



# MANAGE AND APPROVE RECEIVABLES FOR ADJUSTMENTS

## QUICK REFERENCE GUIDE

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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.

The screenshot shows the 'Accounts Receivable' page. On the left sidebar, there are three summary cards: 'Receipt Batches' with a value of 0, 'Lockbox Exceptions' with a value of 0, and 'Unapplied Receipts' with a value of 0. The main area displays a table with columns: Batch Type, Status, Batch Number, Date, Control Count, Actual Count, and Control Total. Above the table are buttons for 'View', 'Detach', 'Post', 'Approve', and 'Confirm'. In the top right corner, there is a 'Review Customer Accounts' button. A red circle with the number 7 highlights a magnifying glass icon (the Search icon) located on the right side of the interface.

8. Enter the Transaction Number and click Search.

The screenshot shows a search form with the following fields: 'Transaction Number' (containing '23000'), 'Transaction Date' (with a date picker set to 'm/d/yy'), and 'Bill-to Customer Account Number'. A red circle with the number 8 is positioned between the 'Transaction Number' field and the 'Search' button. Red boxes highlight the 'Transaction Number' field and the 'Search' button. A note at the top right states '\*\* At least one is required'. A 'Reset' button is also visible next to the 'Search' button.

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

The screenshot shows the 'Manage Adjustments: Invoice 23000' page. At the top, there is a navigation bar with the NCFS logo and user initials 'AK'. Below the header, there are buttons for 'Actions', 'View', 'Submit', and 'Withdraw'. A red circle with the number 9 highlights a plus sign icon (+) located next to the 'View' button. Below the buttons is a table with columns: Number, Receivables Activity, Adjustment Type, Adjustment Amount (USD), Includes Tax, Installment Number, Adjustment Status, Adjustment Date, and Accounting Date. The table currently shows 'No data to display.' Below the table, there is a 'Details' section with fields for Transaction Distribution, Account Description, Document Number, Chargeback Number, Adjustment Reason, and Comments.

Create Adjustment

\* Receivables Activity

5200 DAC Adjustment

\* Adjustment Type

Line Adjustments

\* Adjustment Amount

500.00

Includes Tax

No

\* Adjustment Date

7/8/25

\* Accounting Date

7/8/25

\* Installment Number

1 2025-08-06

Installment Balance

2,135.00 USD

Document Number

Chargeback Number

Adjustment Reason

Charges

Comments

Additional Charges

Adjustment Status

Transaction Distribution

5200-700225-00005000-0000000-0000

Regional Information

Submit

Cancel

**NCSF**

Manage Adjustments: Invoice 23000

Actions View + Submit Withdraw

Number	Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
1	5200 DAC Adjustment	Line Adjustments	500.00	No	1	More research	7/8/25	7/8/25
2	5200 DAC Adjustment	Line Adjustments	500.00	No	1	Pending approval	7/8/25	7/8/25

2: Details

Transaction Distribution  
Account Description  
Document Number  
Chargeback Number

5200-700225-00005000-  
0000000-0000000-0000-  
0000000000-000000-0000-  
000000-00000  
DEPARTMENT OF ADULT CORRE-DAC 7100 ENTERPRISE FUND -  
EXPENDITURE CLEARING ACCO-DEFAULT AMU-DEFAULT AGENCY  
PROGRAM-UNDESIGNATED-DEFAULT PROJECT-DEFAULT BUDGET  
FUND-DEFAULT Future 1-DEFAULT Future 2-DEFAULT Future 3

Adjustment Reason  
Comments  
Regional Information

Charges  
Additional Charges

Action History

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Action Date	Action	Created By	Comments
7/8/25	Pending approval	Akanksha Koul	Additional Charges

## 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.

The screenshot displays the NCFS Billing interface. On the left, there are two summary tiles: 'Incomplete' showing 0 items for 0-10 days and 42 items for 10+ days, and 'Adjustment Approval' showing 1 item for the current period and 0 items for other periods. The 'Adjustment Approval' tile is highlighted with a red box and a red circle labeled '1'. To the right is a table of adjustments with columns: Transaction Number, Source, Class, and Customer. The table lists several manual invoices. A red circle labeled '2' points to the first row of the table. Below the main table, there is a search bar and a list of filters.

Transaction Number	Source	Class	Customer
413202	Manual	Invoice	CALDWELL MEMORIAL HOSPITAL, INC
39002	Manual	Invoice	BLACK RIVER HEALTH SERVICES
91073	Manual	Invoice	Swain Community Hospital
382239	Manual	Invoice	x0eylrmc rbyoccz dpynevc
15006	Manual	Invoice	TENDER HEARTS HOME CARE LLC
15006	Manual	Invoice	Kingdom 1st Home Care, LLC
354202	Manual	Invoice	ACCORDIUS HEALTHWINSTON SALEM
233131	Manual	Invoice	UNITED HOME CARE, INC

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.

The screenshot shows the NCFS Billing interface. At the top, there are buttons for 'Approve', 'Reject', and 'Request Information', labeled with red circles 4, 5, and 6 respectively. Below these is a table of adjustments. The first adjustment is highlighted with a red circle 3. The table has columns for Adjustment Number, Activity, Type, Customer, Entered Amount, Comments, and Date. Below the table, there is a section for 'Approve Adjustments' with a search bar and a table of adjustments. The first adjustment is selected, and its details are shown below. The details include Business Line, Customer Account Number, Transaction Type, Adjustment Amount, Date, Accounting Date, Transaction Due Date, Transaction Source, Transaction Distribution, Created By, Last Updated By, Adjustment Reason, Includes Tax, Document Number, and Changeback Number. At the bottom, there is an 'Action History' section with a table of actions.

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

The screenshot shows a dialog box titled 'Approve Adjustment: 1'. It has a 'Comments' label and a large text area for input, labeled with a red circle 7. Below the text area are two buttons: 'Submit' and 'Cancel', with the 'Submit' button labeled with a red circle 8.

### 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