MANAGE AND APPROVE RECEIVABLES FOR ADJUSTMENTS

AR

QUICK REFERENCE GUIDE

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to ***Manage and Approve Receivables for Adjustments*** in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process of ***Manage and Approve Receivables Adjustments.*** This process provides information on how to create adjustments and the approval process for adjustments.

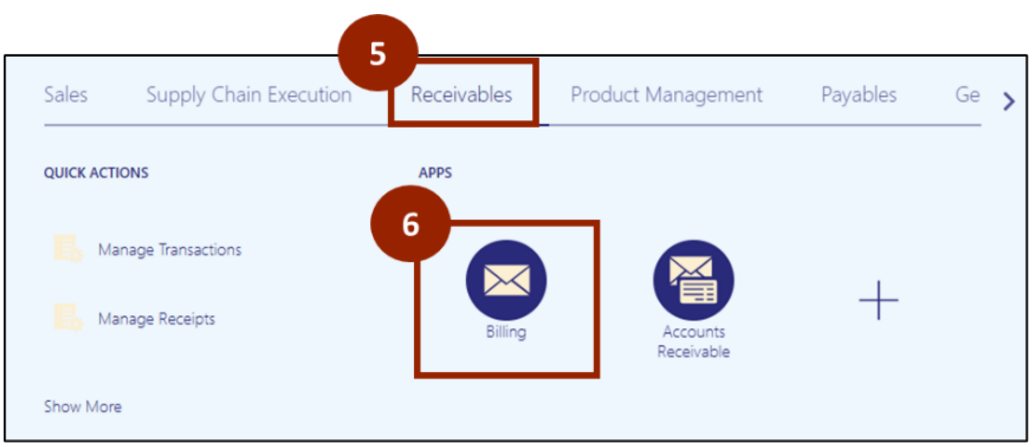
Manage Adjustments in Receivables

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

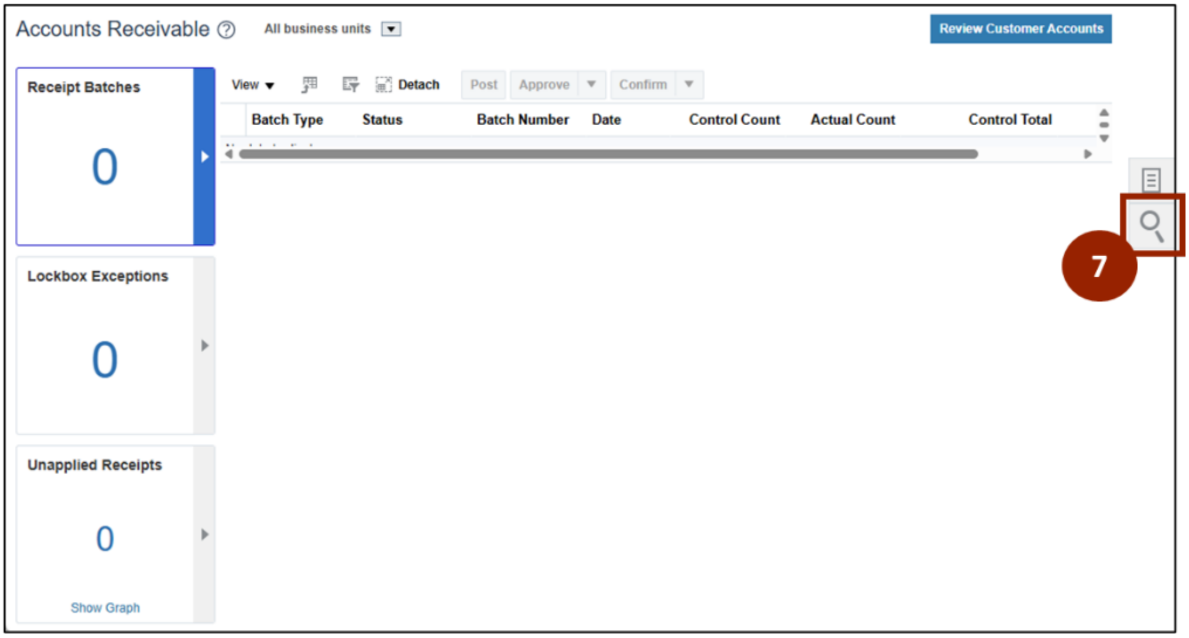
Create Adjustments

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**.

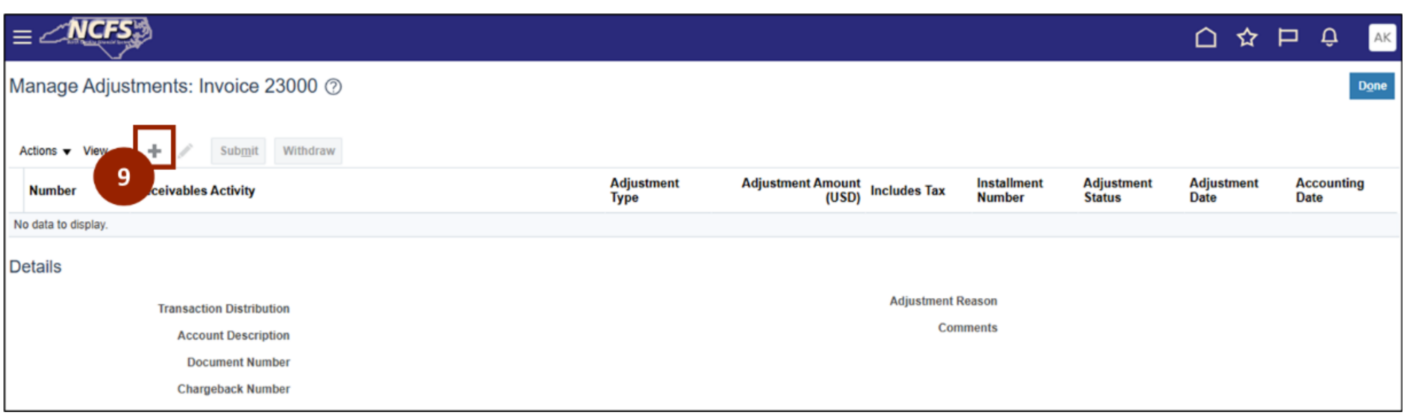


7. On the ***Billing*** page, click the **Search** icon.

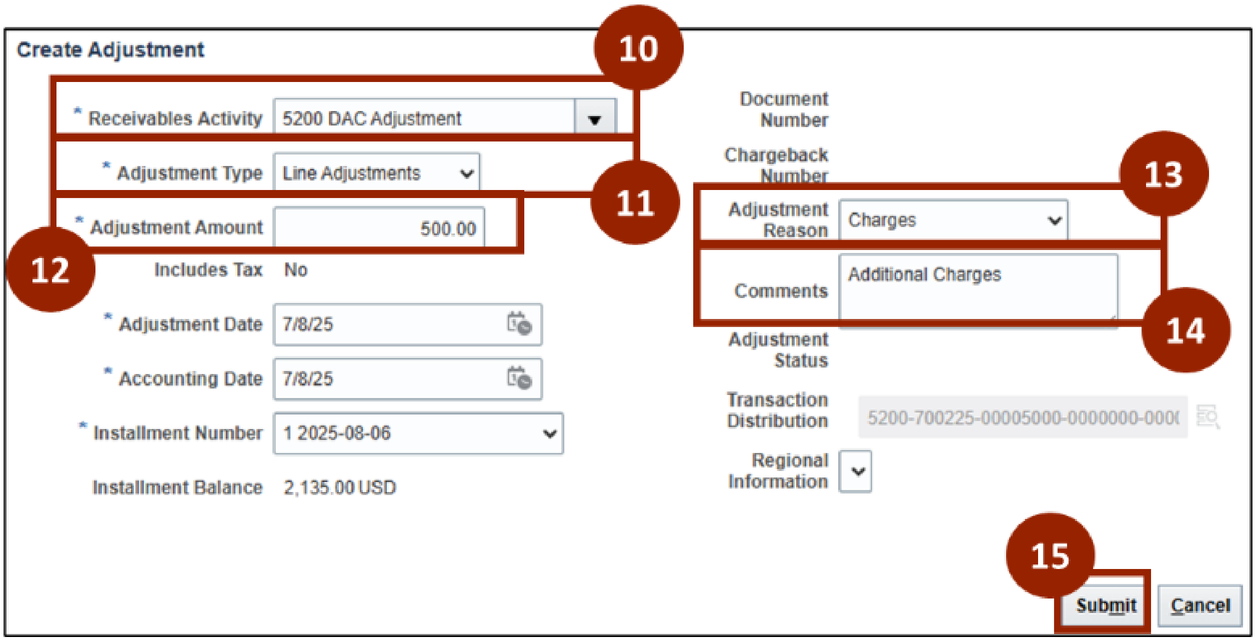


8. Enter the Transaction Number and click Search.

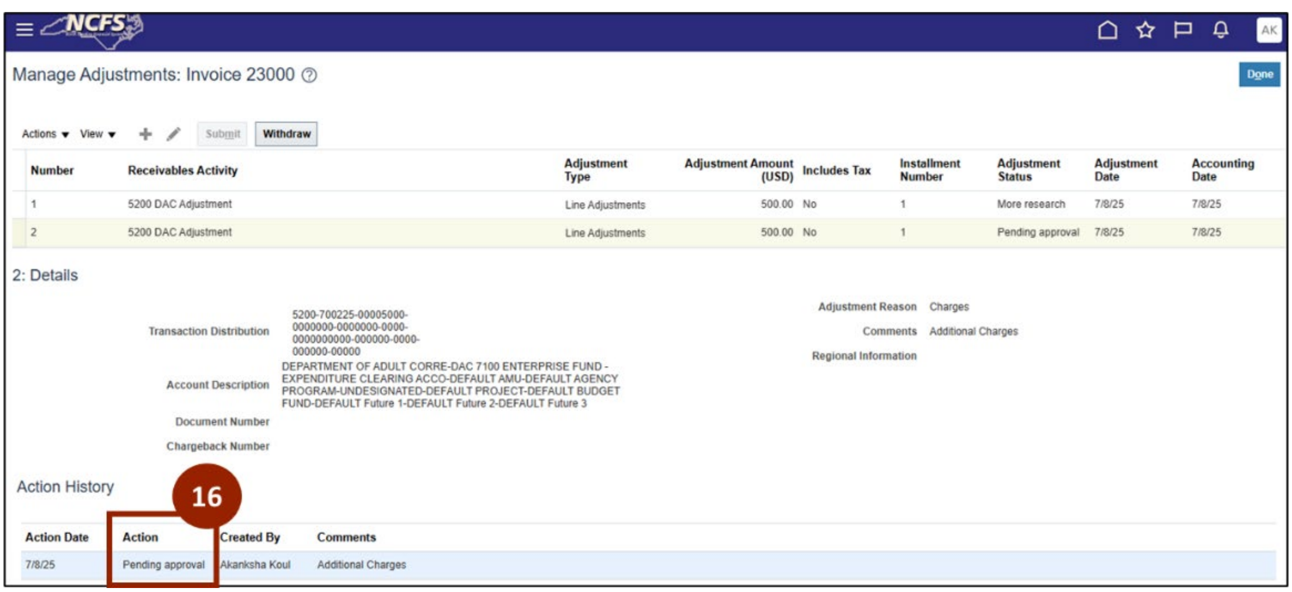
9. Click the **Plus (+)** icon to create an adjustment.



10. Enter **5200 DAC Adjustment** in the *Receivables Activity* field.
11. Select **Line Adjustment** from the *Adjustment type* option.
12. Enter the **specific amount** to be adjusted in the *Adjustment Amount* field.
13. Provide the relevant reason for the adjustment in the *Adjustment Reason* field.
14. Add any necessary comments or additional details in the *Comment* field.
15. Click **Submit**.



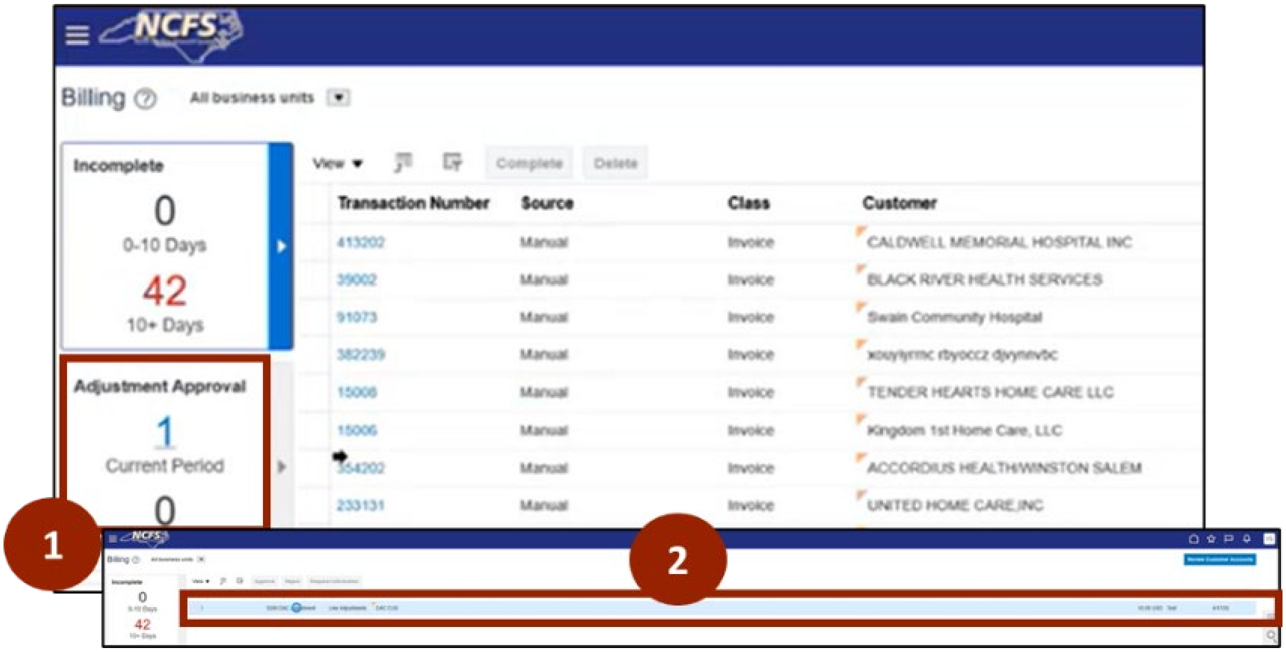
16. Once the adjustment is created, it is automatically routed to the designated approver for review.



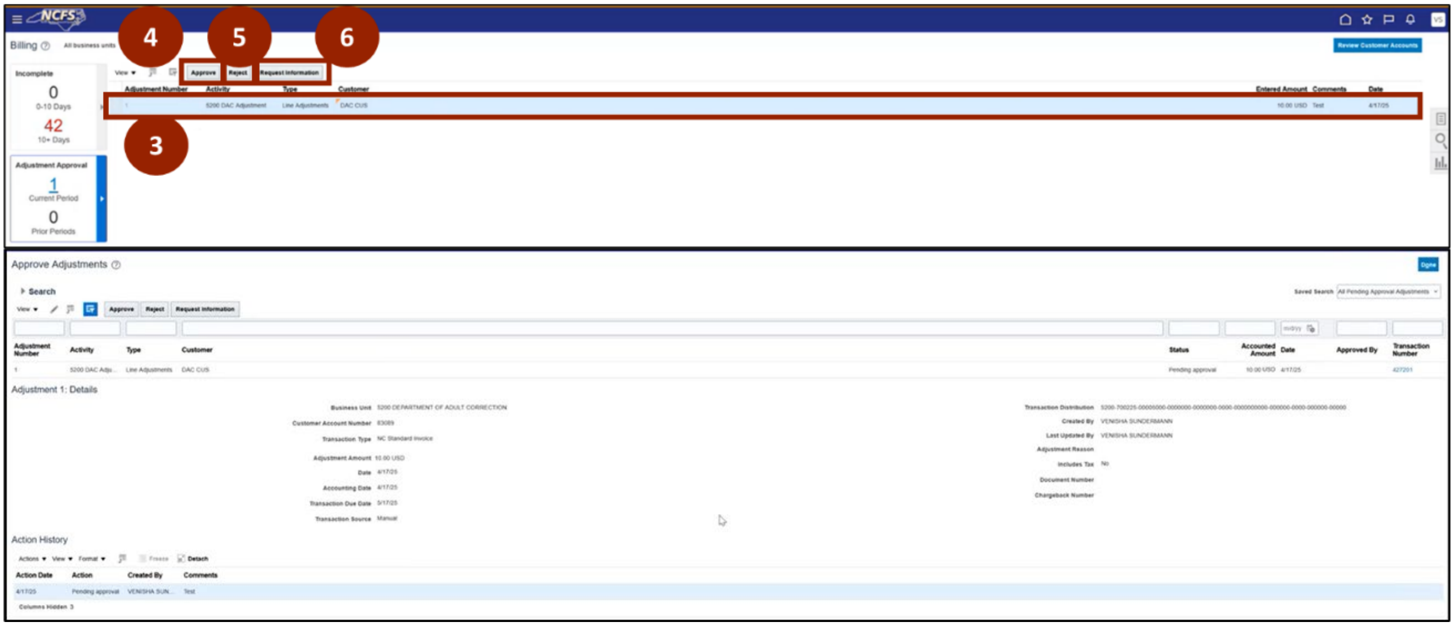
Approve Adjustments

All adjustments undergo a mandatory approval process to maintain control and accuracy. Once an adjustment is created, it is automatically routed to the designated approver for review. The invoice will only be updated to reflect the adjustment after it has been formally approved.

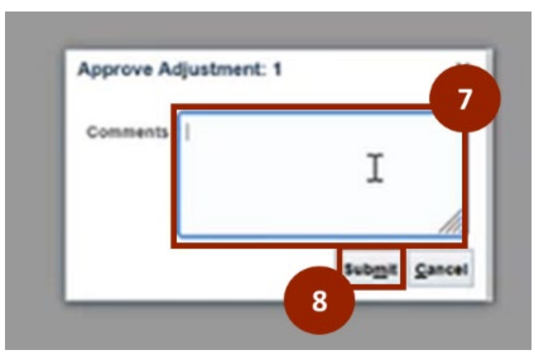
1. Once On the ***Billing*** page, click the **Adjustment Approval** info tile.
2. Click on the **adjustment** available.



3. Click the **adjustment** to view details.
4. Click **Approve** to approve the adjustment.
5. Click **Reject** to deny the adjustment.
6. Click **Request Information** if additional details are needed for the specific adjustment.



7. When approving, rejecting, or requesting additional information, you can add comments in the comment box (optional).
8. Click **Submit**.



Wrap-Up

NCFS users can reference the ***Manage and Approve Receivables Adjustments*** using the steps above.

Additional Resources

Instructor Led Training (ILT)

- AR107: Manage Billing

Change Record

Effective Date 11/18/2025

- QRG creation