

MANAGE WRITE-OFFS

QUICK REFERENCE GUIDE AR-03

Purpose

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

Introduction and Overview

This QRG covers the management of write-offs in the NCFS which will enable the user to perform write-offs directly on the outstanding invoice to be categorized as a write-off in AR Reports.

Manage Write-Offs

To manage write-offs in NCFS, please follow the steps below:

- 1. Log in to the NCFS portal with your credentials to access the system.
- 2. On the Home page, click the Receivables tab and click the Billing app.





3. On the **Billing** dashboard, click the **Tasks** []]icon and click **Manage Transactions**.

Incomplete	View 🗸 🗊 🕞	Complete Delete				Create Transaction Credit Transaction Manage Transactions
0	Transaction Number	Source	Class	Customer		Manage AutoInvoice Lines
0-10 Days	> 21001	Manual	Invoice	VINC CHAPEL HILL		 Approve Adjustments
2	24001	Manual	Invoice	VINC ROCKINGHAM HEALTHCA	Ξ	Customers Create Customer
10+ Days					0	Manage Customers Linioad Customers from Spreadshe
Approval					hh.	Manage Data Import
						Customer Account Balances

4. The **Manage Transactions** page opens. Enter the **Transaction Number** in the **Transaction Number** field and click the **Search** button.

							-		_
▲ Search						Advanced	Saved Search	All Transactions	~
								At least one is rec	quired
Business Unit	2500 DHHS HEALTH BENEFITS	•	** Transaction Number	Starts with	✓ 17001				
** Transaction Source		•	** Transaction Date	Equals 🗸	m/d/yy	Ċ.			
Transaction Class	~		** Bill-to Customer	Equals ~		٩			
Transaction Type		•	Reference	[· · · · · · · · · · · · · · · · · · ·		

5. On the *Search results* section, click on the link of the transaction number.

Ма	Manage Transactions ⑦									Done	
►	Saved Search All Transactions V									ch All Transactions	
Act	ions	▼ View ▼ 🔲	/ × 严	Detach							
		Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number
	Þ	17001	Manual	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	1,200.00 USD	12/20/22	2500 DHHS HE	

In this example, we choose the **17001** link.

Review Transaction: In	nvoice 17001 ②			Actions 👻 🕴 View Imag	e Save T Incomplete	Cancel
General Information Sho	w More					
Business Unit	2000 DHHS HEALTH BENEFITS	Transaction Date	12/20/22	Currency	USD US Dollar	
Transaction Source	Manual	Accounting Date	12/20/22	Transaction Total	1,200.00	
Transaction Type	NC Standard Invoice	Invoicing Rule		Lines	1,200.00	
Transaction Number Document Number	17001	Attachments	None -	Тах	0.00	
Status	Complete	Notes	ER.	Freight	0.00	
				Charges	0.00	
Customer				Payment		
Bill-to Name VINC	C PHYSICIANS NETWORK LLC	Ship-to Name VINC I	PHYSICIANS NETWORK LLC	* Payment Terms	NET 60	•
Bill-to Site 6512	4	Ship-to Site 21187		Due Date	2/18/23	

6. The **Review Transaction** page is displayed. Click **Show More.**

7. Scroll down to the **Manage Transactions** page. Click the **Miscellaneous** tab. Click the *Context Value* drop-down choice list, then select **NCAS Data** and click the *DIV* drop-down choice list, then select **WO**.

	NC DHHS HEALTH	Generate	Y PO Number		
Legal Entity	DENERITO	Bill			
	DENEFIIS	Print Date Recurring	PO Revision		
	Intercompany	Bill Plan	PO Date		
Tax Registration Number		Recurring Bill Plan	Medicaid Share		
Country	United States	Period	Non-Medicare Share		
Document Fiscal Classification		Special Instructions	Context Value	NCAS Data V	
Default Tax Exemption Handling	Standard	Comments	PROVIDER #	9876543	
Cross		Payment	CASE TYPE		6
Reference		Reference	le DIV	wo .	
			CROSS REFERENCE		
			PERID	07-Cost Settlement (UNC & ECU Phy Assoc)	
			From Date	12012022	

8. Scroll up in the **Review Transaction** page. Click the *Save* drop-down choice list, then **Save and Close**.

Review Transaction: In	nvoice 17001 ⑦			Actions View Image	Save T Incomplete C Save and Close
General Information sho	w Less				
Business Unit	2500 DHHS HEALTH BENEFITS	Transaction Date	12/20/22	Currency	USD US Dollar
Transaction Source	Manual	Billing Date			
Transaction Type	NC Standard Invoice	Accounting Date	12/20/22	Transaction Total	1,200.00
Transaction Number	17001	Salesperson		Lines	1,200.00
Billing Number		Invoicing Rule		Tax	0.00
Cross Reference		Attachments N	ione 📲	Freight	0.00
Document Number		Notes	E?	Charges	0.00
Status	Complete			Dispute Amount	0.00
				Dispute Date	
Customer Payment Miscellar	reous				
NC DHHS HEAL	TH Generate Yes V		PO Number		
BENEFITS	Print Date		PO Revision		
	Recurring				

Wrap-Up

Manage Write-Offs using the steps above for an invoice to be categorized as a write-off in AR Reports.

Additional Resources

Virtual Instructor-Led Training (vILT)

• AR104: Invoice Management for DHHS