D...	300.00 USD	9/30/22	2500 DHHS HE...
	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	160.00 USD	12/16/22	2500 DHHS HE...
	Credit Memo	NC Credit Memo	Yes	UNC CH SCHOOL OF D...	-20.00 USD	12/15/22	2500 DHHS HE...
	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	150.00 USD	12/13/22	2500 DHHS HE...

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

Image

Manage Adjustments: Invoice 18001 ?										Done
Actions ▾	View ▾			Submit	Withdraw					
Number	Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date		
20002	2500 NC Penalty Charges	Charges Adjust...	1,000.00	No	1	Pending approval	5/22/23	5/22/23		
20001	2500 NC Late Charges	Charges Adjust...	1,000.00	No	1	Pending approval	5/31/23	5/31/23		

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

Create Adjustment

* Receivables Activity 2500 NC Late Charges ▼

* Adjustment Type Charges Adjustments ▼

* Adjustment Amount 1,000.00

Includes Tax No

* Adjustment Date 5/22/23

* Accounting Date 5/22/23

* Installment Number 1 2023-02-03 ▼

Installment Balance 384.00 USD

Document Number

Chargeback Number

Adjustment Reason ▼

Comments

Adjustment Status

Transaction Distribution 0800-013510-00004000-00000000-0000

Submit Cancel

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

Create Adjustment

* Receivables Activity 2500 NC Late Charges ▼

* Adjustment Type Charges Adjustments ▼

* Adjustment Amount 1,000.00

Includes Tax No

* Adjustment Date 5/22/23

* Accounting Date 5/22/23

* Installment Number 1 2023-02-03 ▼

Installment Balance 384.00 USD

Document Number

Chargeback Number

Adjustment Reason Charges ▼

Comments

Adjustment Status

Transaction Distribution 0800-013510-00004000-00000000-0000

Submit **Cancel**

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

Image

Manage Adjustments: Invoice 18001 ?

Information

The adjustment 20001 has been created.

OK

Done

Actions ▾ View ▾ + ✎ Submit Withdraw

Number	Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
20002	2500 NC Penalty Charges	Charges Adjust...	1,000.00	No	1	Pending approval	5/22/23	5/22/23
20001	2500 NC Late Charges	Charges Adjust...	1,000.00	No	1	Approved	5/31/23	5/31/23

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.

Image

Manage Adjustments: Invoice 18001 ?

Done

Actions ▾ View ▾ + ✎ Submit Withdraw

Number	Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
20002	2500 NC Penalty Charges	Charges Adjust...	1,000.00	No	1	Approved	5/22/23	5/22/23
20001	2500 NC Late Charges	Charges Adjust...	1,000.00	No	1	Approved	5/31/23	5/31/23

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

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
	▶ 19001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,000.00 USD	2/10/23	2500 DHHS HE...	
	▶ 18001	Manual	Invoice	NC Standard In...	Yes	UNIVERSITY OF NC HO...	500.00 USD	1/1/22	2500 DHHS HE...	
	▶ 17001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	1,200.00 USD	12/20/22	2500 DHHS HE...	
	▶ 16002	Manual	Invoice	NC Standard In...	Yes	UNC CH SCHOOL OF D...	300.00 USD	9/30/22	2500 DHHS HE...	
	▶ 16001	Manual	Invoice	NC Standard In...	Yes	UNC PHYSICIANS NET...	160.00 USD	12/16/22	2500 DHHS HE...	

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](#)

First Published

Tue, 07/25/2023

Last Updated

Tue, 09/02/2025

[View PDF](#)