AR-09 Create Credit Memos

Purpose

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

Introduction and Overview

This QRG covers how to Create Credit Memos in NCFS. A credit memo is created once the goods or services are returned by the customer. Credit Memos can be credited to the customer using percentages or amounts.

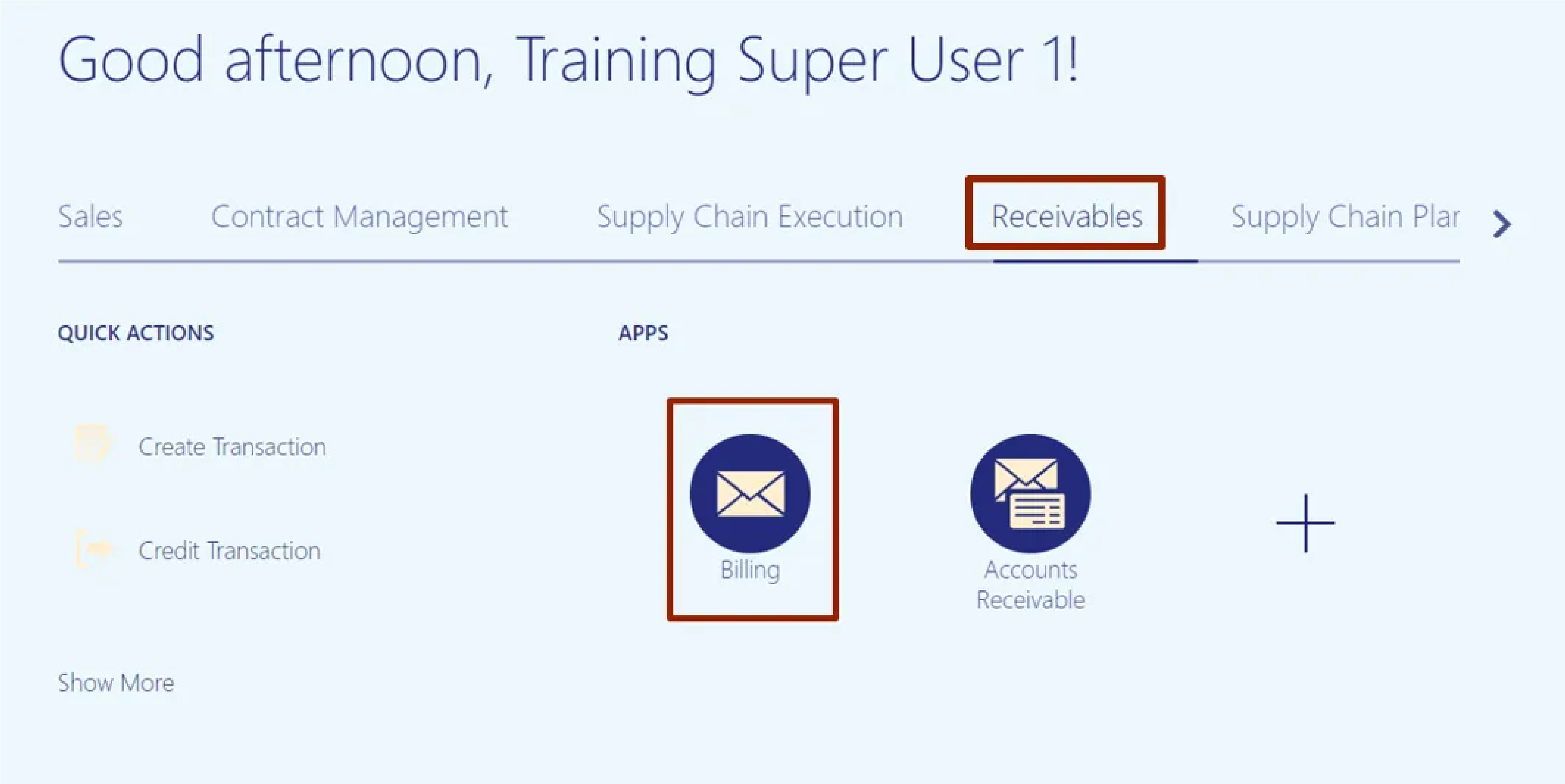
Create Credit Memos

To Create Credit Memos, please follow the steps below. There are 13 steps to complete this process.

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

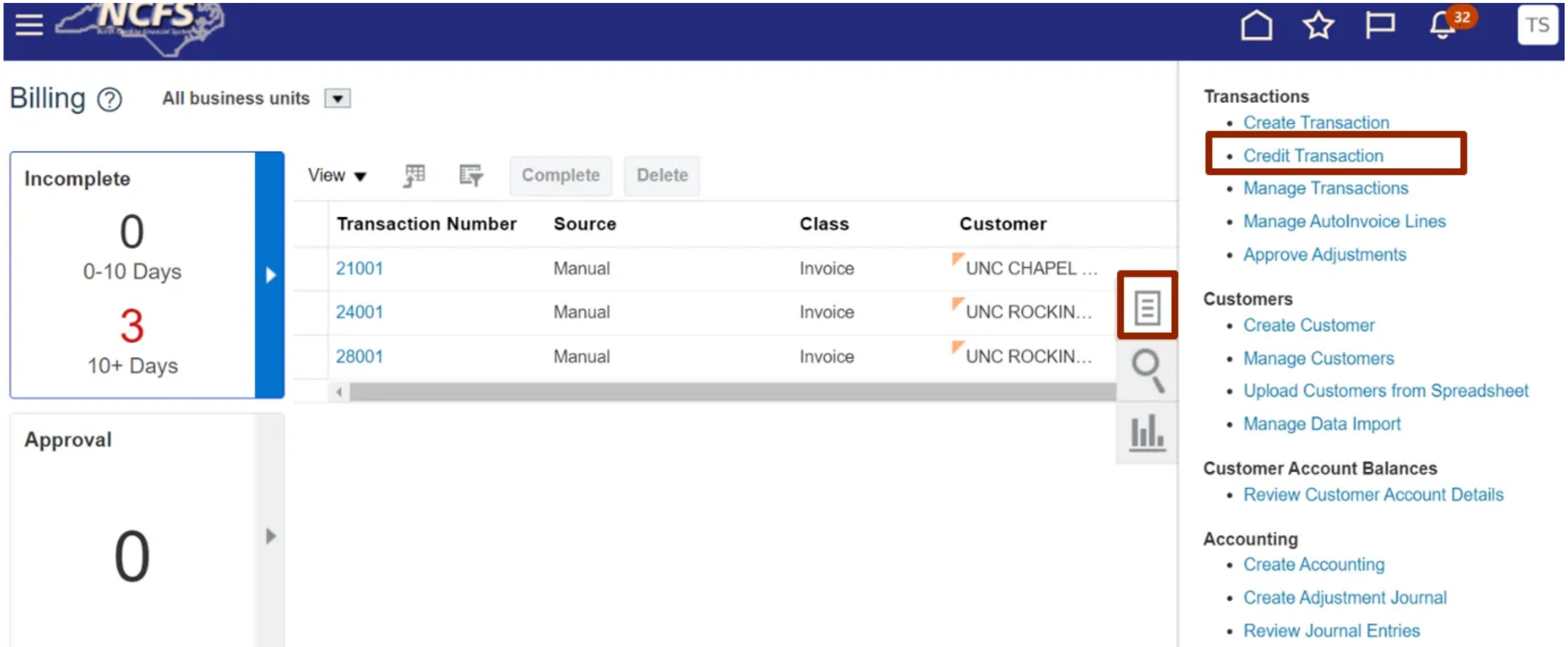
Step 2. On the **Home** page, click the **Receivables** tab and select the **Billing** app.

Image



Step 3. On the **Billing** page, click the **Tasks** icon. Now, under ***Transactions*** section, click **Credit Transaction**.

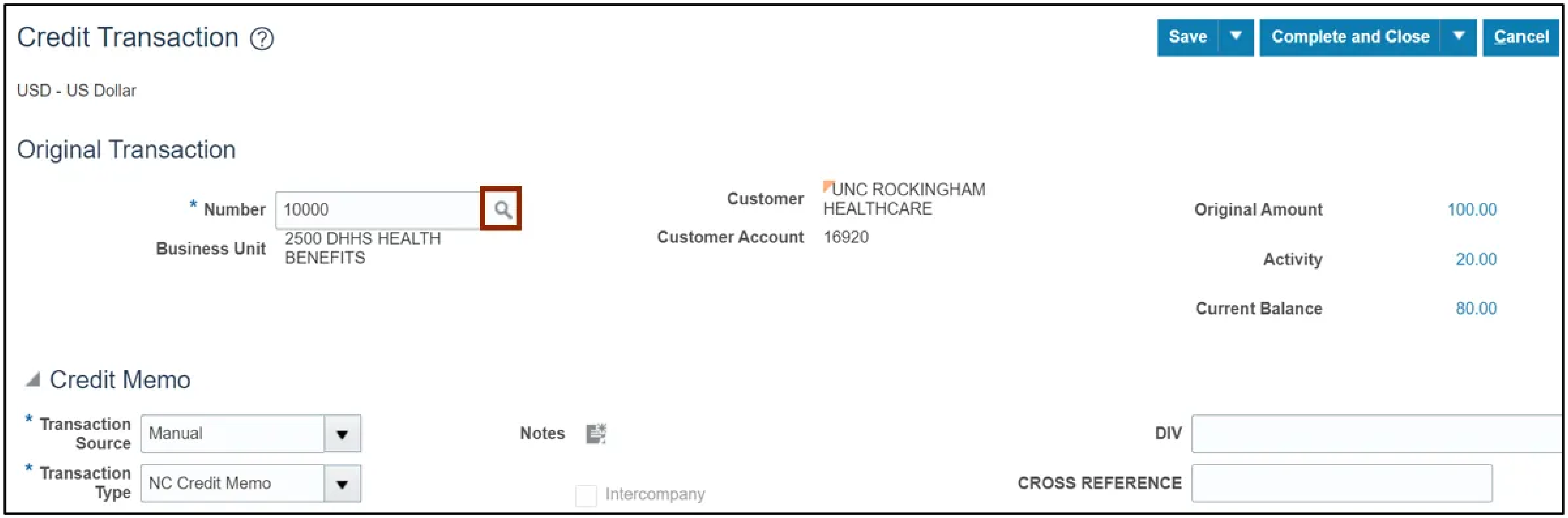
Image



Step 4. On the **Credit Transaction** page, under the ***Original Transaction*** section, enter the correct data in the ***Number** field.

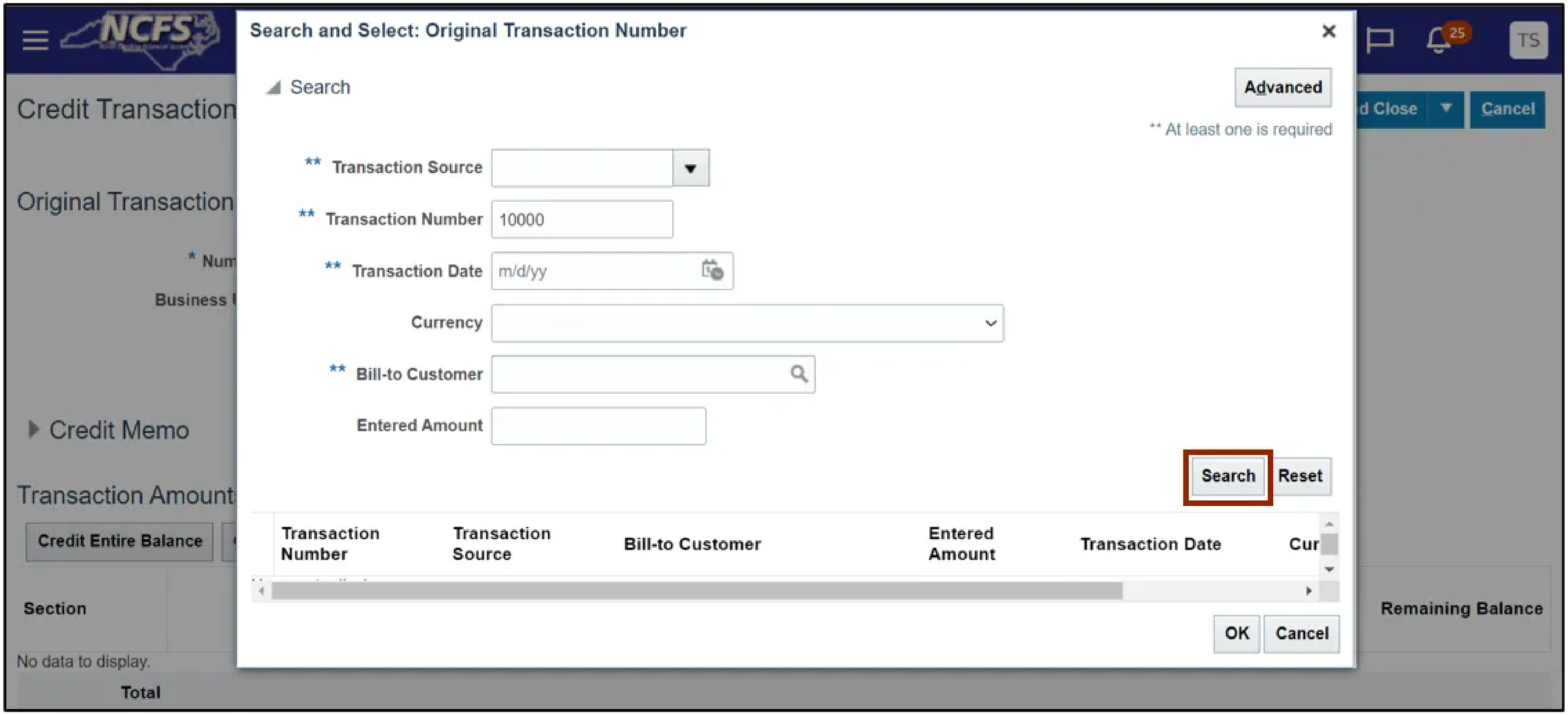
In this example, we choose **10000** for ***Number***. Then, click the **Magnifying Glass** icon next to the ***Number*** field.

Image



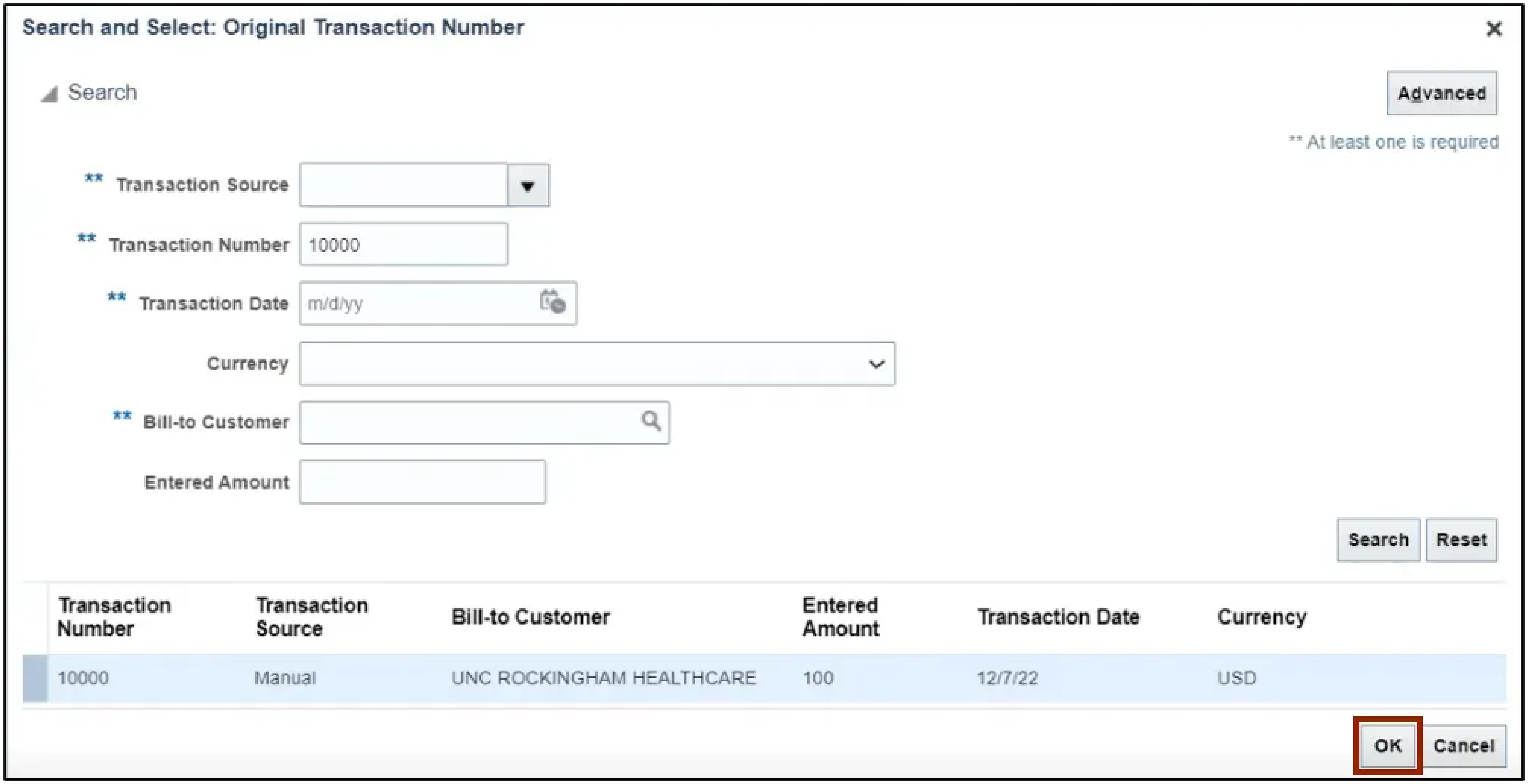
Step 5. The *Search and Select: Original Transaction Number* pop-up appears. Click the **Search** button.

Image



Step 6. Select the Transaction Number and click the **OK** button to go back to the **Create Credit Transaction** screen.

Image



Step 7. In the ***Credit Memo*** section, enter the relevant information for Transaction Source and Transaction Type by clicking the drop-down choice list.

In this example, we choose: **Manual** for ***Transaction Source***, **NC Credit Memo** for ***Transaction Type***, and **10000** for ***Transaction Number***.

Note: Transaction Type will be populated automatically.

Image

Step 8. Enter the reason for creating the credit memo in the ***Comments*** field.

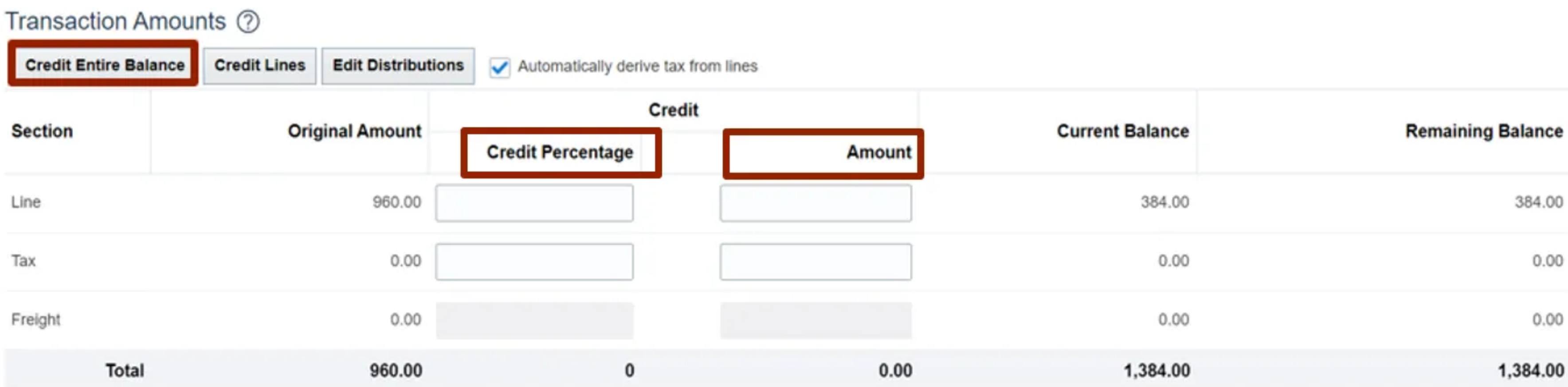
In this example, we choose **Testing O2C Scenario 011** for ***Comments***.

Image

Step 9. In the ***Transaction Amounts*** section, click the **Credit Entire Balance** button.

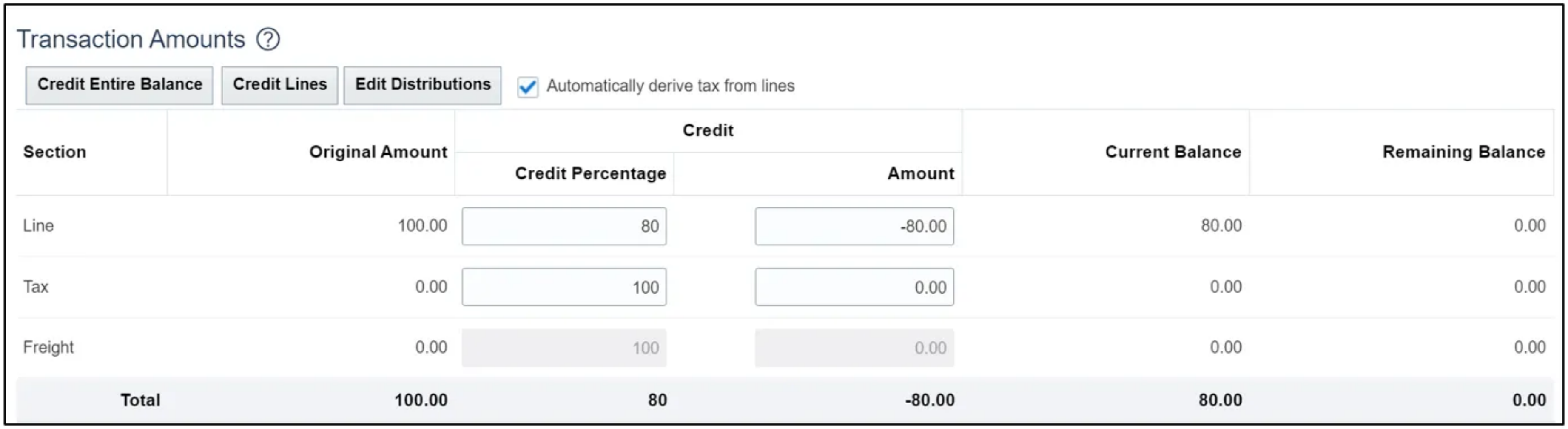
Note: You may choose to edit the **Credit Percentage** of the line to issue credit, or the **Amount** of the line to issue credit.

Image



Step 10. The appropriate **Percentage** and **Amount** to be credited are displayed on the screen.

Image

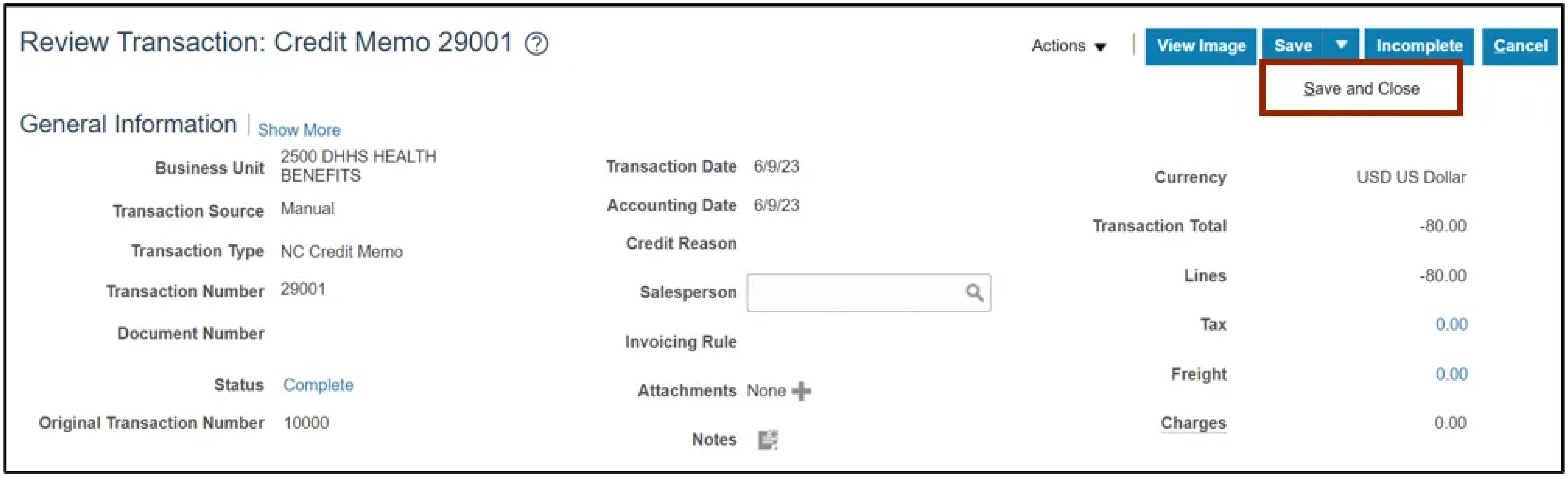


Step 11. Click the *Complete and Close* drop-down choice list and select the **Complete and Review** button.

Image

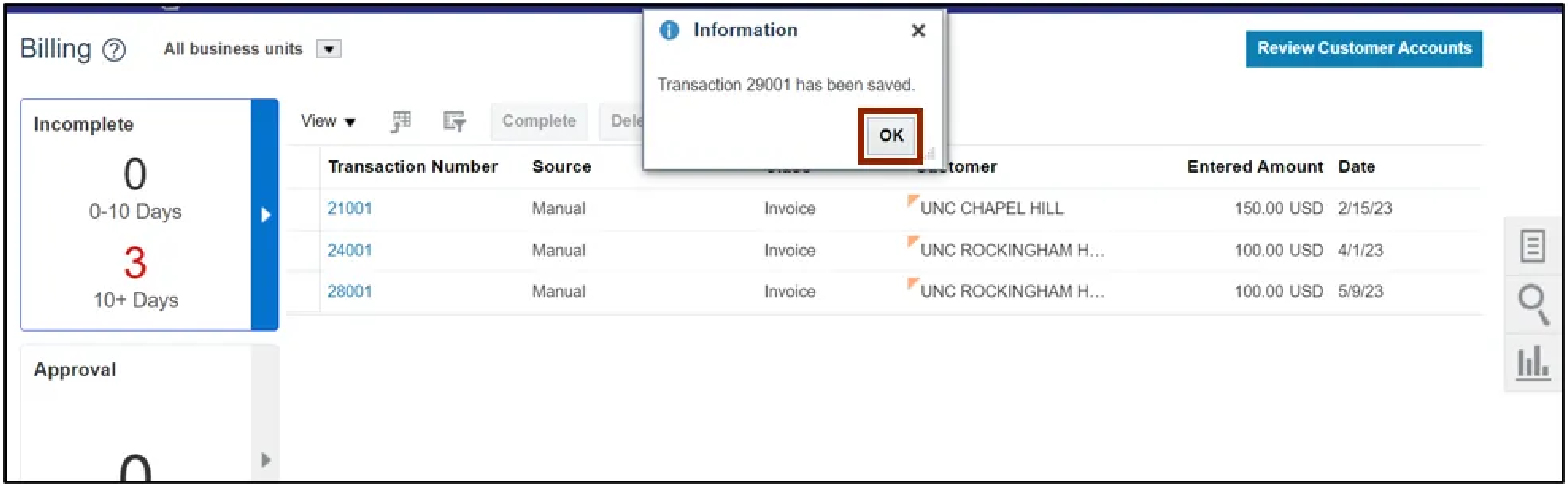
Step 12. Once the review is complete, click the Save drop-down choice list and then, click **Save and Close** button.

Image



Step 13. An *Information* pop-up appears. Click the **OK** button.

Image



Wrap-Up

Users can Create a Credit Memo once the goods or services are returned by the customer by following the steps explained above.

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