AR-24 Manage Receivable Credit Memos

Purpose

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

Introduction and Overview

This QRG covers the process of Manage Receivable Credit Memos. This process provides information on applying methods to calculate and manage tax amounts on invoices accurately.

Manage Receivables Credit Memos

To approve expenses via the notification bell icon, please follow the steps below. There are 16 steps to complete this process.

Step 1. Log in to the NCFS portal using the **Company Single Sign-On (SSO)** button.

Step 2. Enter your **@dac.nc.gov** email address.

Step 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

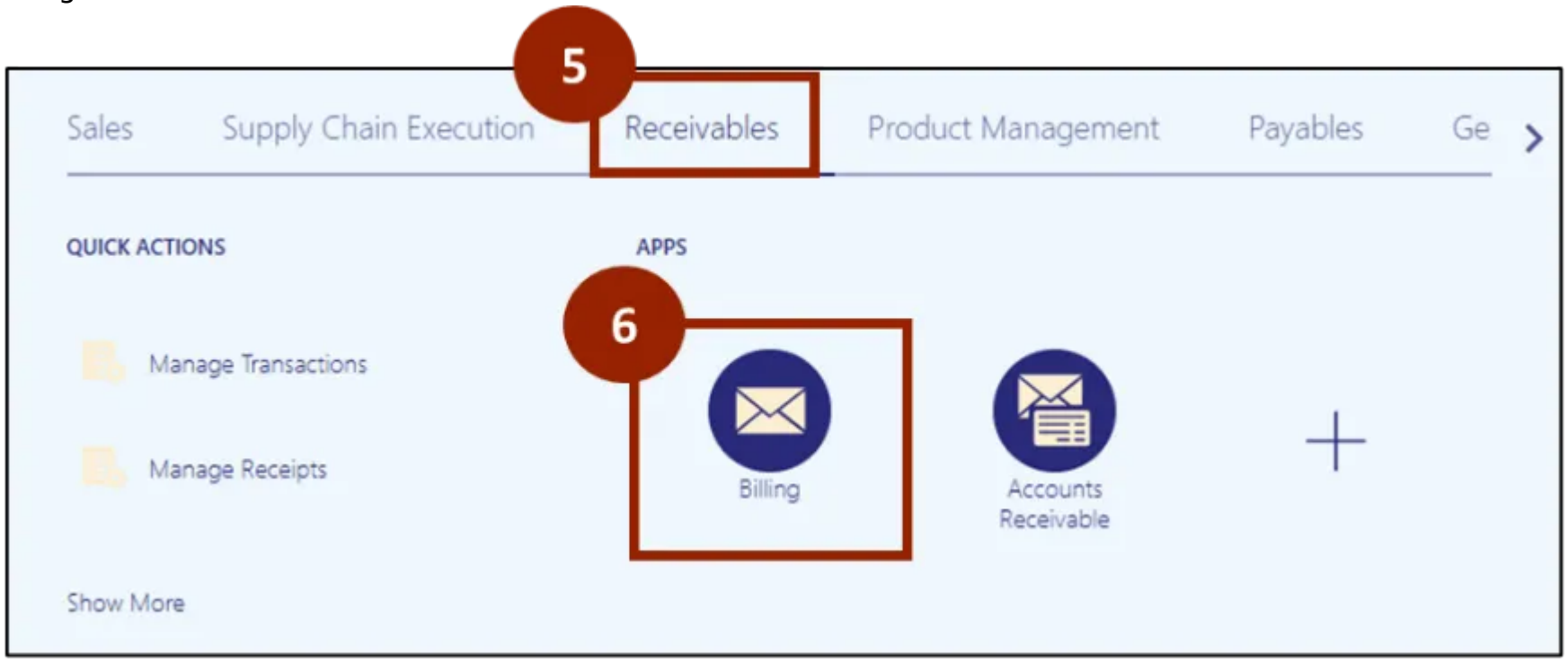
Password fields, then click **Sign-In**.

Step 4. Navigate to the **Home** page.

Step 5. Click on the **Receivables** tab.

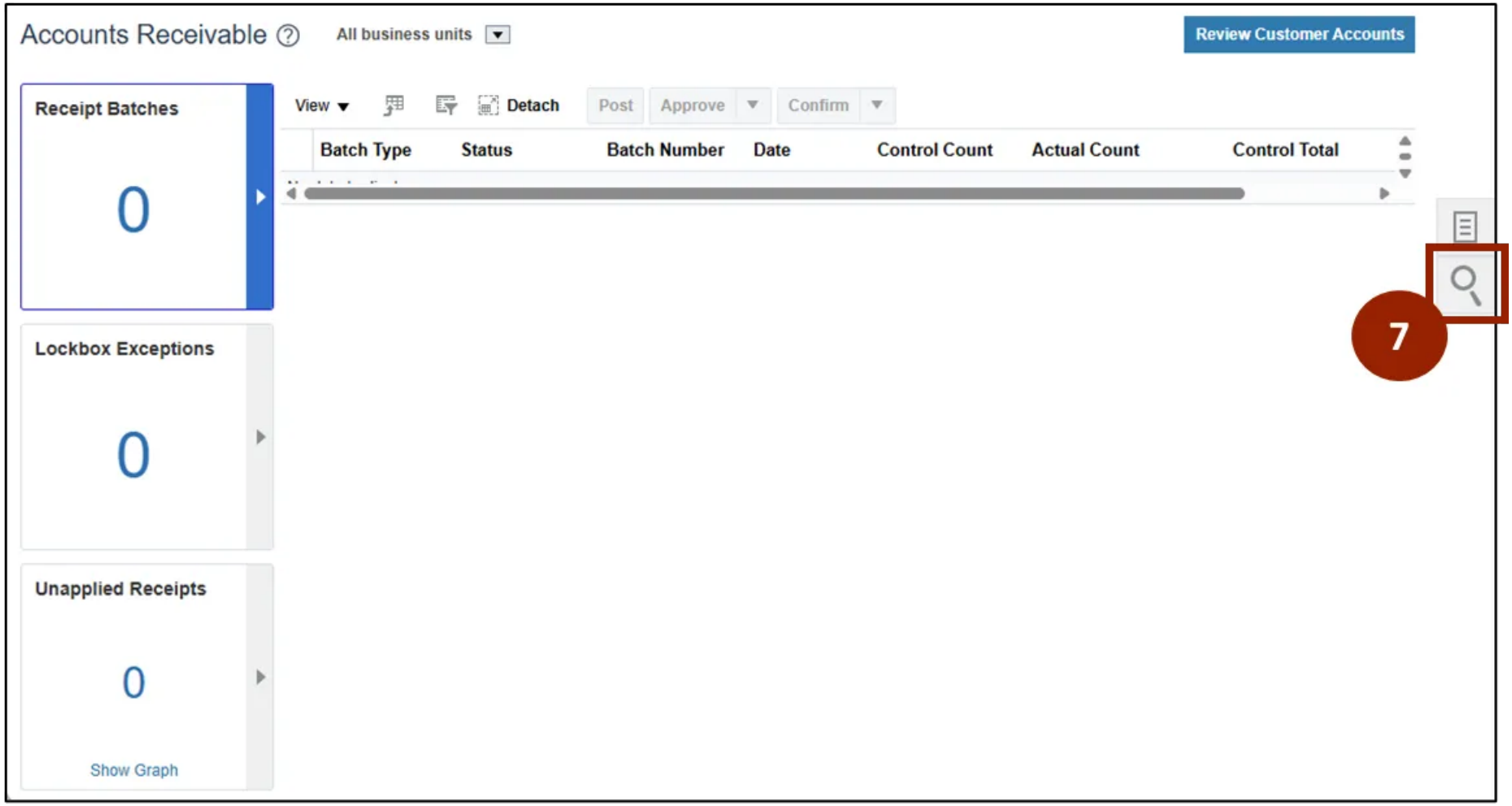
Step 6. Click on **Billing**.

Image



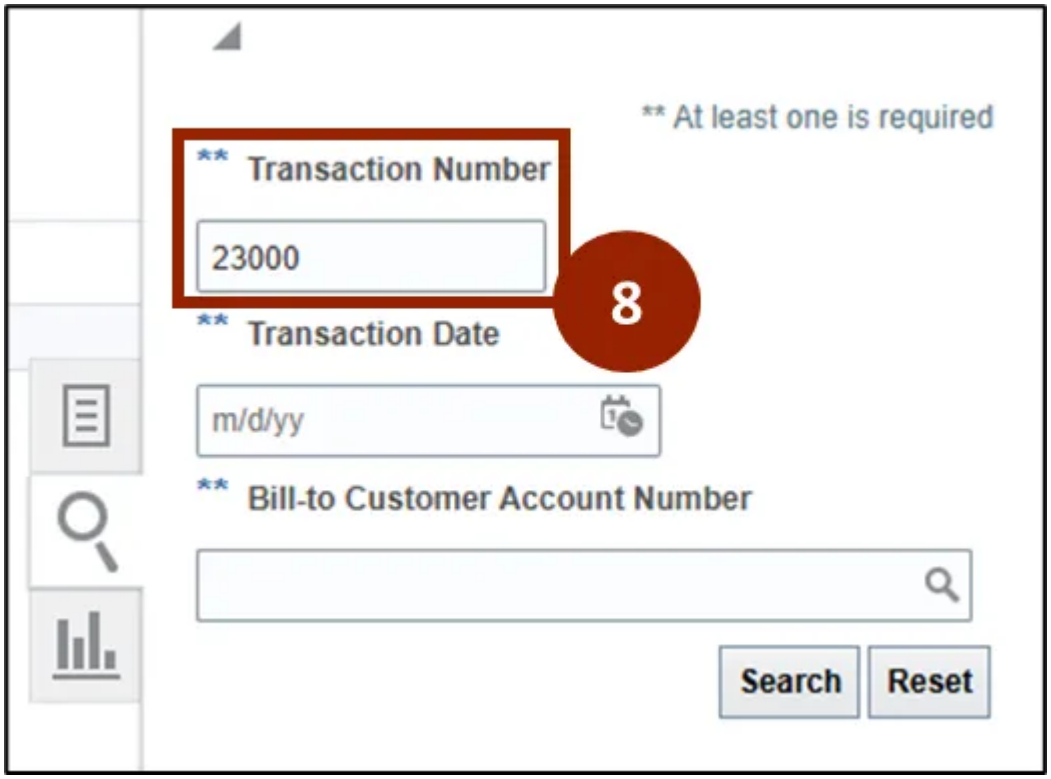
Step 7. On the **Billing** page, click the **Search** icon.

Image



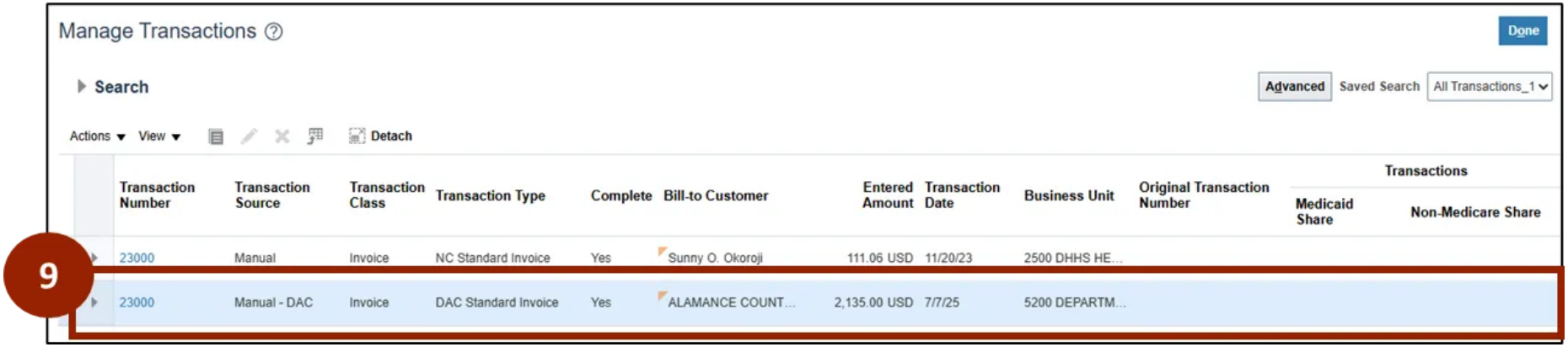
Step 8. Enter the Transaction Number and click **Search**.

Image



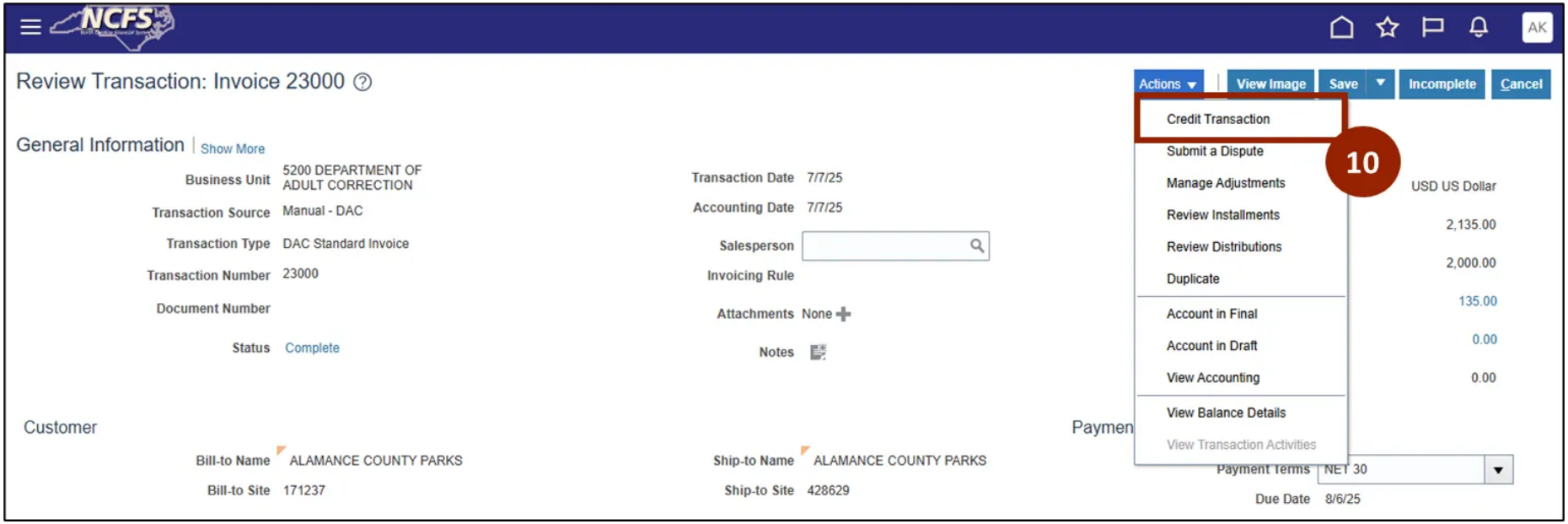
Step 9. Click the **relevant invoice** from the **Search** list.

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Step 10. Click **Credit Transaction** from the Actions list.

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Step 11. Enter **DAC Credit Memo** in the Transaction Type field.

Step 12. Select the **reason** for credit from the Credit Reason field.

Image



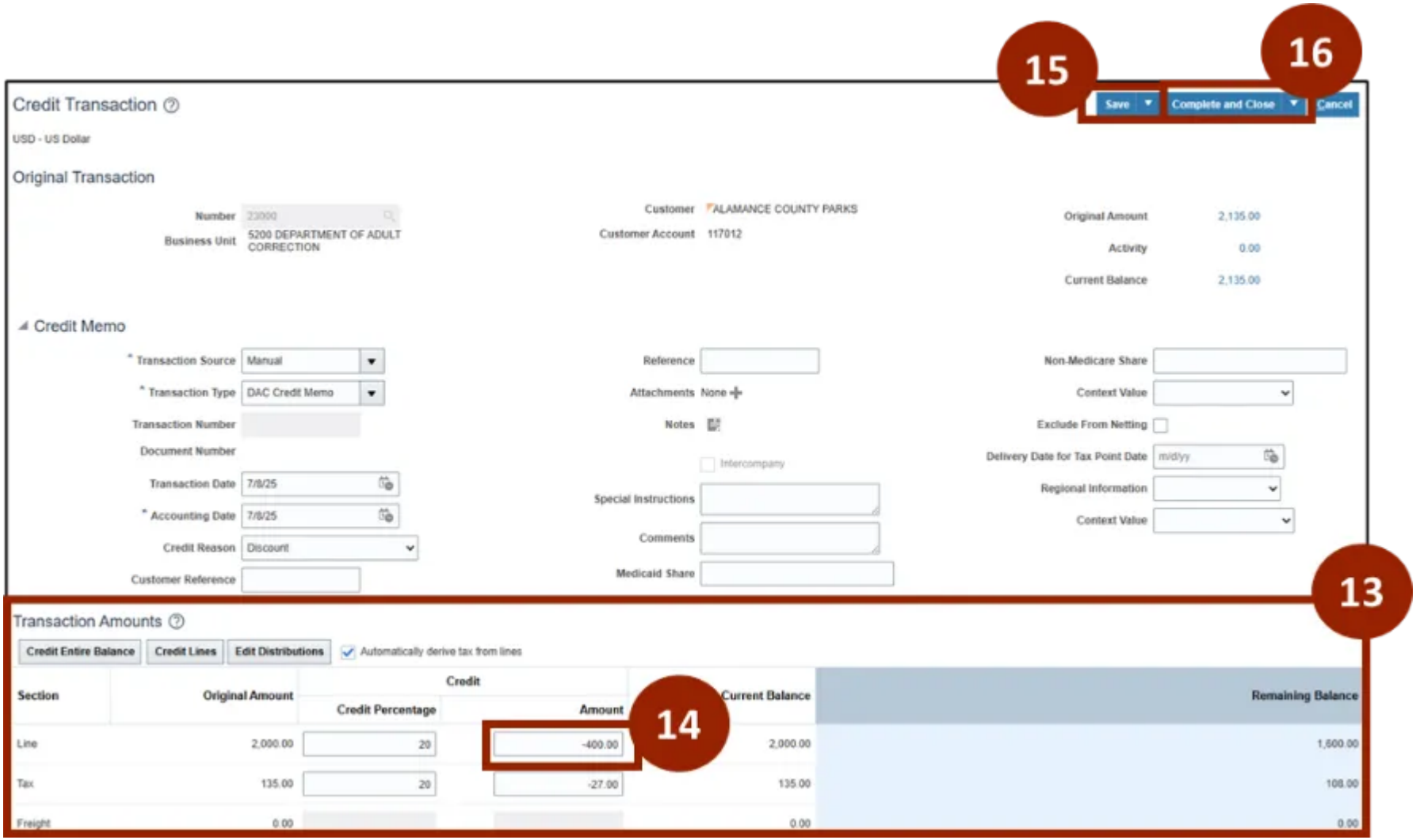
Step 13. Navigate to the **Transaction Amounts** section, locate the relevant line item for which the credit is being issued.

Step 14. In the **Amount** field, enter the **amount** to be credited, making sure to use a **minus sign (-)** before the number (e.g., -500.00).

Step 15. Click **Save**.

Step 16. Click **Complete and Close**.

Image



Wrap-Up

NCFS users can reference the Manage Receivable Credit Memos using the steps above.

Additional Resources

- Instructor Led Training (ILT)
  - AR107: Manage Billing

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