MANAGE RECIEVABLE 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

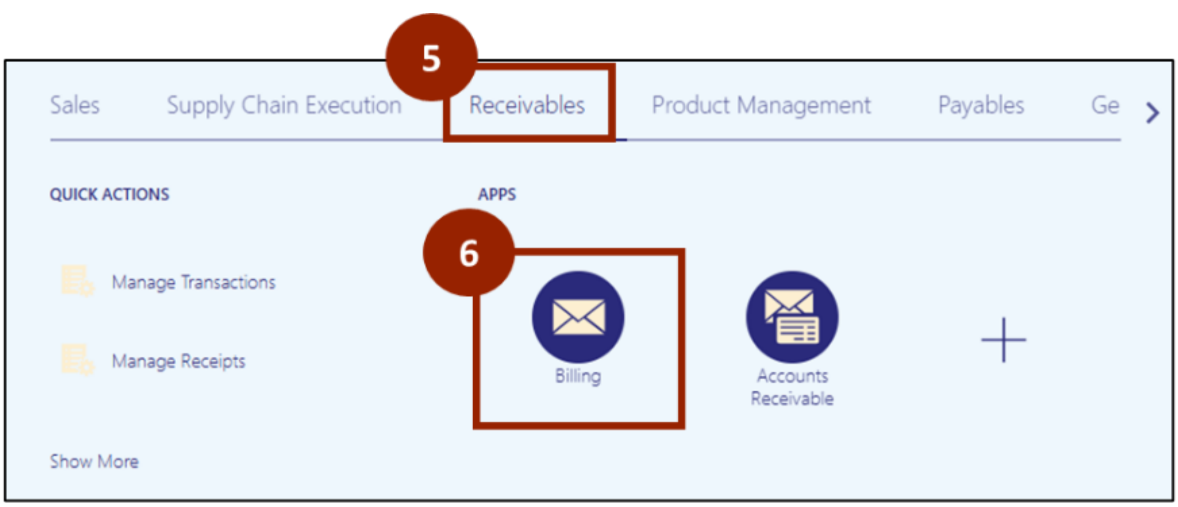
This QRG covers the process of ***Manage Receivable Credit Memos.*** This process provides information on applying methods to calculate and manage tax amounts on invoices accurately.

Manage Receivables Credit Memos

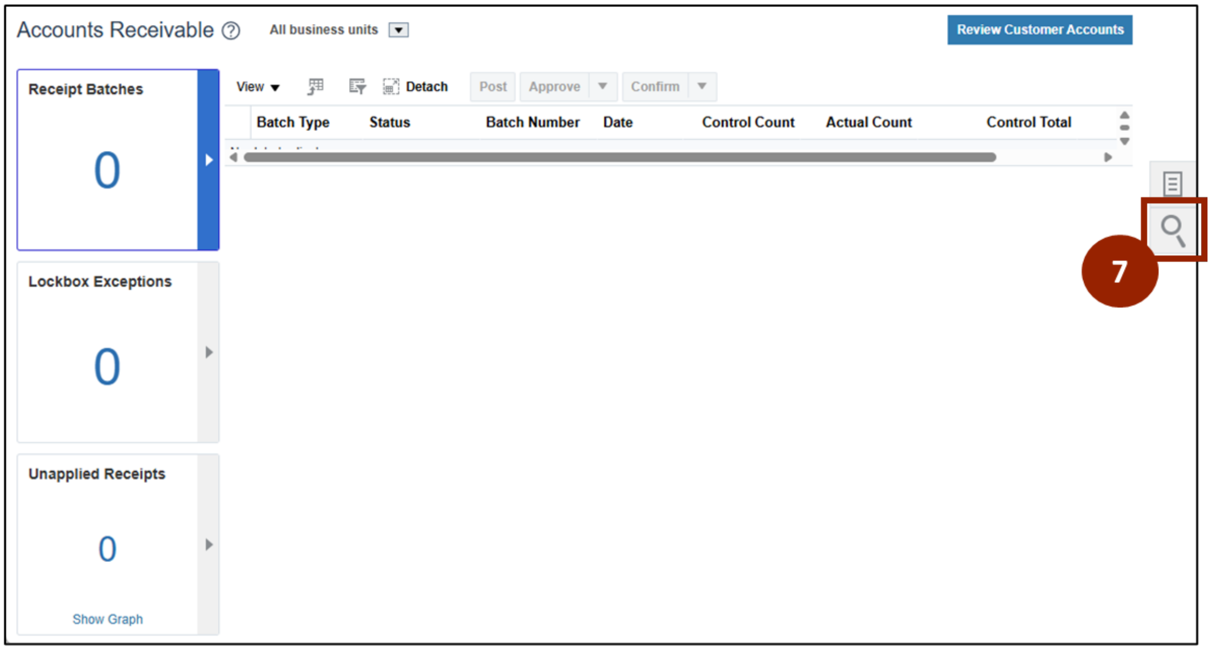
To approve expenses via the **notification bell** icon, please follow the steps below:

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**.

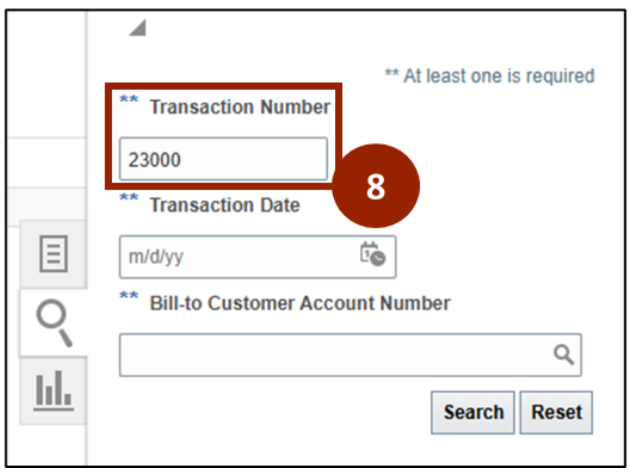
   Note: The system will automatically sign on using SSO and log in to NCFS. After the first login using SSO, future access may not require credentials. If SSO is not available, enter credentials manually within the *Username* and *Password* fields, then click **Sign-In**.
4. Navigate to the ***Home***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



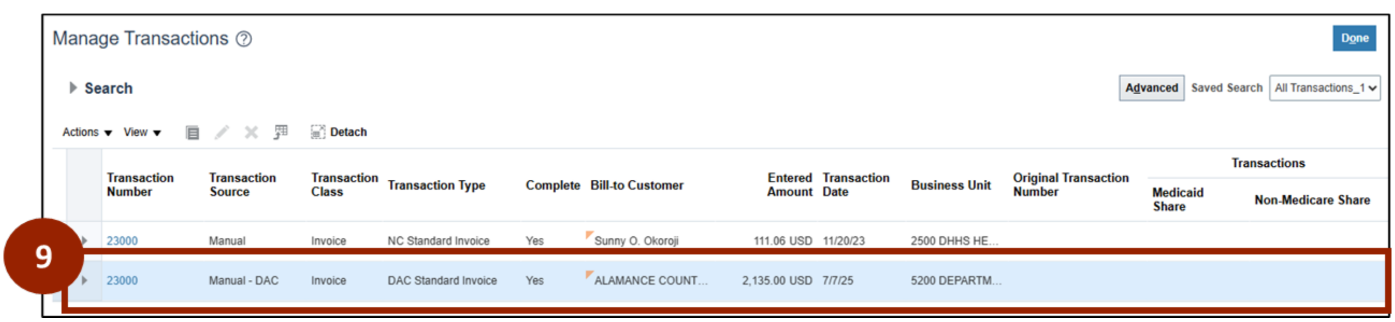
7. On the ***Billing*** page, click the **Search** icon.



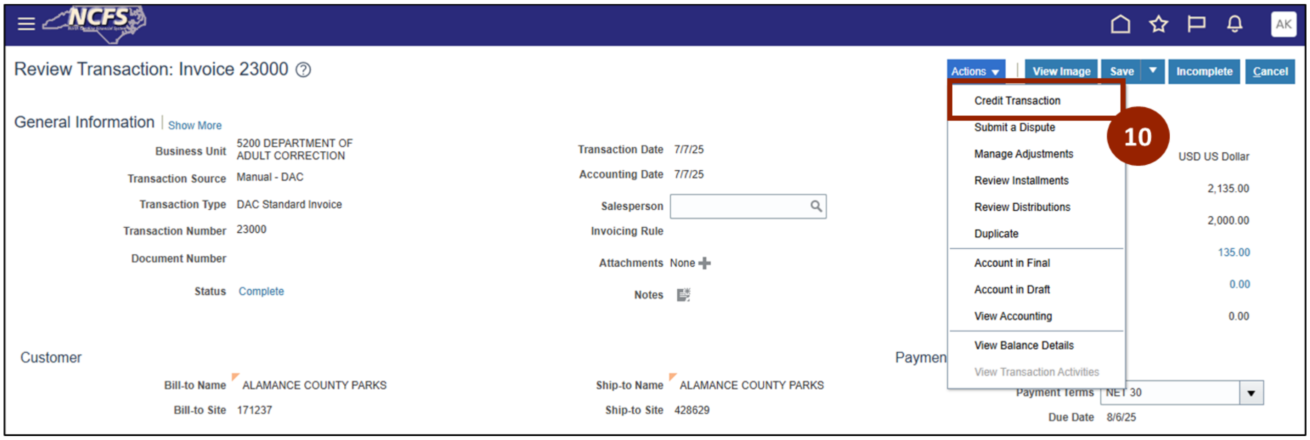
8. Enter the Transaction Number and click Search.



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

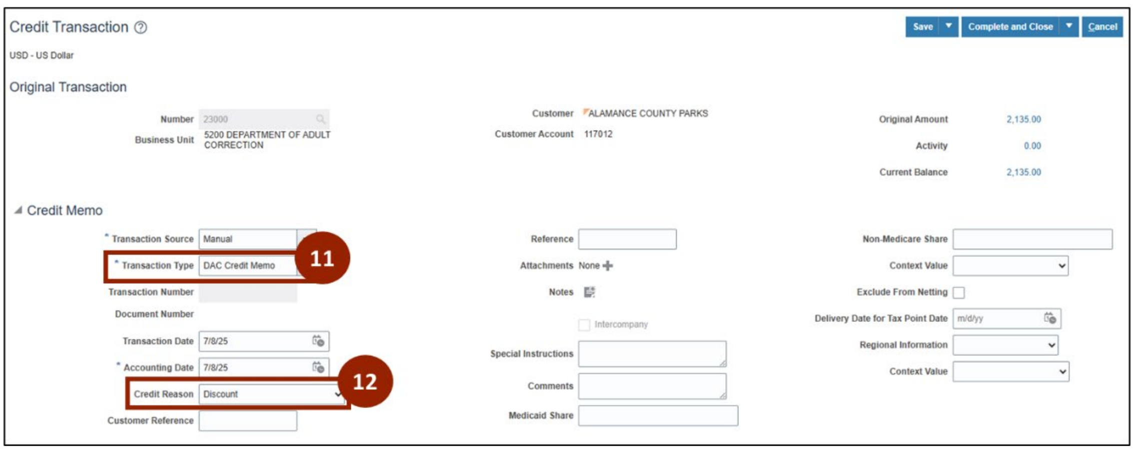


10. Click **Credit Transaction** from the *Actions* list.

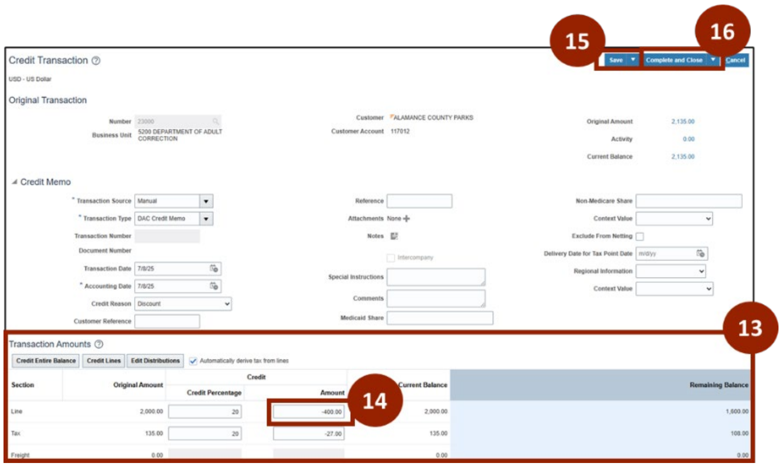


11. Enter **DAC Credit Memo** in the *Transaction Type* field.

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



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**.



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