



MANAGE RECEIVABLE CREDIT MEMOS

AR

QUICK REFERENCE GUIDE

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

Introduction and Overview

This QRG covers the process of **Manage Receivable Credit Memos**. This process provides information on applying methods to calculate and manage tax amounts on invoices accurately.

Manage Receivables Credit Memos

To approve expenses via the **notification bell** icon, please follow the steps below:

1. Log in to the NCFS portal using the **Company Single Sign-On (SSO)** button.
2. Enter your **dac.nc.gov** email address.
3. Click **Next**, then enter your **password**.

Note: The system will automatically sign on using SSO and log in to NCFS. After the first login using SSO, future access may not require credentials. If SSO is not available, enter credentials manually within the *Username* and *Password* fields, then click **Sign-In**.

4. Navigate to the **Home** page.
5. Click on the **Receivables** tab.
6. Click on **Billing**.



7. On the **Billing** page, click the **Search** icon.

Accounts Receivable ? All business units Review Customer Accounts

Receipt Batches 0

Lockbox Exceptions 0

Unapplied Receipts 0

Show Graph

View ▼ Print Detach Post Approve Confirm ▼

Batch Type	Status	Batch Number	Date	Control Count	Actual Count	Control Total

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8. Enter the Transaction Number and click Search.

**** Transaction Number** ** At least one is required

23000

**** Transaction Date**

m/d/yy

**** Bill-to Customer Account Number**

Search Reset

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9. Click the **relevant invoice** from the *Search* list.

Manage Transactions ? Done

Search Advanced Saved Search All Transactions_1

Actions View Print ✕ Print Detach

Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number	Transactions	
										Medicaid Share	Non-Medicare Share
23000	Manual	Invoice	NC Standard Invoice	Yes	Sunny O. Okoroji	111.06 USD	11/20/23	2500 DHHS HE...			
23000	Manual - DAC	Invoice	DAC Standard Invoice	Yes	ALAMANCE COUNT...	2,135.00 USD	7/7/25	5200 DEPARTM...			

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10. Click **Credit Transaction** from the *Actions* list.

Review Transaction: Invoice 23000

General Information | Show More

Business Unit 5200 DEPARTMENT OF ADULT CORRECTION
Transaction Source Manual - DAC
Transaction Type DAC Standard Invoice
Transaction Number 23000
Document Number
Status Complete

Transaction Date 7/7/25
Accounting Date 7/7/25
Salesperson
Invoicing Rule
Attachments None
Notes

Customer
Bill-to Name ALAMANCE COUNTY PARKS
Bill-to Site 171237
Ship-to Name ALAMANCE COUNTY PARKS
Ship-to Site 428629

Payment Terms NET 30
Due Date 8/6/25

Actions | View Image | Save | Incomplete | Cancel

Credit Transaction

Submit a Dispute

Manage Adjustments 2,135.00

Review Instalments 2,000.00

Review Distributions 135.00

Duplicate

Account in Final 0.00

Account in Draft 0.00

View Accounting

View Balance Details

View Transaction Activities

Payment Terms NET 30
Due Date 8/6/25

11. Enter **DAC Credit Memo** in the *Transaction Type* field.

12. Select the **reason** for credit from the *Credit Reason* field.

Credit Transaction

USD - US Dollar

Original Transaction

Number 23000
Business Unit 5200 DEPARTMENT OF ADULT CORRECTION

Customer ALAMANCE COUNTY PARKS
Customer Account 117012

Original Amount 2,135.00
Activity 0.00
Current Balance 2,135.00

Credit Memo

* Transaction Source Manual

* Transaction Type DAC Credit Memo

Transaction Number
Document Number

Transaction Date 7/8/25

* Accounting Date 7/8/25

Credit Reason Discount

Customer Reference

Reference

Attachments None

Notes

Intercompany

Special Instructions

Comments

Medicaid Share

Non-Medicare Share

Context Value

Exclude From Netting

Delivery Date for Tax Point Date m/d/yyyy

Regional Information

Context Value

13. Navigate to the *Transaction Amounts* section, locate the relevant line item for which the credit is being issued.
14. In the *Amount* field, enter the **amount** to be credited, making sure to use a **minus sign (-)** before the number (e.g., -500.00).
15. Click **Save**.
16. Click **Complete and Close**.

The screenshot shows the 'Credit Transaction' form. At the top right, there are buttons for 'Save' (15), 'Complete and Close' (16), and 'Cancel'. The form is divided into several sections: 'Original Transaction', 'Credit Memo', and 'Transaction Amounts'. The 'Transaction Amounts' section at the bottom contains a table with columns for 'Section', 'Original Amount', 'Credit Percentage', 'Amount', 'Current Balance', and 'Remaining Balance'. A red box highlights the 'Amount' field for the 'Line' item, which contains '-500.00' (14). Other callouts include 13 pointing to the 'Transaction Amounts' section header and 15 pointing to the 'Save' button.

Section	Original Amount	Credit Percentage	Amount	Current Balance	Remaining Balance
Line	2,000.00	20	-500.00	2,000.00	1,500.00
Tax	135.00	20	-27.00	135.00	108.00
Franch	0.00			0.00	0.00

Wrap-Up

NCFS users can reference the *Manage Receivable Credit Memos* using the steps above.

Additional Resources

Instructor Led Training (ILT)

- AR107: Manage Billing

Change Record

Effective Date 11/18/2025

- QRG creation