ADJUST INVOICES

QUICK REFERENCE GUIDE AR-07

OTC

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:

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

2. On the **Home** page, click the **Receivables** tab and select the **Billing** app.
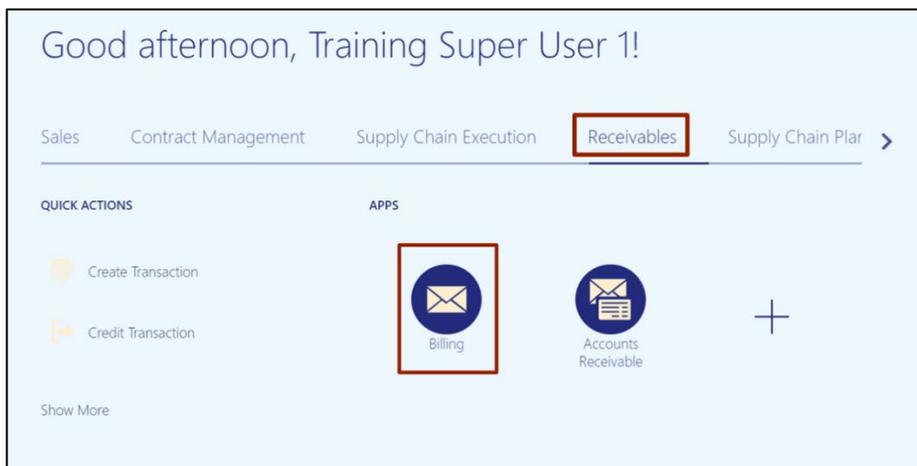
3. On the **Billing** page, click the **Tasks** [☰] icon. Then, under the *Transactions* section, click **Manage Transactions.**
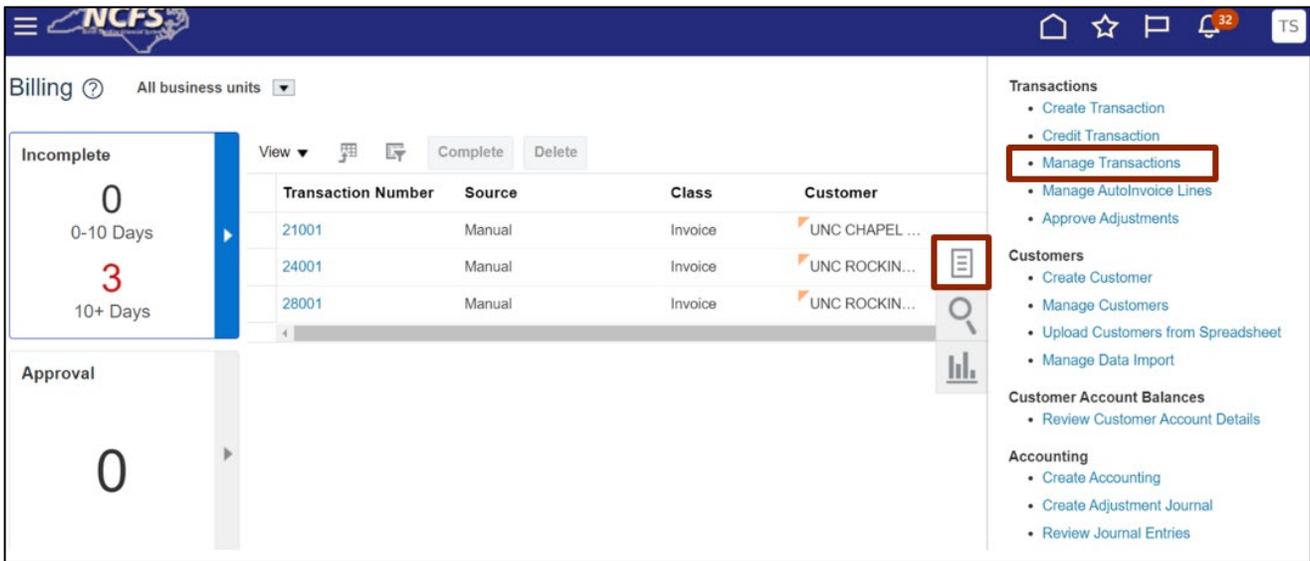
4. On the **Manage Transactions** page, enter the relevant information under the *Search* section marked with a ** double asterisk.

In this example, we choose **2500 DHSS HEALTH BENEFITS** for the *Business Unit* field and **Starts with 180** for *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.
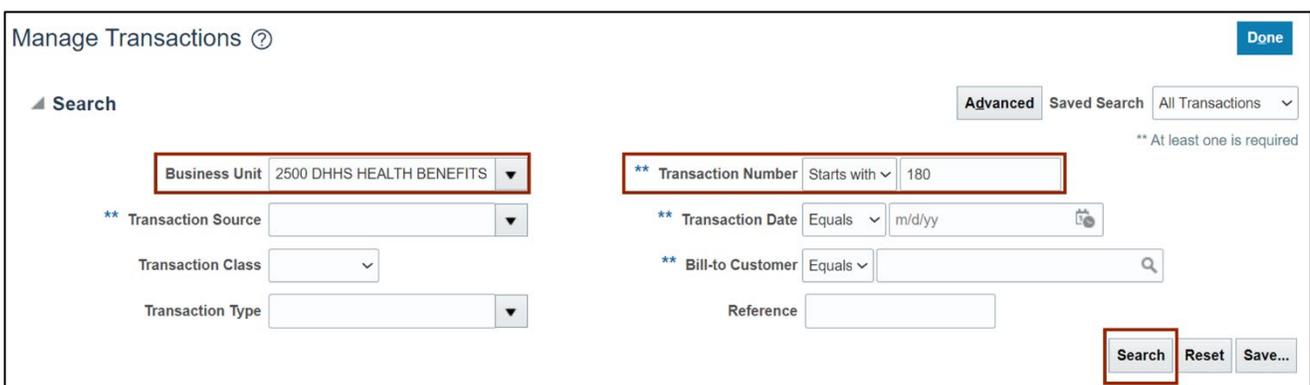
5. On the **Manage Transactions** page, select the **Transaction.**

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

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

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.***

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.

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

Manage Adjustments: Invoice 18001 ⑦								Done

Actions ▼ View ▼ ＋ ✎ Submit Withdraw

Information ✕

The adjustment 20001 has been created.

OK

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

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

Manage Adjustments: Invoice 18001 ⑦								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

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

Manage Transactions ⑦　　　　　　　　　　　　　　　　　　　　　　　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…	

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