

ADJUST INVOICES

QUICK REFERENCE GUIDE AR-07

Purpose

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

Introduction and Overview

This QRG covers how to Adjust Invoices in NCFS. Invoices are adjusted when there is a past-due balance. Adjustments are penalties, interest, or late charges on an invoice when a customer's transaction is overdue.



User Tip:

The following are prerequisites to adjust invoices:

1. User must be configured to have Approval Limits assigned for the amount being adjusted.

Create Adjust Invoices

To create an invoice adjustment, 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 select the **Billing** app.



NORTH CAROLINA OFFICE OF THE STATE CONTROLLER



3. On the **Billing** page, click the **Tasks** [📃] icon. Then, under the **Transactions** section, click **Manage Transactions.**

Billing ② All busine	ss units 💌				Ch ☆ 中 C ³² TS Transactions • Create Transaction
Incomplete	View 🔻 🚰 [Complete Delete			Credit Transaction Manage Transactions
0	Transaction No	mber Source	Class	Customer	Manage AutoInvoice Lines
0-10 Days	21001	Manual	Invoice	UNC CHAPEL	Approve Adjustments
3	24001	Manual	Invoice	VINC ROCKIN	Customers • Create Customer
10+ Days	28001	Manual	Invoice	UNC ROCKIN	Manage Customers
Approval	4			h	Upload Customers from Spreadsheet Manage Data Import
				_	Customer Account Balances • Review Customer Account Details
0)				Accounting
0					Create Accounting Create Adjustment Journal
					Review Journal Entries

4. On the **Manage Transactions** page, enter the relevant information under the **Search** section marked with a ** double asterisk.

In this example, we choose 2500 DHSS HEALTH BENEFITS for the *Business Unit* field and Starts with 180 for **Transaction Number* field. Now, click the Search button.

Note: The parameter to search by Business Unit is 2500. Only 2500 does invoice adjustments. Hence it is invalid for other Business Units.

Manage Transactions @)						Done
⊿ Search					Advanced	Saved Search	All Transactions
						**]	At least one is required
Business Unit	2500 DHHS HEALTH BENEFITS	•	** Transaction Number	Starts with ~	80		
** Transaction Source		•	** Transaction Date	Equals 🗸 m/c	d/yy	10	
Transaction Class	~		** Bill-to Customer	Equals ~		q	
Transaction Type		•	Reference				
						Searc	ch Reset Save

5. On the **Manage Transactions** page, select the **Transaction.**

Μ	lana	ge Transacti	ons (?)								D <u>o</u> ne
	▶ Se	arch							A <u>d</u> vanced	Saved Search All Tra	ansactions 🗸
/	Actions	▼ View ▼	/ × 严	Detach							
		Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transactior Date	Business Unit	Original Tra Number
	•	19001	Manual	Invoice	NC Standard In	Yes	UNC PHYSICIANS NET	1,000.00 USD	2/10/23	2500 DHHS HE	
	•	18001	Manual	Invoice	NC Standard In	Yes	VUNIVERSITY OF NC HO	500.00 USD	1/1/22	2500 DHHS HE	
	Þ	17001	Manual	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	1,200.00 USD	12/20/22	2500 DHHS HE	
	•	16002	Manual	Invoice	NC Standard In	Yes	VINC CH SCHOOL OF D	300.00 USD	9/30/22	2500 DHHS HE	
	►	16001	Manual	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	160.00 USD	12/16/22	2500 DHHS HE	

6. On the **Manage Transactions** page, click the *Actions* drop-down choice list on the left navigation menu and click **Manage Adjustments.**

A	Actions 🔻 View 👻 📄 🦯	× P	Detach						
	Duplicate Edit	action e	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit
-	Credit Transaction		Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	1,000.00 USD	2/10/23	2500 DHHS HE
ľ	Submit a Dispute		Invoice	NC Standard In	Yes	UNIVERSITY OF NC HO	500.00 USD	1/1/22	2500 DHHS HE
	Manage Adjustments Review Installments	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	1,200.00 USD	12/20/22	2500 DHHS HE	
	Post to Ledger		Invoice	NC Standard In	Yes	VINC CH SCHOOL OF D	300.00 USD	9/30/22	2500 DHHS HE
	Account in Draft	1	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	160.00 USD	12/16/22	2500 DHHS HE
	View Balance Details		Credit Memo	NC Credit Memo	Yes	VINC CH SCHOOL OF D	-20.00 USD	12/15/22	2500 DHHS HE
	View Transaction Activities		Invoice	NC Standard In	Yes	UNC PHYSICIANS NET	150.00 USD	12/13/22	2500 DHHS HE

7. On the **Manage Adjustments**: **Invoice 18001** page, click the **Create** [+] icon to make an addition.

M	Anage Adjustments: Invoice 18001 ⑦												
	Actions View	+ 🖍 Su	ub <u>m</u> it With	hdraw									
	Number	Receivables Act	tivity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date			
	20002	2500 NC Penalty 0	Charges	Charges Adjust	1,000.00	No	1	Pending approval	5/22/23	5/22/23			

8. The *Create Adjustment* pop-up appears. Enter the relevant information.

In this example, we choose **2500 NC Late Charges** for ******Receivables Activity,* **Charges Adjustments** for ******Adjustment Type,* and **1000** for ******Adjustment Amount.*

* Receivables Activity	2500 NC Late Charges		-	Number		
* Adjustment Type	Charges Adjustments ~			Chargeback Number		
* Adjustment Amount	1,000.00			Adjustment Reason	~	
Includes Tax	No			Comments		1
* Adjustment Date	5/22/23	Č0		Adjustment		10
* Accounting Date	5/22/23	Č0		Status		
* Installment Number	1 2023-02-03		-	Distribution	0800-013510-00004000-0000	000-0000
Installment Balance	384.00 USD					

9. Click the *Adjustment Reason* drop-down choice list, select the correct reason as **Charges** and enter a comment in the *Comments* field. Then, click the **Submit** button.

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o Adiust	Create Adjustment										
e Aujusi	* Receivables Activity	2500 NC Late Charges		•		Document Number					
view ▼	* Adjustment Type	Charges Adjustments 🗸				Chargeback Number					
ar	* Adjustment Amount	1,000.00				Adjustment Reason	Charges ~				Accoun
	Includes Tax	No				Comments					Date
	* Adjustment Date	5/22/23	6			Adjustment		4			5/12/23
	* Accounting Date	5/22/23	6			Status					
	* Installment Number	1 2023-02-03	~			Distribution	0800-013510-00004000-0	000000-00)0C 🗟		
Transact	Installment Balance	384.00 USD									
Acco											
Doc							, r	Submit	Cance		
Char			_	_	_		L			1	
History											

10. The *Information* pop-up appears. Click the **OK** button.

N	lanage Adjus	tments: li	nvoice	18001 ⑦	 Information 	×				D <u>o</u> ne
					The adjustment 20001 has	been created.				
Actions 🔻 View 🗣 🍦 Submit Withdraw					ок					
	Number	Receivables	Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
	20002	2500 NC Pena	alty Charges	Charges Adjust	1,000.00	No	1	Pending approval	5/22/23	5/22/23
	20001	2500 NC Late	Charges	Charges Adjust	1,000.00	No	1	Approved	5/31/23	5/31/23

11. Validate that the transaction has been created and the *Adjustment Status* shows **Approved** for the Number **20001**, and then click the **Done** button.

I	Manage Adjus	tments: Invoice 180	01 ⑦						D <u>o</u> ne
	Actions View View View	+ Submit Wit Receivables Activity	Adjustment Type	Adjustment Amount (USD)	Includes Tax	Installment Number	Adjustment Status	Adjustment Date	Accounting Date
ľ	20002	2500 NC Penalty Charges	Charges Adjust	1,000.00	No	1	Approved	5/22/23	5/22/23
	20001	2500 NC Late Charges	Charges Adjust	1,000.00	No	1	Approved	5/31/23	5/31/23

12. Click the **Done** button again.

Man	age Transac	tions ⑦								D <u>o</u> ne
▶ \$	Search	A <u>d</u> vanced	Saved Search All Tra	nsactions 🗸						
Action	ns ▼ View ▼									
	Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Tra Number
Þ	19001	Manual	Invoice	NC Standard In	Yes	UNC PHYSICIANS NET	1,000.00 USD	2/10/23	2500 DHHS HE	
Þ	18001	Manual	Invoice	NC Standard In	Yes	UNIVERSITY OF NC HO	500.00 USD	1/1/22	2500 DHHS HE	
Þ	17001	Manual	Invoice	NC Standard In	Yes	UNC PHYSICIANS NET	1,200.00 USD	12/20/22	2500 DHHS HE	
Þ	16002	Manual	Invoice	NC Standard In	Yes	VINC CH SCHOOL OF D	300.00 USD	9/30/22	2500 DHHS HE	
Þ	16001	Manual	Invoice	NC Standard In	Yes	VINC PHYSICIANS NET	160.00 USD	12/16/22	2500 DHHS HE	

Wrap-Up

Users can Adjust Invoices in NCFS. Invoices are adjusted when there is a past-due balance. Adjustments are penalties, interest, or late charges on an invoice when a customer's transaction is overdue.

Additional Resources

Virtual Instructor-Led Training (vILT)

• AR104: Invoice Management for DHHS