

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

Good afternoon, Training Super User 1!

Sales

Contract Management

Supply Chain Execution

Receivables

Supply Chain Plan



QUICK ACTIONS



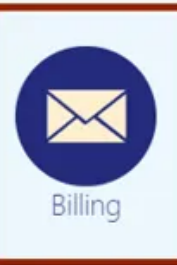
Create Transaction



Credit Transaction

Show More

APPS



Accounts
Receivable



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

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 **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

Credit Transaction ?

Save
Complete and Close
Cancel

USD - US Dollar

Original Transaction

* Number

Customer
 UNC ROCKINGHAM HEALTHCARE

Original Amount
100.00

Business Unit
2500 DHHS HEALTH BENEFITS

Customer Account
16920

Activity
20.00

Current Balance
80.00

* Transaction Source
Manual

Notes

DIV

* Transaction Type
NC Credit Memo

☐ Intercompany

CROSS REFERENCE

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

Image

NCFS

Credit Transaction

Original Transaction

* Num

Business

► Credit Memo

Transaction Amount

Credit Entire Balance

Section

No data to display.

Total

Search and Select: Original Transaction Number

Search

Advanced

** At least one is required

** Transaction Source

** Transaction Number 10000

** Transaction Date m/d/yy

Currency

** Bill-to Customer

Entered Amount

Search Reset

Transaction Number	Transaction Source	Bill-to Customer	Entered Amount	Transaction Date	Cur
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OK Cancel

Remaining Balance

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

Image

Search and Select: Original Transaction Number

X

Search

Advanced

** At least one is required

** Transaction Source

** Transaction Number

10000

** Transaction Date

m/d/yy

Currency

** Bill-to Customer

Entered Amount

Search

Reset

Transaction Number	Transaction Source	Bill-to Customer	Entered Amount	Transaction Date	Currency
10000	Manual	UNC ROCKINGHAM HEALTHCARE	100	12/7/22	USD

OK

Cancel

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

▲ Credit Memo

* Transaction Source	Manual	Reference		Non-Medicare Share	
* Transaction Type	NC Credit Memo	Attachments	None +	Context Value	
* Transaction Number	10000	Notes		Exclude From Netting	☐
Document Number		☐ Intercompany		Delivery Date for Tax Point Date	m/d/yy
Transaction Date	6/1/23	Special Instructions		Regional Information	
* Accounting Date	6/1/23	Comments		Context Value	
Credit Reason		Medicaid Share			
Customer Reference					

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

▲ Credit Memo

* Transaction Source	Manual	Reference		Non-Medicare Share	
* Transaction Type	NC Credit Memo	Attachments	None +	Context Value	
* Transaction Number	10000	Notes		Exclude From Netting	☐
Document Number		☐ Intercompany		Delivery Date for Tax Point Date	m/d/yy
Transaction Date	6/1/23	Special Instructions		Regional Information	
* Accounting Date	6/1/23	Comments	Testing O2C Scenario 011	Context Value	
Credit Reason		Medicaid Share			
Customer Reference					

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

Transaction Amounts ?

Credit Entire Balance Credit Lines Edit Distributions ☒ Automatically derive tax from lines

Section	Original Amount	Credit		Current Balance	Remaining Balance
		Credit Percentage	Amount		
Line	960.00			384.00	384.00
Tax	0.00			0.00	0.00
Freight	0.00			0.00	0.00
Total	960.00	0	0.00	1,384.00	1,384.00

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

Image

Transaction Amounts ?

☒ Automatically derive tax from lines

Section	Original Amount	Credit		Current Balance	Remaining Balance
		Credit Percentage	Amount		
Line	100.00	80	-80.00	80.00	0.00
Tax	0.00	100	0.00	0.00	0.00
Freight	0.00	100	0.00	0.00	0.00
Total	100.00	80	-80.00	80.00	0.00

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

Image

Credit Transaction ?

USD - US Dollar

Original Transaction

* Number 10000
 Business Unit 2500 DHHS HEALTH BENEFITS

Customer UNC ROCKINGHAM HEALTHCARE
 Customer Account 16920

Original Amount 100.00
 Activity 20.00
 Current Balance 80.00

Complete and Review

Credit Memo

* Transaction Source Manual

Notes

DIV

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

Image

Review Transaction: Credit Memo 29001 ?

Actions

View Image Save

Save and Close

 Incomplete Cancel

General Information Show More

Business Unit2500 DHHS HEALTH BENEFITS

Transaction SourceManual

Transaction TypeNC Credit Memo

Transaction Number29001

Document Number

StatusComplete

Original Transaction Number10000

Transaction Date6/9/23

Accounting Date6/9/23

Credit Reason

Salesperson

Invoicing Rule

AttachmentsNone +

Notes

CurrencyUSD US Dollar

Transaction Total-80.00

Lines-80.00

Tax0.00

Freight0.00

Charges0.00

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

Image

Billing ? All business units

Review Customer Accounts

Information

Transaction 29001 has been saved.

OK

Incomplete

0

0-10 Days

3

10+ Days

Approval

View

Complete

Delete

Transaction Number	Source	Invoice	Customer	Entered Amount	Date
21001	Manual	Invoice	UNC CHAPEL HILL	150.00 USD	2/15/23
24001	Manual	Invoice	UNC ROCKINGHAM H...	100.00 USD	4/1/23
28001	Manual	Invoice	UNC ROCKINGHAM H...	100.00 USD	5/9/23

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](#)

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