



AR 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 generate **AR Customer Reports** in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the process for running AR customer reports in NCFS.

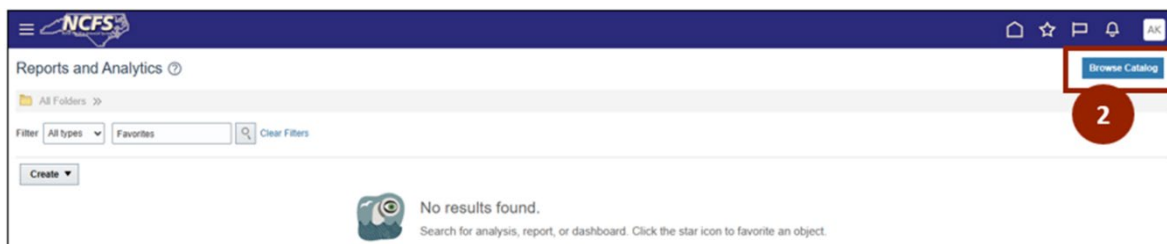
AR Customer Reports

Run an Ad Hoc Report

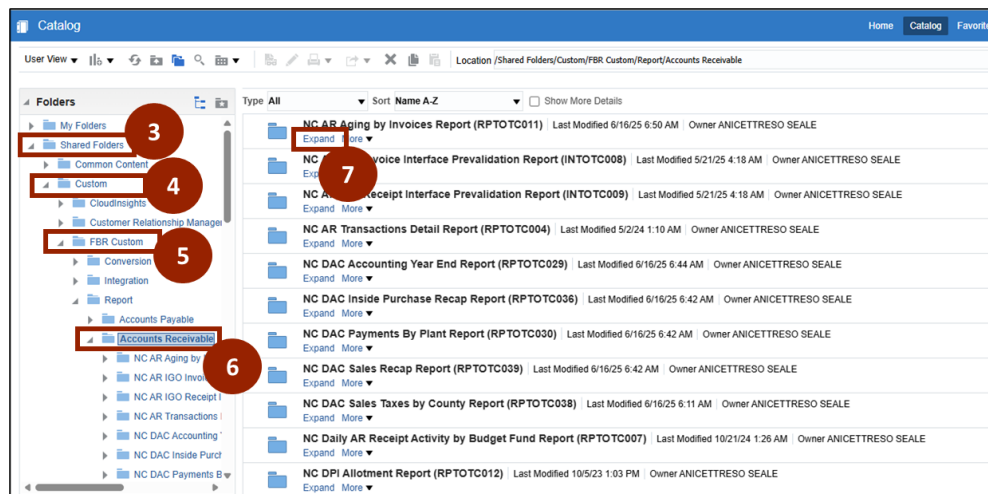
1. On the **Tools** tab of the **Home** page, click on the **Reports and Analytics** app.



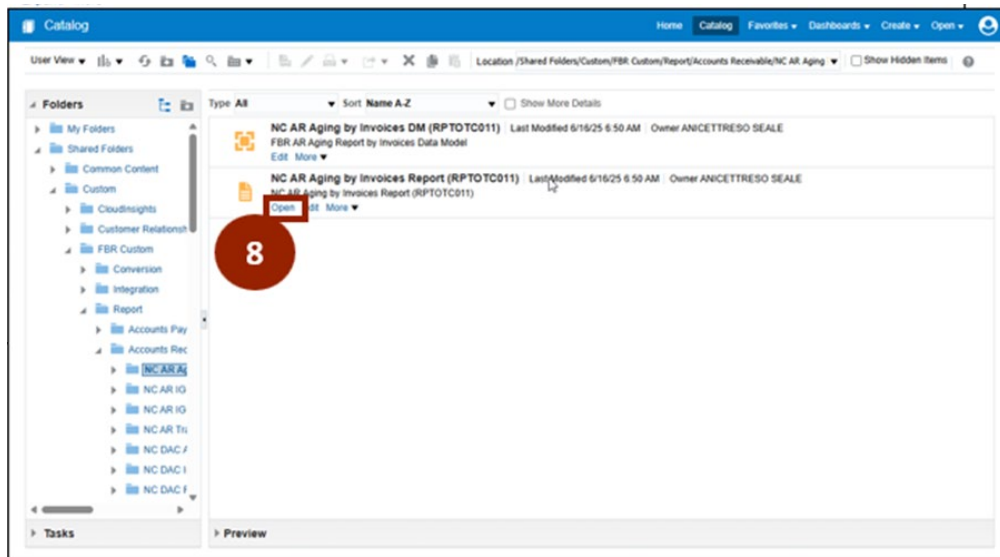
2. Click **Browse Catalog**.



3. Select **Shared Folders** from the left-hand side.
4. Select **Custom**.
5. Select **FBR Custom**.
6. In the *Report* folder, select **Accounts Receivable**.
7. Click **Expand** to expand the report to view.



8. Click **Open** to open the report.



9. Fill in the desired fields.
10. Click **Apply**.
11. When available, the screen will say *Report Completed*.
12. Click the **Excel** drop-down to download the report.

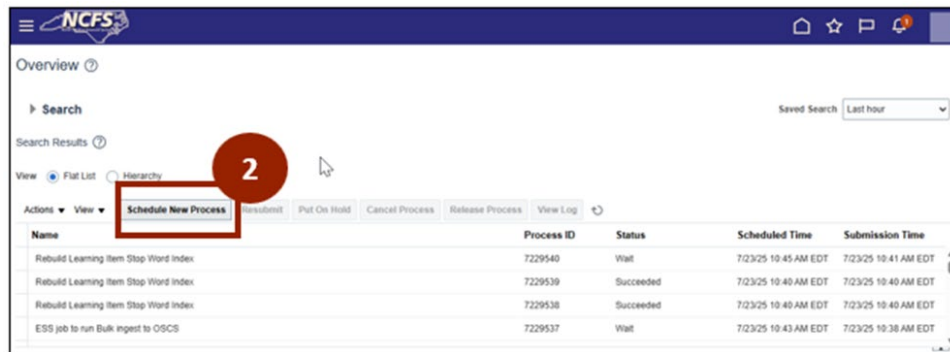
The screenshot shows the AR Customer Reports interface. At the top, a filter bar contains several dropdown menus: Customer Name (All), Customer Account Number (All), Account Type (All), Plant (All), Due Date From, Due Date To, Collection Manager (All), and * Group By Customers. Below these is a Profile Class Name dropdown and an **Apply** button. A red box labeled '9' encompasses the filter bar. Below the filter bar, a red box labeled '10' highlights the **Apply** button. The main content area shows a report titled 'NC AR Aging by Invoices...'. A red box labeled '11' highlights the text 'Report Completed' in the center of the report area. In the top right corner of the report area, there is a small icon with a red box labeled '12' next to it, representing the Excel download option.

Run a Scheduled Report

1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.



- Click **Schedule New Process**.

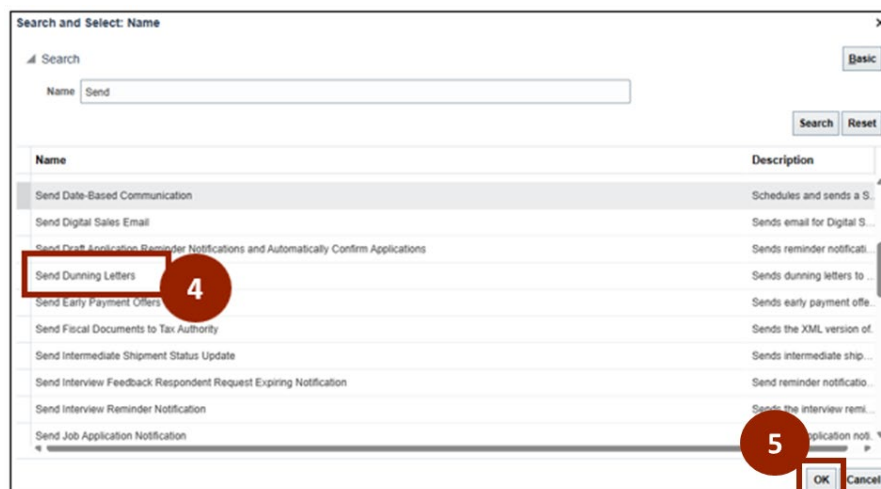


- Enter the **name** of the report in the *Search* field.

The screenshot shows the 'Schedule New Process' form. The 'Name' field is highlighted with a red box and the number 3. The field contains the text 'Send Dunning Letters'. Below the field, the description 'Sends dunning letters to delinquent customers.' is visible.

- Select the required report from the list.
- Click **OK**.

NOTE: In NCFS an individual report is called a **Job** and a set of reports are called a **Job Set**.



6. Enter the parameters in the required fields:

- Business Unit
- Dunning Configuration Name
- From Customer Name
- To Customer Name
- Draft Mode

7. Click **Submit**.

NOTE: Each report parameter will be different, and the data generated in the report will depend upon the parameters selected.

Process Details

This process will be queued up for submission at position 1

Process Options Advanced **Submit** Cancel

Name: Send Dunning Letters

Description: Sends dunning letters to delinquent customers. ☐ Notify me when this process ends

Schedule: As soon as possible Submission Notes:

Basic Options

Parameters

* Business Unit: 5200 DEPARTMENT OF ADULT CORR

* Dunning Configuration Name: DAC Aged Dunning

From Customer Name: COMMERCE WORKFORCE SOLUTIONS

To Customer Name: COMMERCE WORKFORCE SOLUTIONS

From Customer Account Number:

To Customer Account Number:

From Collector Name:

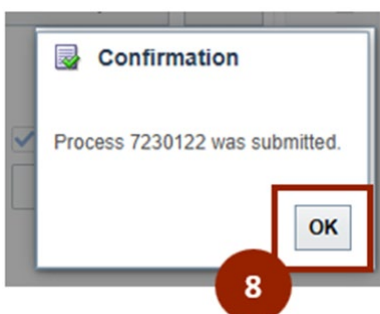
To Collector Name:

Order By: Customer

Country: All

Restart Process ID:

8. A confirmation message will appear. Click **OK**.



9. Check the report status and refresh until the status displays as **Succeeded**.
10. Click **Process Details** to view or download the report.
11. Click **Republish** to download the report in the required format.

The screenshot shows the AR Customer Reports interface. At the top, there is a search bar and a view selector (Flat List / Hierarchy). Below this is a table with columns: Process ID, Status, Scheduled Time, and Submission Time. Two processes are listed: 'Dunning Letters' (Process ID: 7237477, Status: Succeeded) and 'Dunning Delivery' (Process ID: 7237481, Status: Succeeded). A red box highlights the 'Process Details' link for 'Dunning Delivery'. Below this, the 'Process Details' view for 'Dunning Delivery, 7237481' is shown. It includes fields for Status (Succeeded), Schedule Start (7/25/25 5:28 AM EDT), Parent ID (7237477), External Job Type (BIP Job), and External Job Status (NA). There is a 'Log' section with an attachment 'E105_1_7237481'. Below the log is an 'Output & Delivery' section with a 'Republish' button highlighted by a red box. At the bottom, there is a table with columns: Output Name, Template, Format, Locale, Time Zone, Calendar, Status, and Send. The 'Send' column has a 'Republish' button.

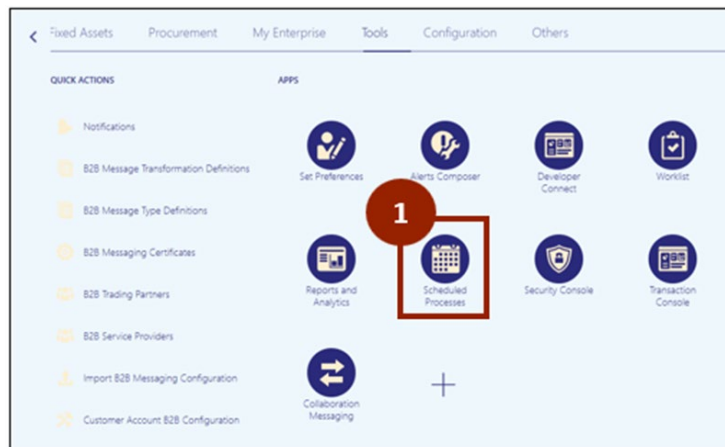
12. The results are displayed in the selected format.

The screenshot shows the AR Customer Report output. It is a dunning letter from Enterprise Accounting, North Carolina Department of Adult Correction. The letter is dated 07/25/2025 and is addressed to COMMERCE WORKFORCE SOLUTIONS. The subject is 'Courtesy Reminder - Balance Due Customer ID 560426'. The letter states that the account is overdue and provides a list of invoices that have not yet been paid. The list includes the following data:

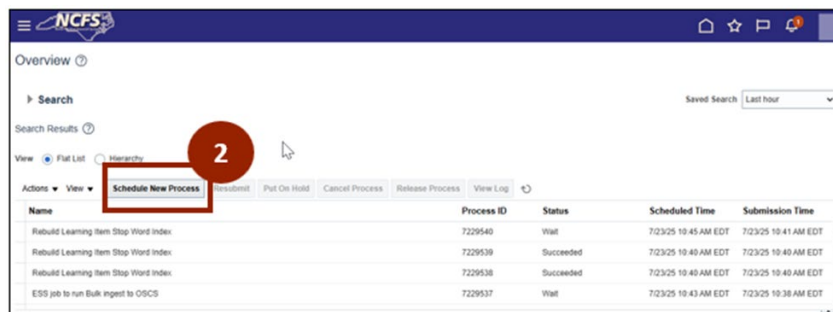
| Invoice Number | Customer Number | Purchase Order | Due Date | Original Amount | Current Amount |
|----------------|-----------------|----------------|------------|-----------------|----------------|
| 28000 | 115972 | | 07/07/2025 | 120.00 | 120.00 |
| 28003 | 115972 | | 07/08/2025 | 10.00 | 10.00 |
| 29003 | 115972 | | 08/09/2021 | 10.00 | 10.00 |
| 34003 | 115972 | | 05/07/2025 | 100.00 | 100.00 |
| 34004 | 115972 | | 05/09/2025 | 300.00 | 150.00 |
| A15058 | 115972 | | 09/15/2024 | 8.00 | 8.00 |
| A17037 | 115972 | | 02/16/2025 | 34.98 | 34.98 |
| A17243 | 115972 | | 03/07/2025 | 8.00 | 8.00 |
| A17244 | 115972 | | 03/07/2025 | 8.00 | 8.00 |
| A17245 | 115972 | | 03/07/2025 | 8.00 | 8.00 |
| A17246 | 115972 | | 03/07/2025 | 8.00 | 8.00 |
| A18696 | 115972 | | 06/21/2025 | 29.00 | 29.00 |
| A18714 | 115972 | | 06/21/2025 | 42.66 | 42.66 |

Create a Scheduled Report

1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.



2. Click **Schedule New Process**.



3. Enter the **name** of the report in the *Search* field.

Schedule New Process

Type ☒ Job ☐ Job Set

Name

Send Dunning Letters

Description Sends dunning letters to delinquent customers.

4. Select the required report from the list.
5. Click **OK**.

Search and Select: Name

Search

Name: Send

Basic

Search Reset

| Name | Description |
|--|-------------------------------|
| Send Date-Based Communication | Schedules and sends a S... |
| Send Digital Sales Email | Sends email for Digital S... |
| Send Draft Application Reminder Notifications and Automatically Confirm Applications | Sends reminder notific... |
| Send Dunning Letters | Sends dunning letters to ... |
| Send Early Payment Offers | Sends early payment offe... |
| Send Fiscal Documents to Tax Authority | Sends the XML version of... |
| Send Intermediate Shipment Status Update | Sends intermediate ship... |
| Send Interview Feedback Respondent Request Expiring Notification | Sends reminder notificatio... |
| Send Interview Reminder Notification | Sends the interview remi... |
| Send Job Application Notification | application not... |

OK Cancel

6. On the **Process Details** page, under *Advanced Options*, click **Schedule**.
7. In the *Run* section, click **Using a Schedule**.
8. In the *Frequency* drop-down, select the **desired report cadence**.
9. Enter the **Start** and **End** dates and times for when the report should be sent out.

Process Details

This process will be queued up for submission at position 1

Process Options Basic Submit Cancel

Name: Send Dunning Letters

Description: Sends dunning letters to delinquent customers. ☐ Notify me when this process ends

Schedule: Using a schedule Submission Notes

Advanced Options

Parameters Schedule Application

Run ☐ As soon as possible ☒ Using a schedule

Frequency: Weekly

Weeks Between Runs: 1

* Start Date: 9/30/25 9:08 AM (UTC-05:00) New York - Eastern Time (ET)

* End Date: 9/30/25 9:08 AM (UTC-05:00) New York - Eastern Time (ET)

Manage Times

10. On the **Process Details** page under **Advanced Options**, select the **Notification** tab.

The screenshot shows the 'Process Details' window. At the top, there are tabs for 'Process Options', 'Basic', 'Submit', and 'Cancel'. Below these, the 'Name' is 'Send Dunning Letters' and the 'Description' is 'Sends dunning letters to delinquent customers.' There is a checkbox for 'Notify me when this process ends' and a 'Submission Notes' field. Under 'Advanced Options', the 'Notification' tab is selected and highlighted with a red circle and the number 10. The 'Notification' tab shows a table with columns 'Recipient' and 'Condition', and a message 'No notifications defined'.

11. Click the **add new notification** icon to add a new method of notification.

This screenshot is similar to the previous one, but the 'add new notification' icon (a plus sign in a square) is highlighted with a red circle and the number 11. The 'Notification' tab is still selected.

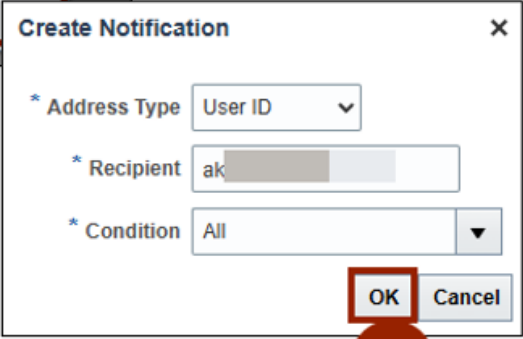
12. Add the **desired recipient email** in the **Recipient** field.

13. Click the **Conditions drop-down** menu.

14. Select the **required condition** to receive a notification.

The screenshot shows the 'Create Notification' dialog box. It has fields for 'Address Type' (set to 'User ID'), 'Recipient' (set to 'priyanchaudhary@deloitte.com'), and 'Condition' (set to 'All'). The 'Condition' dropdown is expanded, showing a list of conditions: 'All', 'On Success', 'On Warning', and 'On Error'. The 'All' condition is selected. Red circles with numbers 12, 13, and 14 highlight the 'Recipient' field, the 'Condition' dropdown, and the expanded list of conditions, respectively.

15. Click **OK**.

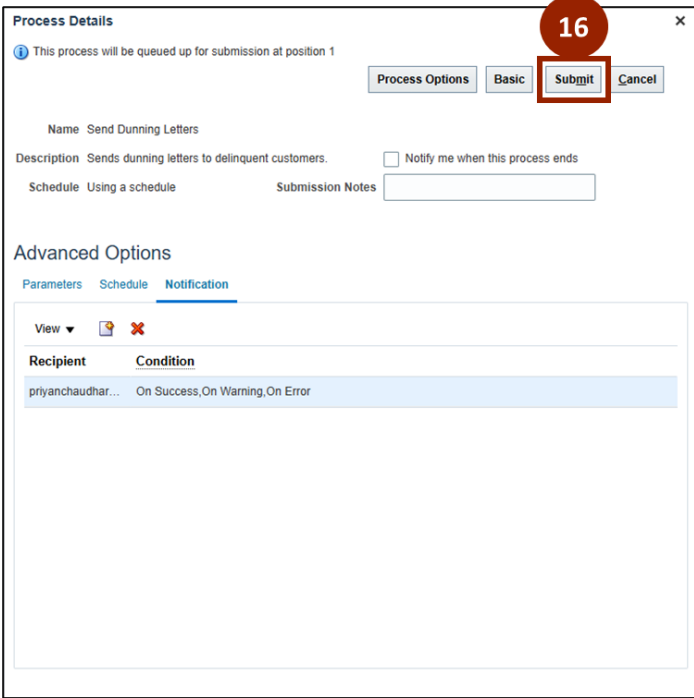


The 'Create Notification' dialog box contains the following fields:

- * Address Type:** A dropdown menu with 'User ID' selected.
- * Recipient:** A text input field containing 'ak' followed by a masked area.
- * Condition:** A dropdown menu with 'All' selected.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

A red circle with the number '15' is positioned over the 'OK' button.

16. When schedule and notification preferences are updated, click **Submit**.



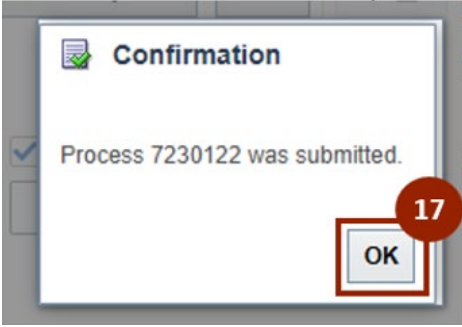
The 'Process Details' dialog box shows the following information:

- Header:** 'Process Details' with a close button (X).
- Status:** 'This process will be queued up for submission at position 1'.
- Buttons:** 'Process Options', 'Basic', 'Submit', and 'Cancel'.
- Form Fields:**
 - Name:** 'Send Dunning Letters'
 - Description:** 'Sends dunning letters to delinquent customers.'
 - Schedule:** 'Using a schedule'
 - Submission Notes:** An empty text area.
 - Notify me when this process ends:** An unchecked checkbox.
- Advanced Options:** A section with tabs for 'Parameters', 'Schedule', and 'Notification'.
- Notification Tab:** Contains a table with the following data:

| Recipient | Condition |
|-----------------|----------------------------------|
| pryancaudhar... | On Success, On Warning, On Error |

A red circle with the number '16' is positioned over the 'Submit' button.

17. In the confirmation message, click **OK**.



The 'Confirmation' dialog box displays the following:

- Icon:** A green checkmark icon.
- Title:** 'Confirmation'.
- Message:** 'Process 7230122 was submitted.'
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

A red circle with the number '17' is positioned over the 'OK' button.

Wrap-Up

NCFS users can run ***AR customer reports*** by following the steps outlined above.

Additional Resources

Instructor Led Training (ILT)

- AR109: AR Reporting

Change Record

Effective Date 11/18/2025

- QRG creation