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

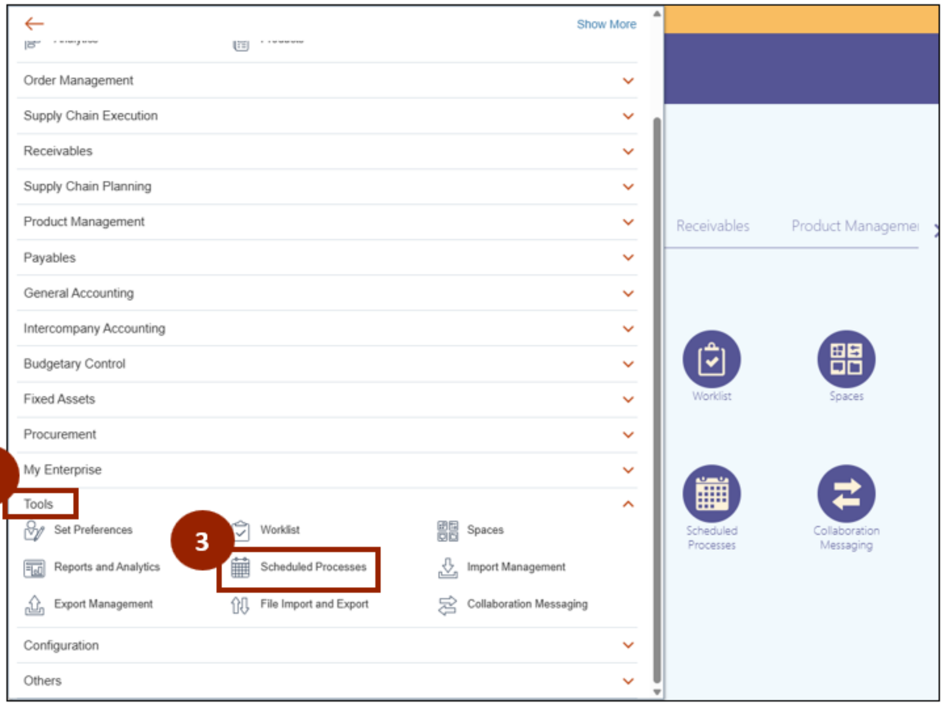
This QRG covers the process of running customer reports that are pre-built or ad-hoc analytics that draw data from Receivables tables to deliver a consolidated view of customer master data, transactions, credit/collections status, and audit changes. Running customer reports in NCFS allows users to efficiently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

Run Customer Reports

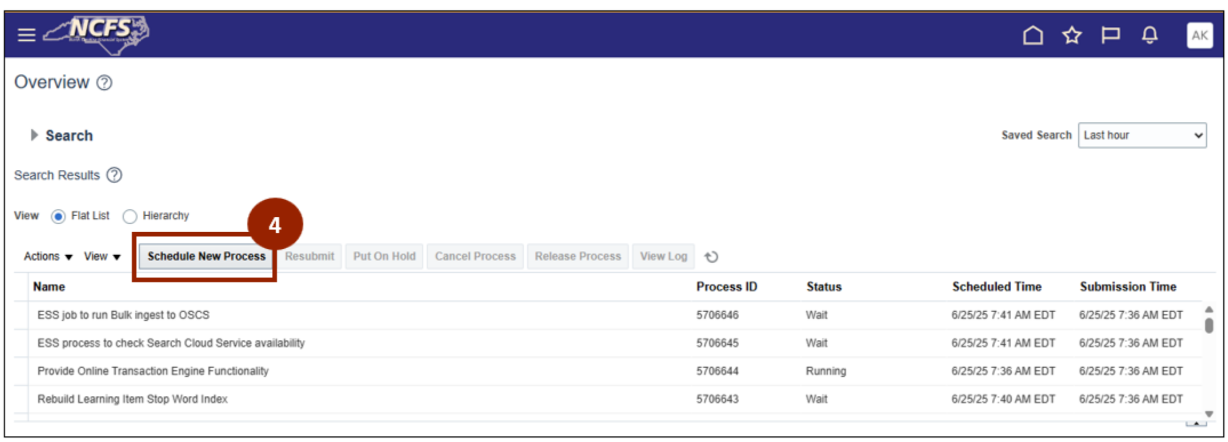
1. From the ***Home*** page, click the **Navigator** in the upper left-hand corner.

2. Select **Tools**.

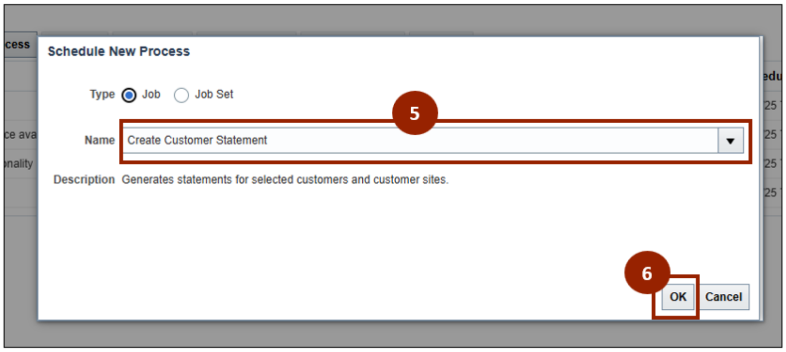
3. Click **Scheduled Processes**.



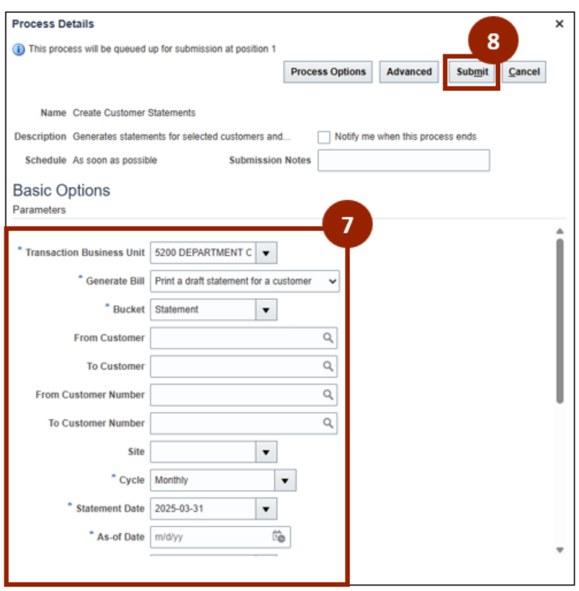
4. On the ***Scheduled Processes Overview*** page, select **Schedule New Process**



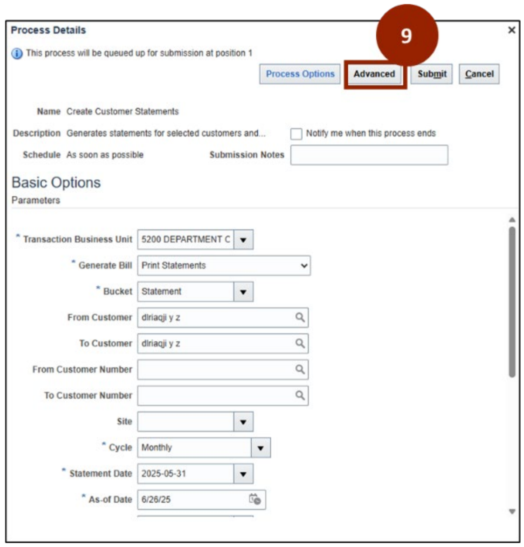
5. In the *Name* field, enter keywords related to the customer report you want to run (e.g., **Create Customer Statements**), then select the appropriate report or process from the search results
6. Click **OK**



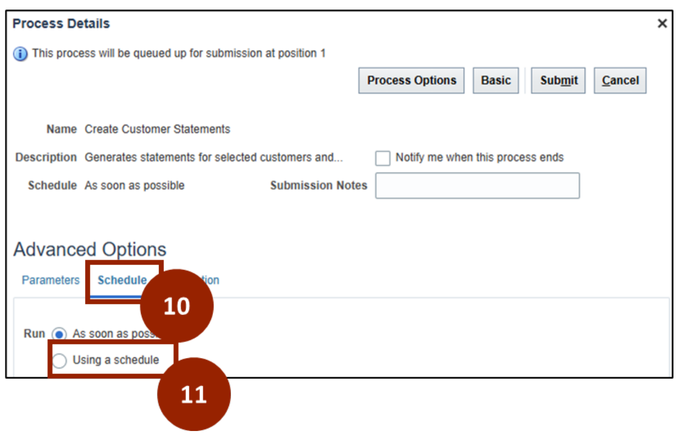
7. In the ***Process Details*** window, enter the **required information (*)** in the following fields:
   - *Generate Bill*
   - *Bucket*
   - *From Customer*
   - *To Customer*
   - *Cycle*
   - *Statement Date*
   - *As-of Date*
8. Click **Submit** to run an ad hoc report.



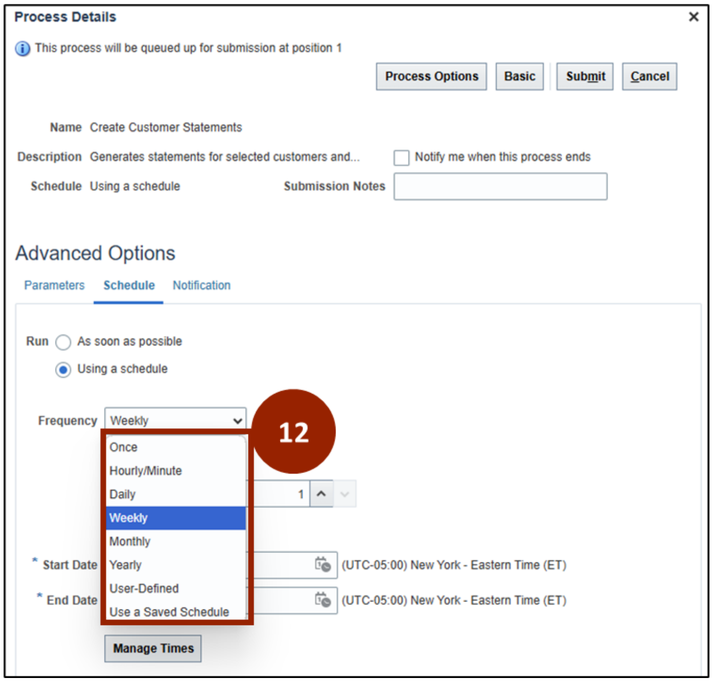
9. Select **Advanced**.



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

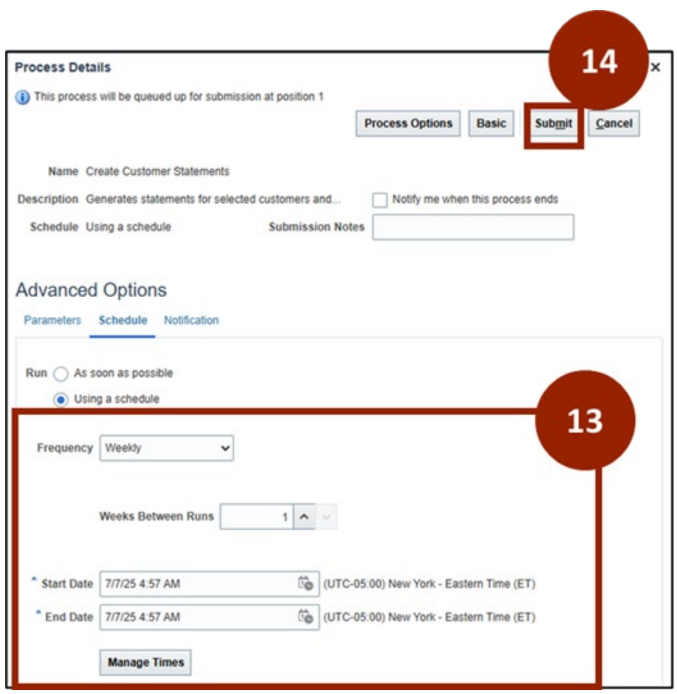


12. In the *Schedule* section, select the **desired frequency** to run the customer reports



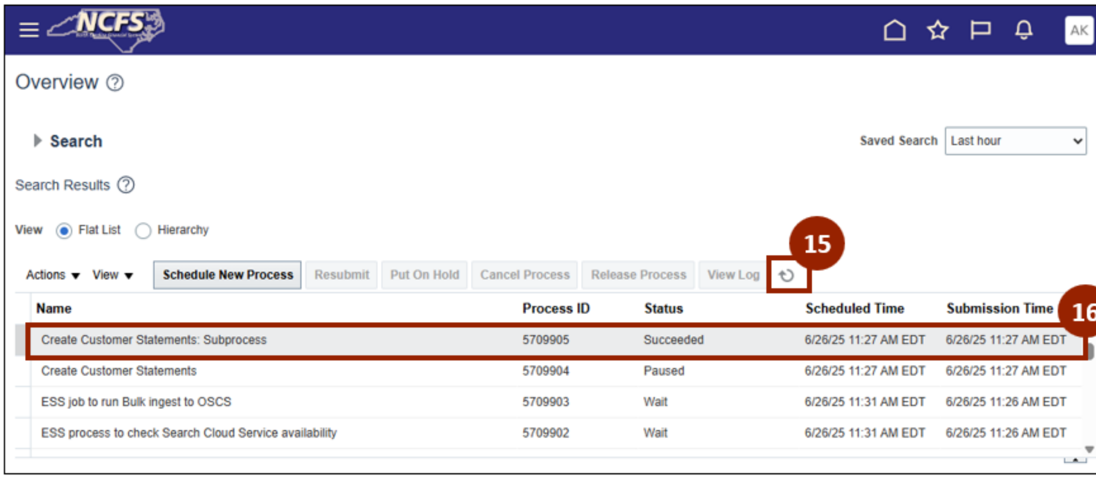
13. Fill in the required details (i.e., *Start* and *End Date*).

14. Click **Submit**.

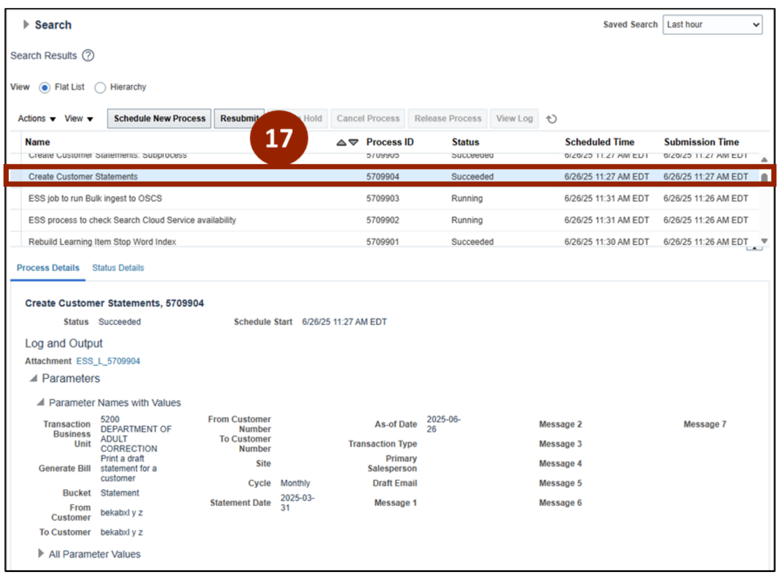


15. The process will appear in the *Scheduled Processes* list. You can monitor the status here - *Queued, Running, Succeeded,* or *Error.*

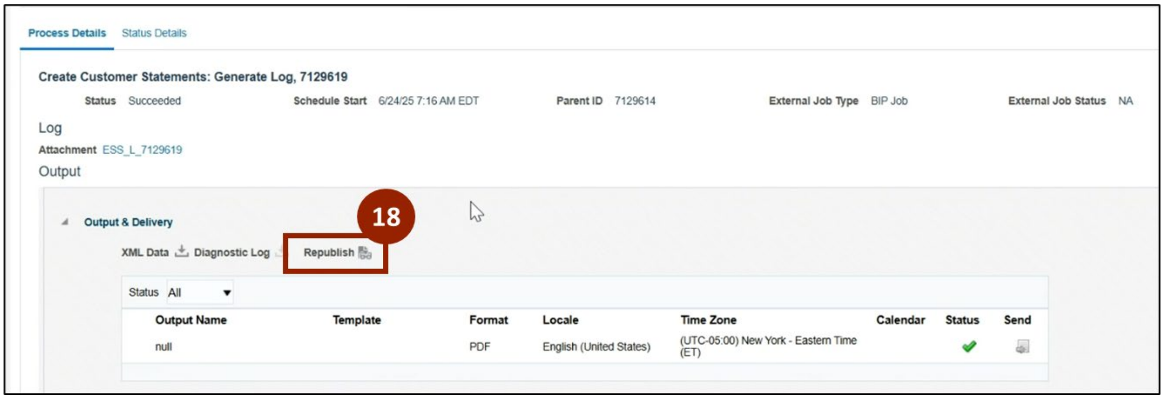
16. **Refresh** the list as needed to update the status.



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

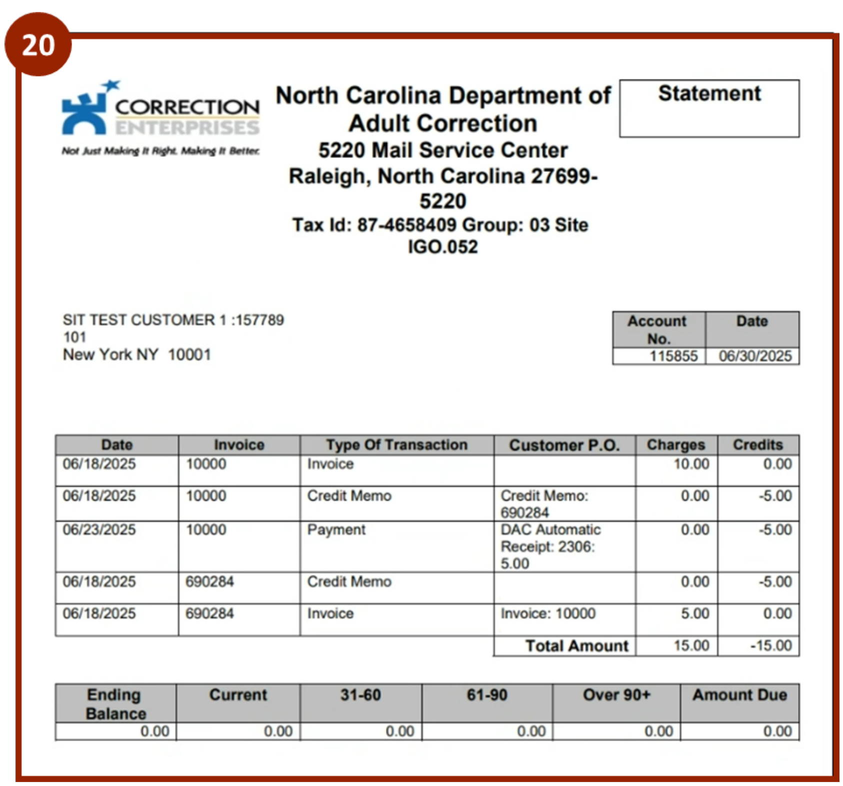


18. Click **Republish** to access the report.



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

20. The report will download in the selected format.



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