



RUN CUSTOMER REPORTS

QUICK REFERENCE GUIDE

AR

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to create and update customer records, including recent system changes, benefits, process flows, and the maintenance of customer data in the North Carolina Financial System (**NCFS**).

Introduction and Overview

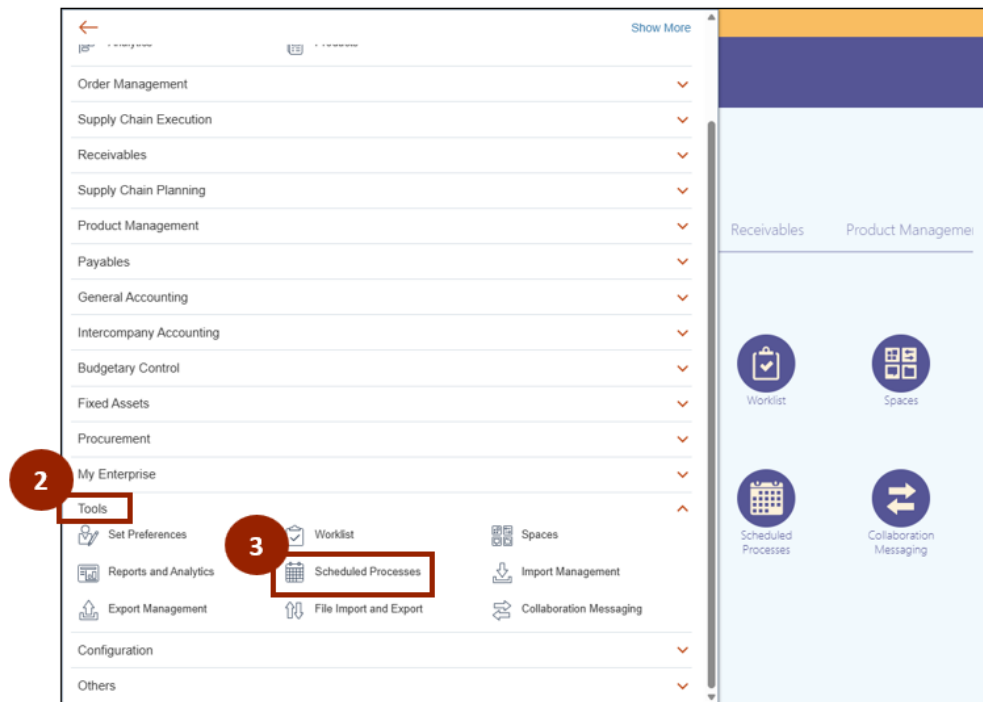
This QRG covers the process of running customer reports that are pre-built or ad-hoc analytics that draw data from Receivables tables to deliver a consolidated view of customer master data, transactions, credit/collections status, and audit changes. Running customer reports in NCFS allows users to efficiently access, analyze, and export vital customer information for business insights and decision-making.

Run Customer Reports

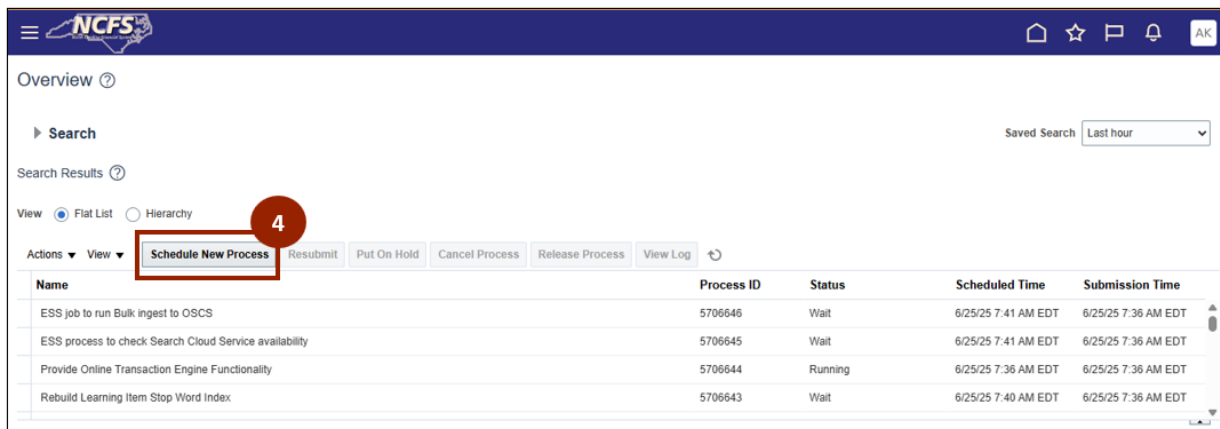
1. From the **Home** page, click the **Navigator** in the upper left-hand corner.



2. Select **Tools**.
3. Click **Scheduled Processes**.



4. On the **Scheduled Processes Overview** page, select **Schedule New Process**



5. In the *Name* field, enter keywords related to the customer report you want to run (e.g., **Create Customer Statements**), then select the appropriate report or process from the search results
6. Click **OK**

The screenshot shows a 'Schedule New Process' window. At the top, there are radio buttons for 'Job' (selected) and 'Job Set'. Below this is a 'Name' field with a dropdown arrow, containing the text 'Create Customer Statement'. A description below reads 'Generates statements for selected customers and customer sites.' At the bottom right, there are 'OK' and 'Cancel' buttons. Red circles with numbers 5 and 6 are overlaid on the 'Name' field and the 'OK' button respectively.

7. In the **Process Details** window, enter the **required information (*)** in the following fields:
 - *Generate Bill*
 - *Bucket*
 - *From Customer*
 - *To Customer*
 - *Cycle*
 - *Statement Date*
 - *As-of Date*
8. Click **Submit** to run an ad hoc report.

The screenshot shows the 'Process Details' window. At the top, there's a status message and buttons for 'Process Options', 'Advanced', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red circle and the number 8. Below this is the 'Basic Options' section, which is highlighted with a red circle and the number 7. This section contains several fields marked with an asterisk (*): 'Transaction Business Unit' (5200 DEPARTMENT C), 'Generate Bill' (Print a draft statement for a customer), 'Bucket' (Statement), 'From Customer', 'To Customer', 'From Customer Number', 'To Customer Number', 'Site', 'Cycle' (Monthly), 'Statement Date' (2025-03-31), and 'As-of Date' (m/d/yy).

9. Select **Advanced**.

Process Details

This process will be queued up for submission at position 1

Process Options **Advanced** Submit Cancel

Name Create Customer Statements

Description Generates statements for selected customers and... ☐ Notify me when this process ends

Schedule As soon as possible Submission Notes

Basic Options

Parameters

* Transaction Business Unit 5200 DEPARTMENT C

* Generate Bill Print Statements

* Bucket Statement

From Customer dtrajl y z

To Customer dtrajl y z

From Customer Number

To Customer Number

Site

* Cycle Monthly

* Statement Date 2025-05-31

* As-of Date 6/26/25

10. Click **Schedule** to schedule the process.11. Select the **Using a Schedule** button.

Process Details

This process will be queued up for submission at position 1

Process Options Basic **Submit** Cancel

Name Create Customer Statements

Description Generates statements for selected customers and... ☐ Notify me when this process ends

Schedule As soon as possible Submission Notes

Advanced Options

Parameters **Schedule** Action

Run ☒ As soon as possible ☐ Using a schedule

12. In the *Schedule* section, select the **desired frequency** to run the customer reports

Process Details

This process will be queued up for submission at position 1

Process Options Basic Submit Cancel

Name Create Customer Statements

Description Generates statements for selected customers and... ☐ Notify me when this process ends

Schedule Using a schedule Submission Notes

Advanced Options

Parameters Schedule Notification

Run ☐ As soon as possible ☒ Using a schedule

Frequency Weekly

1

* Start Date (UTC-05:00) New York - Eastern Time (ET)

* End Date (UTC-05:00) New York - Eastern Time (ET)

Manage Times

13. Fill in the required details (i.e., *Start* and *End Date*).

14. Click **Submit**.

Process Details

This process will be queued up for submission at position 1

Process Options Basic Submit Cancel

Name Create Customer Statements

Description Generates statements for selected customers and... ☐ Notify me when this process ends

Schedule Using a schedule Submission Notes

Advanced Options

Parameters Schedule Notification

Run ☐ As soon as possible ☒ Using a schedule

Frequency Weekly

Weeks Between Runs 1

* Start Date 7/7/25 4:57 AM (UTC-05:00) New York - Eastern Time (ET)

* End Date 7/7/25 4:57 AM (UTC-05:00) New York - Eastern Time (ET)

Manage Times

15. The process will appear in the *Scheduled Processes* list. You can monitor the status here - *Queued, Running, Succeeded, or Error*.

16. **Refresh** the list as needed to update the status.

Overview

Search

Search Results

View: ☒ Flat List ☐ Hierarchy

Actions: **Schedule New Process** Resubmit Put On Hold Cancel Process Release Process View Log **15**

Name	Process ID	Status	Scheduled Time	Submission Time
Create Customer Statements: Subprocess	5709905	Succeeded	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
Create Customer Statements	5709904	Paused	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
ESS job to run Bulk ingest to OSCI	5709903	Wait	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT
ESS process to check Search Cloud Service availability	5709902	Wait	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT

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17. Once the process status says **Succeeded**, select the **process row**.

Search

Search Results

View: ☒ Flat List ☐ Hierarchy

Actions: **Schedule New Process** **Resubmit** Hold Cancel Process Release Process View Log

Name	Process ID	Status	Scheduled Time	Submission Time
Create Customer Statements: Subprocess	5709905	Succeeded	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
Create Customer Statements	5709904	Succeeded	6/26/25 11:27 AM EDT	6/26/25 11:27 AM EDT
ESS job to run Bulk ingest to OSCI	5709903	Running	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT
ESS process to check Search Cloud Service availability	5709902	Running	6/26/25 11:31 AM EDT	6/26/25 11:26 AM EDT
Rebuild Learning Item Stop Word Index	5709901	Succeeded	6/26/25 11:30 AM EDT	6/26/25 11:26 AM EDT

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Process Details Status Details

Create Customer Statements, 5709904

Status: Succeeded Schedule Start: 6/26/25 11:27 AM EDT

Log and Output

Attachment: ESS_5709904

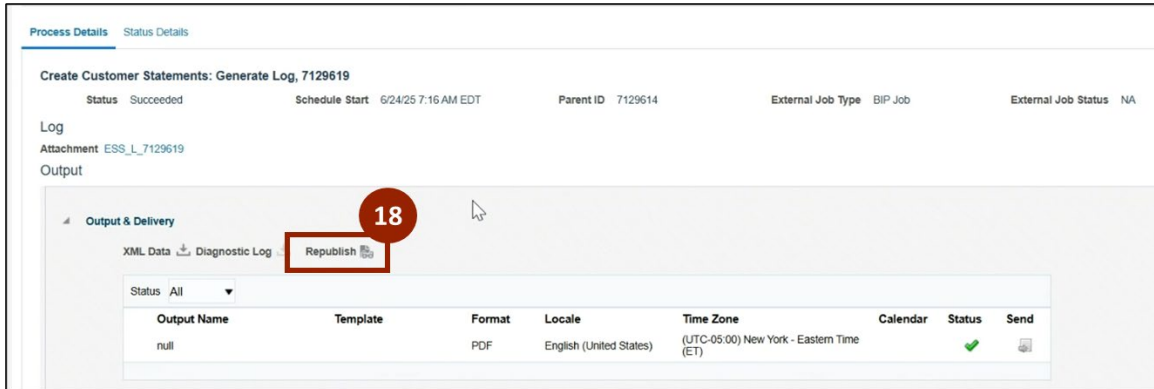
Parameters

Parameter Names with Values

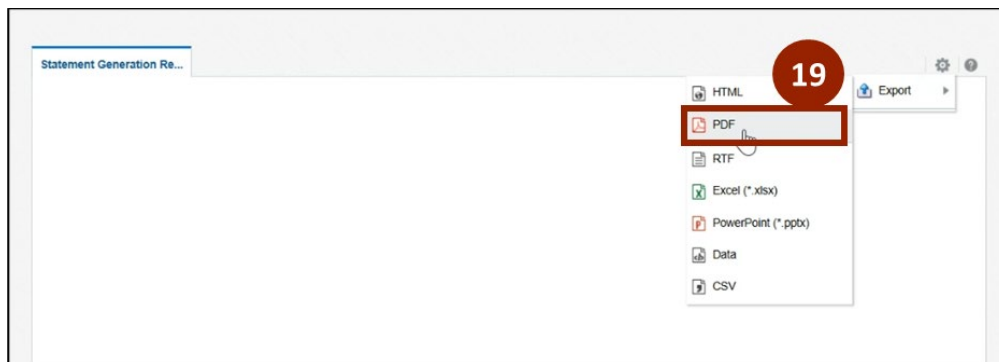
Transaction	Business Unit	From Customer Number	To Customer Number	As of Date	Transaction Type	Message 2	Message 3	Message 4	Message 5	Message 6	Message 7
5200	DEPARTMENT OF ADULT CORRECTION			2025-06-26	Primary Salesperson						
Generate Bill	Print a draft statement for a customer	Site			Draft Email						
Bucket	Statement	Cycle	Monthly								
From Customer	bekabid y z	Statement Date	2025-03-31		Message 1						
To Customer	bekabid y z										

All Parameter Values

18. Click **Republish** to access the report.




19. Click your desired format from the *Export* drop-down list.



20. The report will download in the selected format.

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Not Just Making It Right. Making It Better.

**North Carolina Department of
Adult Correction**
5220 Mail Service Center
Raleigh, North Carolina 27699-
5220
Tax Id: 87-4658409 Group: 03 Site
IGO.052

Statement

SIT TEST CUSTOMER 1 :157789
101
New York NY 10001

Account No.	Date
115855	06/30/2025

Date	Invoice	Type Of Transaction	Customer P.O.	Charges	Credits
06/18/2025	10000	Invoice		10.00	0.00
06/18/2025	10000	Credit Memo	Credit Memo: 690284	0.00	-5.00
06/23/2025	10000	Payment	DAC Automatic Receipt: 2306: 5.00	0.00	-5.00
06/18/2025	690284	Credit Memo		0.00	-5.00
06/18/2025	690284	Invoice	Invoice: 10000	5.00	0.00
Total Amount				15.00	-15.00

Ending Balance	Current	31-60	61-90	Over 90+	Amount Due
0.00	0.00	0.00	0.00	0.00	0.00

Wrap-Up

NCFS users can generate and retrieve customer reports in NCFS, schedule automated customer reports to run at daily, weekly, or monthly intervals, and export customer reports in multiple formats using the steps above.

Additional Resources

Instructor Led Training (ILT)

AR106: Manage Customer Data

Change Record

Effective Date 11/18/2025

- QRG creation