



MANAGE WRITE-OFFS

OTC

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**).

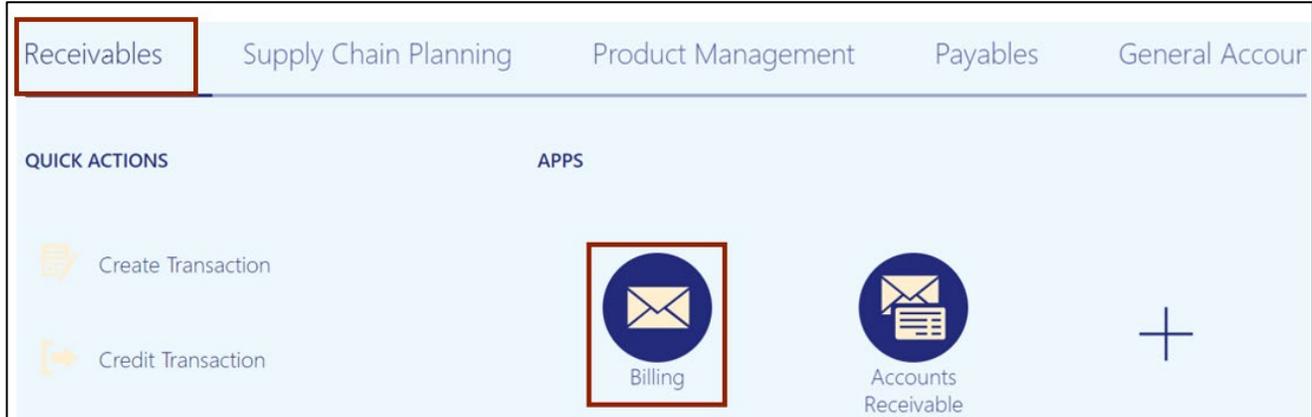
Introduction and Overview

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.

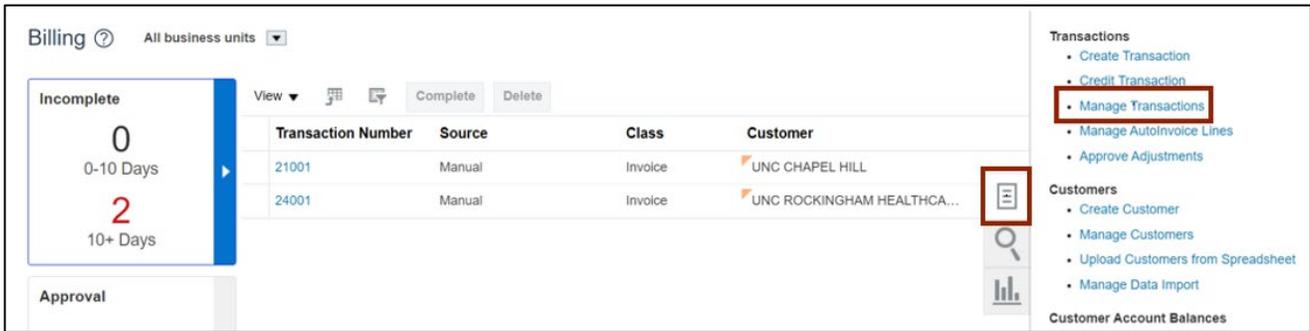
Manage Write-Offs

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

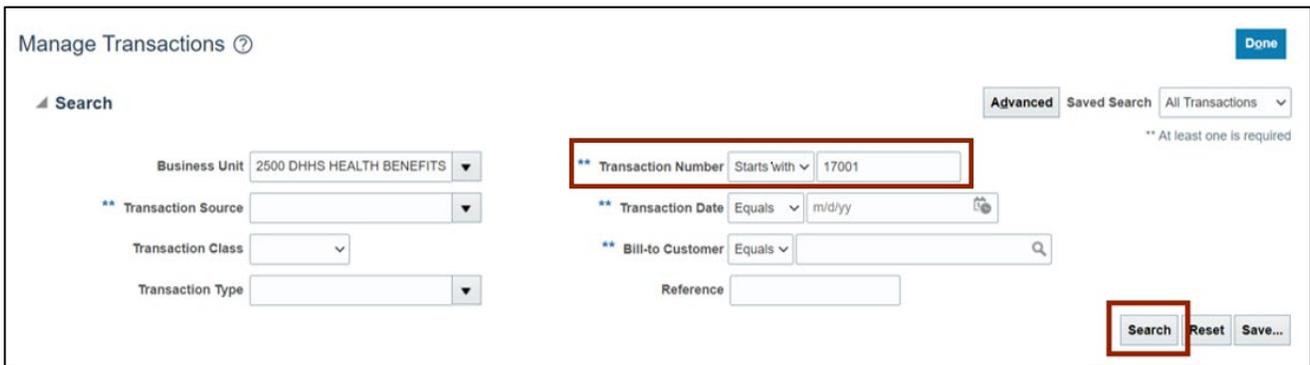
1. Log in to the NCFS portal with your credentials to access the system.
2. On the **Home** page, click the **Receivables** tab and click the **Billing** app.



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

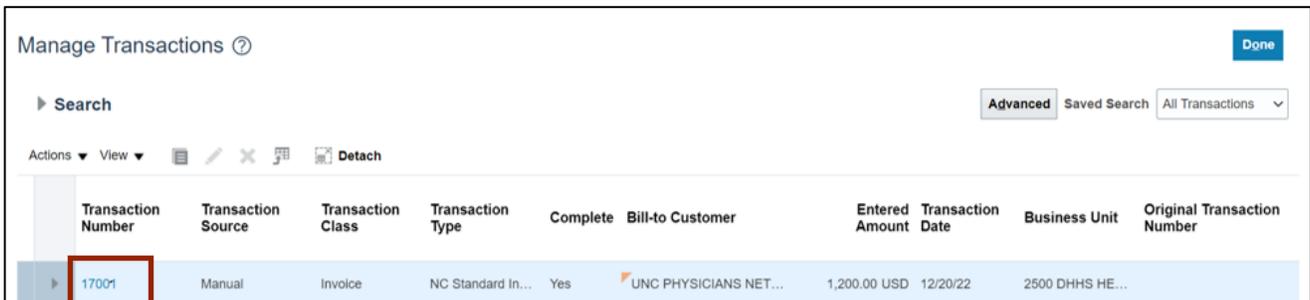


4. The **Manage Transactions** page opens. Enter the **Transaction Number** in the **Transaction Number** field and click the **Search** button.



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

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



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

Review Transaction: Invoice 17001 ⓘ

Actions View Image Save Incomplete Cancel

General Information Show 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 | Salesperson | | Lines | 1,200.00 |
| Transaction Number | 17001 | Invoicing Rule | | Tax | 0.00 |
| Document Number | | Attachments | None + | Freight | 0.00 |
| Status | Complete | Notes | | Charges | 0.00 |

Customer

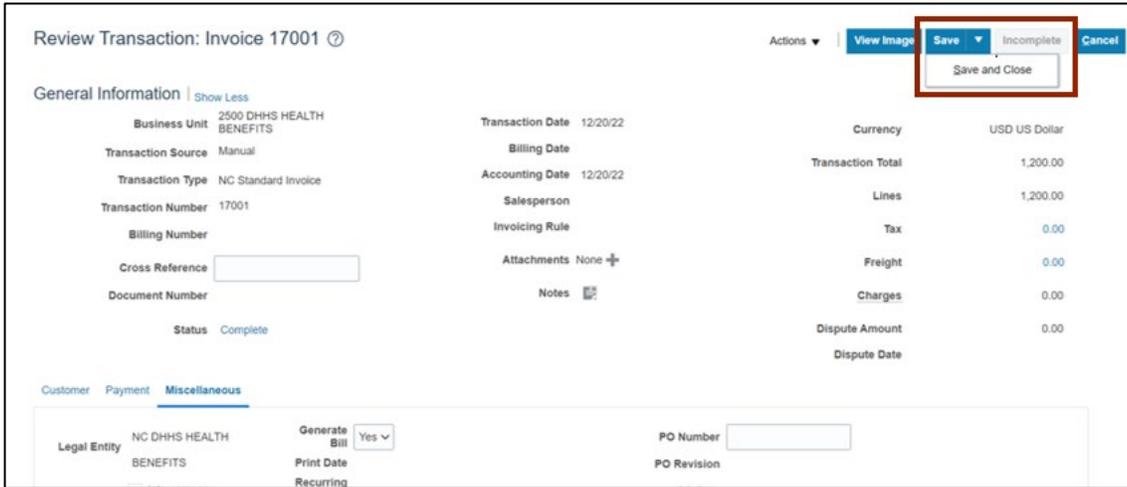
| | | | | | |
|--------------|----------------------------|--------------|----------------------------|---------------|---------|
| Bill-to Name | UNC PHYSICIANS NETWORK LLC | Ship-to Name | UNC PHYSICIANS NETWORK LLC | Payment Terms | NET 60 |
| Bill-to Site | 65124 | Ship-to Site | 21187 | Due Date | 2/18/23 |

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**.

Customer Payment **Miscellaneous**

| | | | | | |
|--------------------------------|--------------------------|------------------------------|-----|--------------------|--|
| Legal Entity | NC DHHS HEALTH BENEFITS | Generate Bill | Yes | PO Number | |
| Intercompany | <input type="checkbox"/> | Print Date | | PO Revision | |
| Tax Registration Number | | Recurring Bill Plan Name | | PO Date | |
| Taxation Country | United States | Recurring Bill Plan Period | | Medicaid Share | |
| Document Fiscal Classification | | Special Instructions | | Non-Medicare Share | |
| Default Tax Exemption Handling | Standard | Comments | | Context Value | NCAS Data |
| Cross Reference | | Structured Payment Reference | | PROVIDER # | 9876543 |
| | | | | CASE TYPE | |
| | | | | DIV | WO |
| | | | | CROSS REFERENCE | |
| | | | | PERIOD | 07-Cost Settlement (UNC & ECU Phy Assoc) |
| | | | | From Date | 12012022 |
| | | | | To Date | 12312022 |

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



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