AR-31 Customer Reports

Purpose

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.

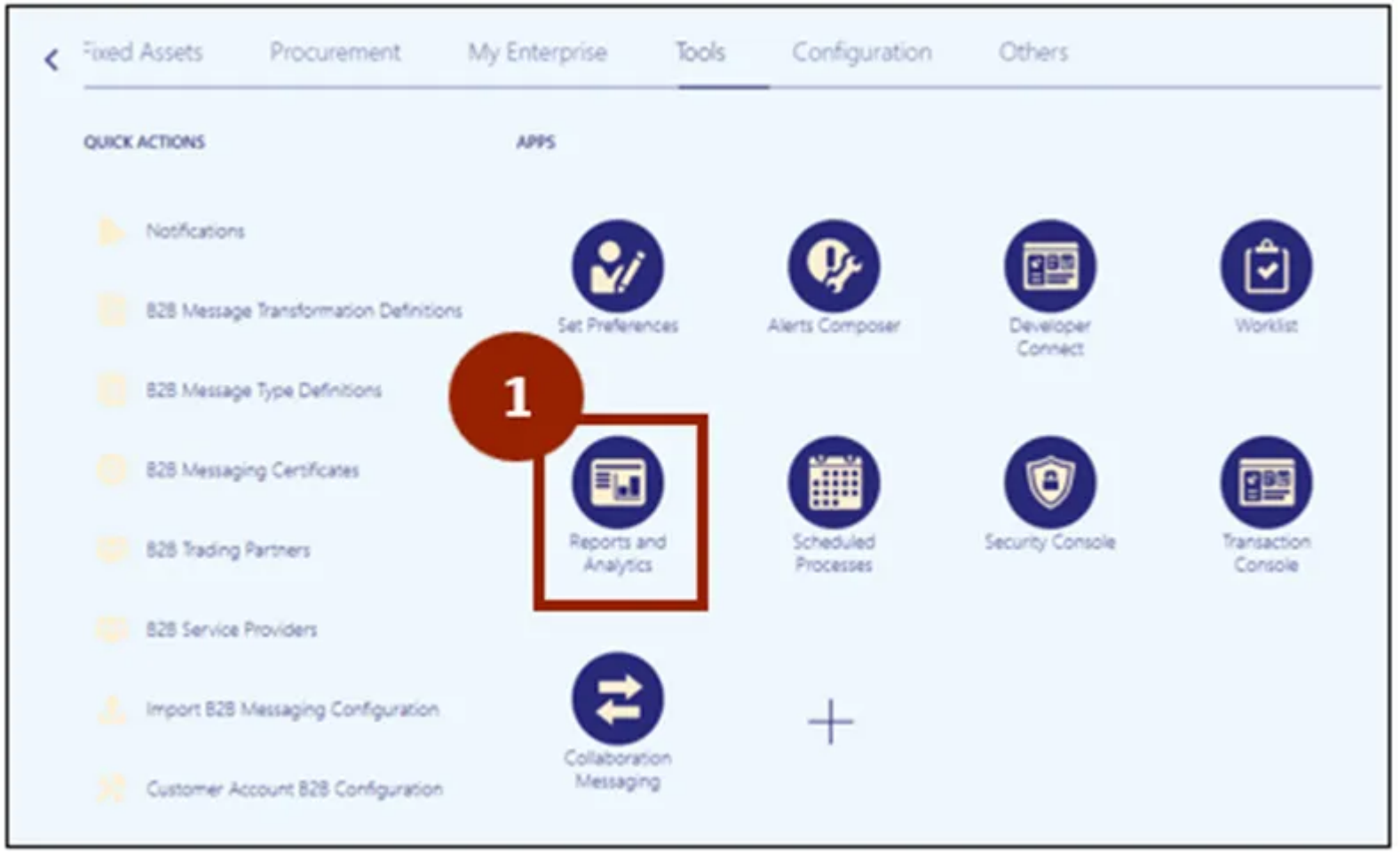
AR Customer Reports

Run an Ad Hoc Report

There are 12 steps to complete this process.

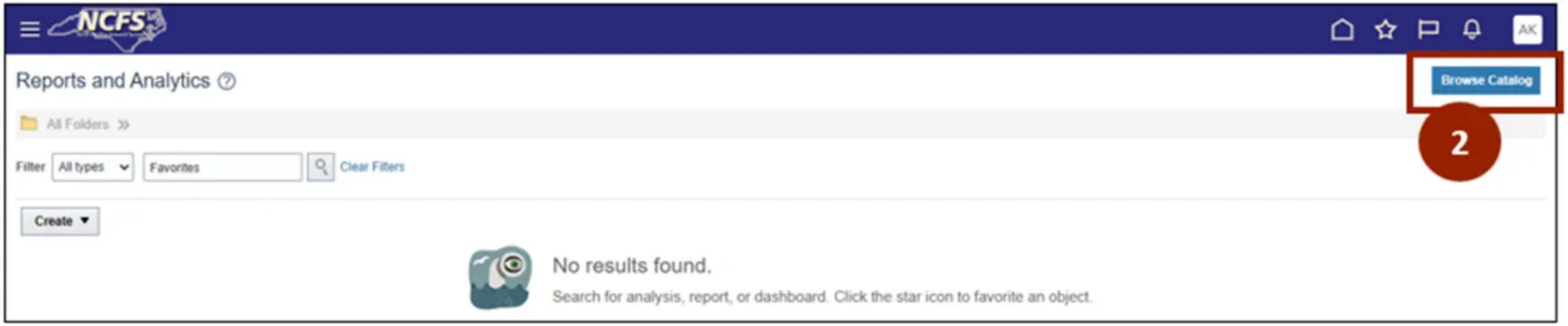
Step 1. On the **Tools** tab of the **Home** page, click on the **Reports and Analytics** app.

Image



Step 2. Click **Browse Catalog**.

Image



Step 3. Select **Shared Folders** from the left-hand side.

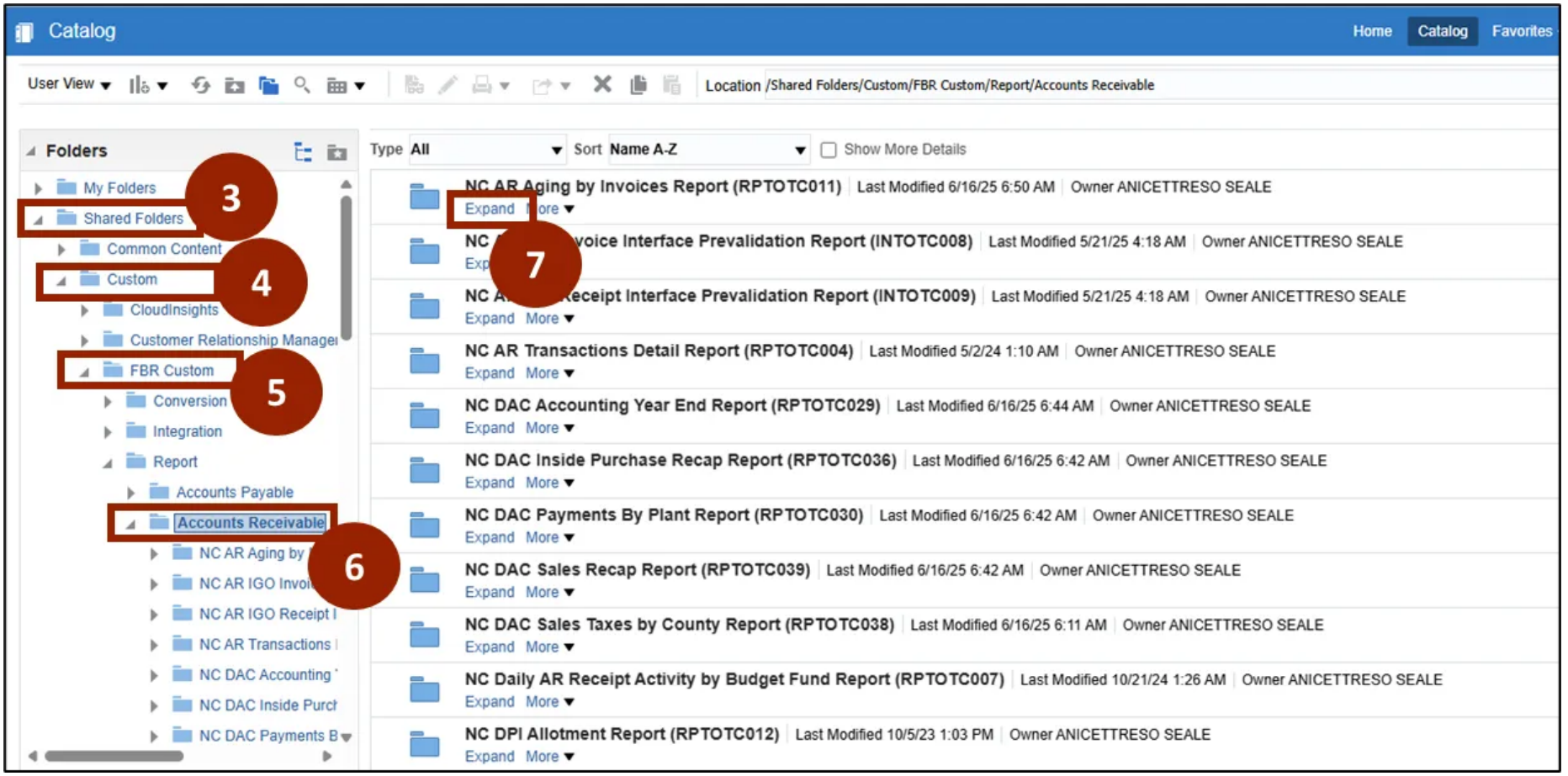
Step 4. Select **Custom**.

Step 5. Select **FBR Custom**.

Step 6. In the Report folder, select **Accounts Receivable**.

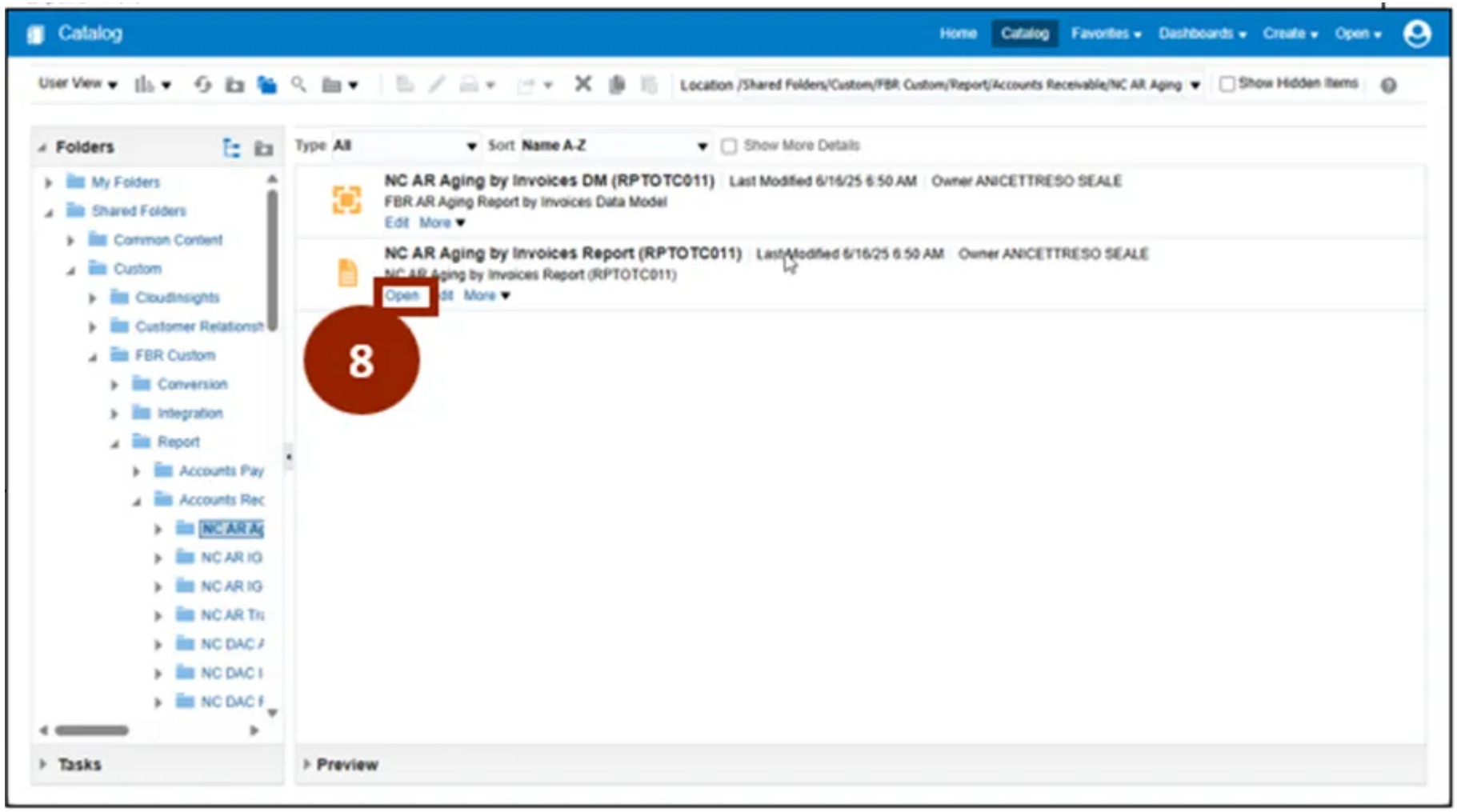
Step 7. Click **Expand** to expand the report to view.

Image



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

Image



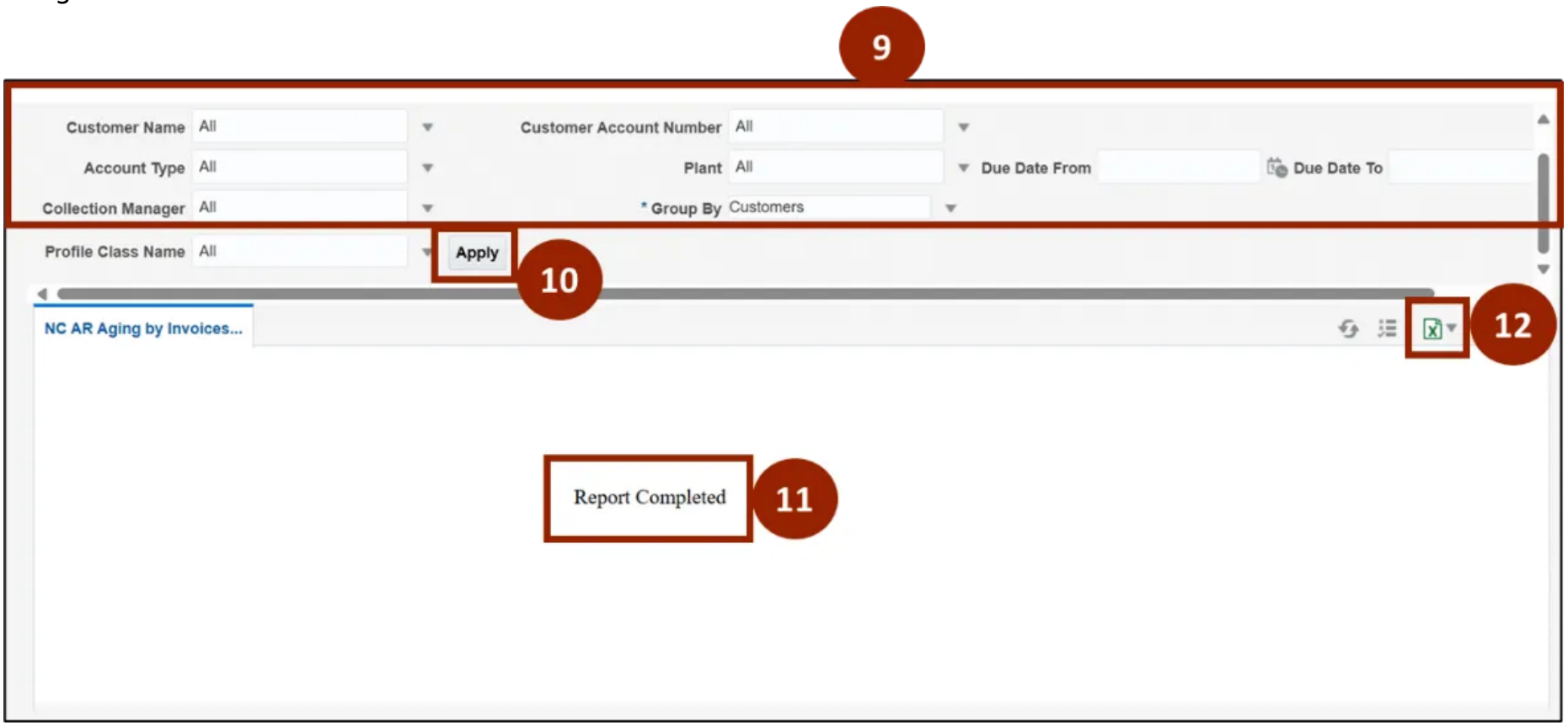
Step 9. Fill in the desired fields.

Step 10. Click **Apply**.

Step 11. When available, the screen will say **Report Completed**.

Step 12. Click the **Excel drop-down** to download the report.

Image

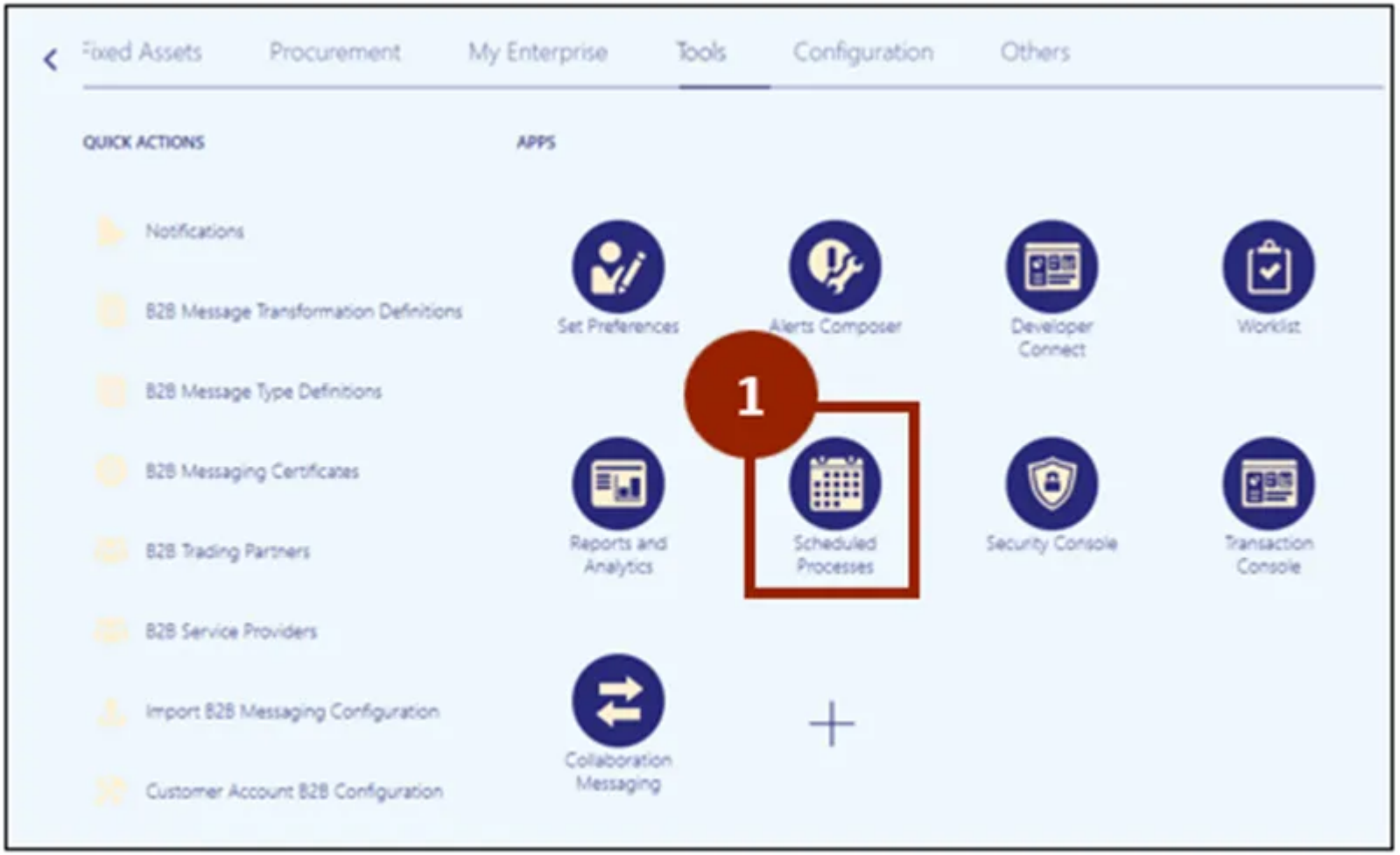


Run a Scheduled Report

There are 13 steps to complete this process.

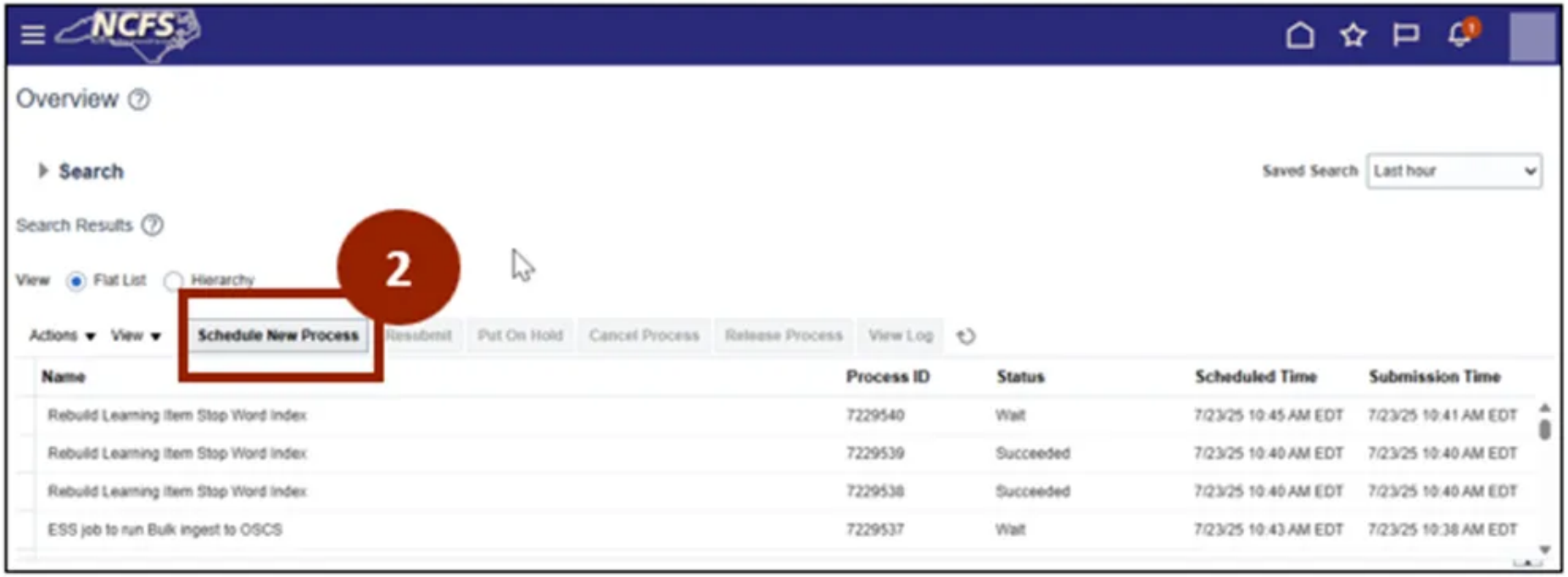
Step 1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.

Image



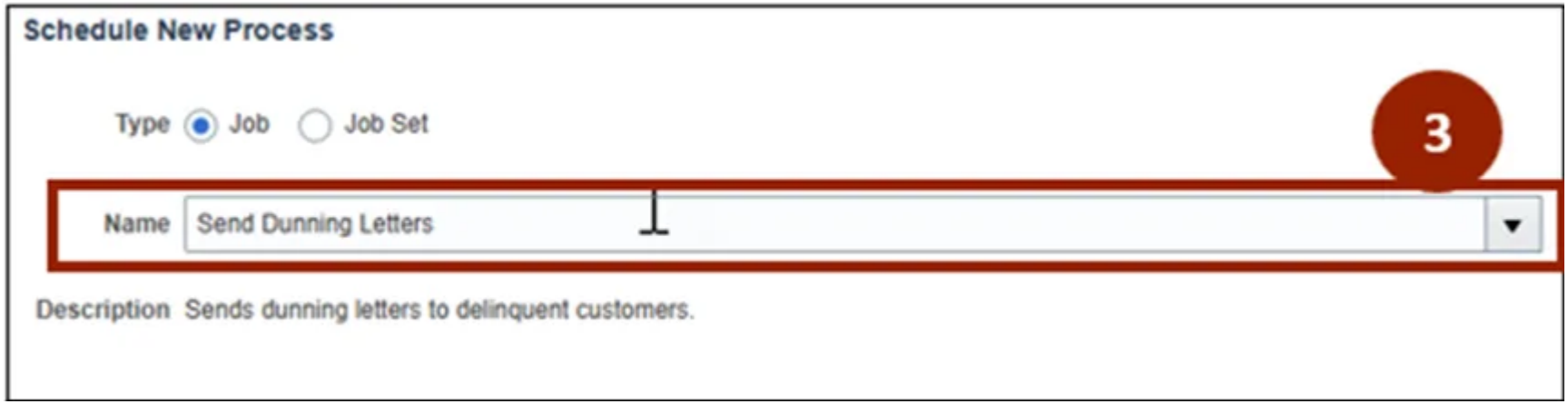
Step 2. Click **Schedule New Process**.

Image



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

Image

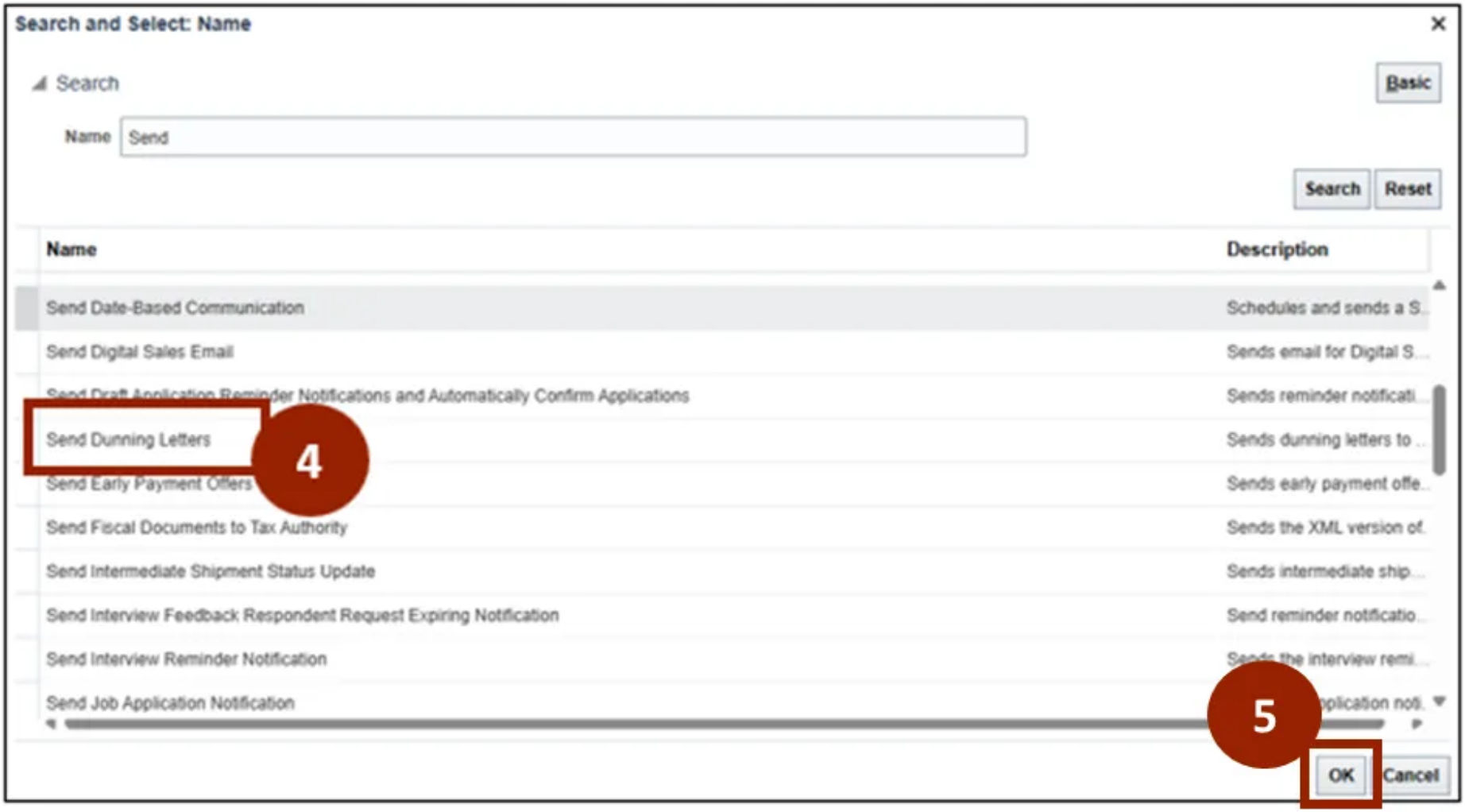


Step 4. Select the required report from the list.

Step 5. Click **OK**.

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

Image



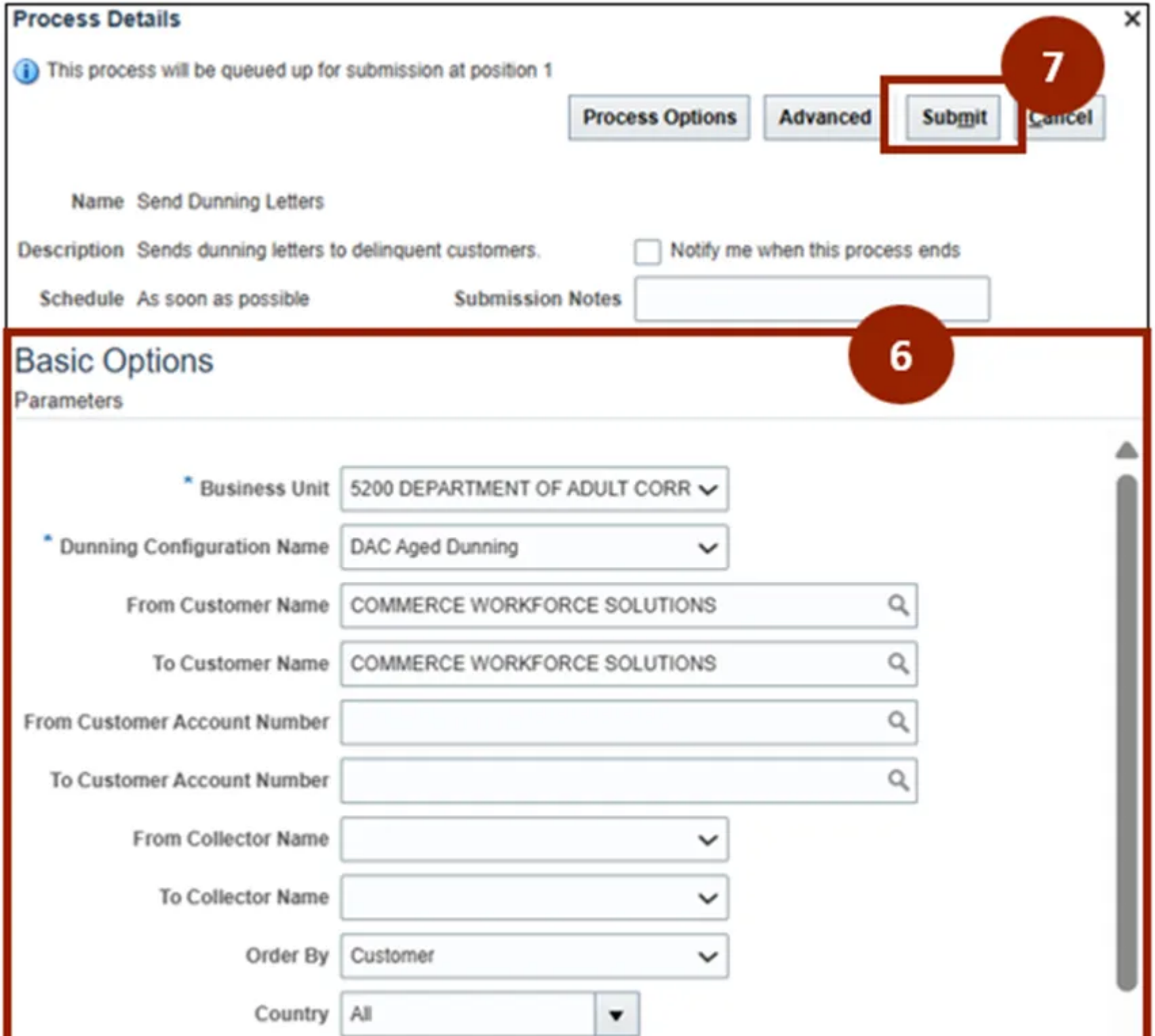
Step 6. Enter the parameters in the required fields:

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

Step 7. Click **Submit**.

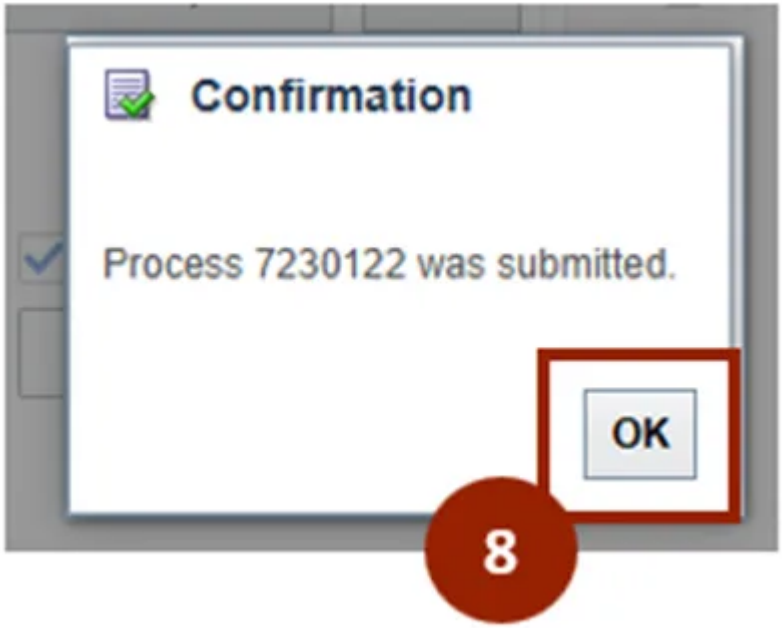
Note: Each report parameter will be different, and the data generated in the report will depend upon the parameters selected.

Image


Process Details
This process will be queued up for submission at position 1
7
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
6
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

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

Image

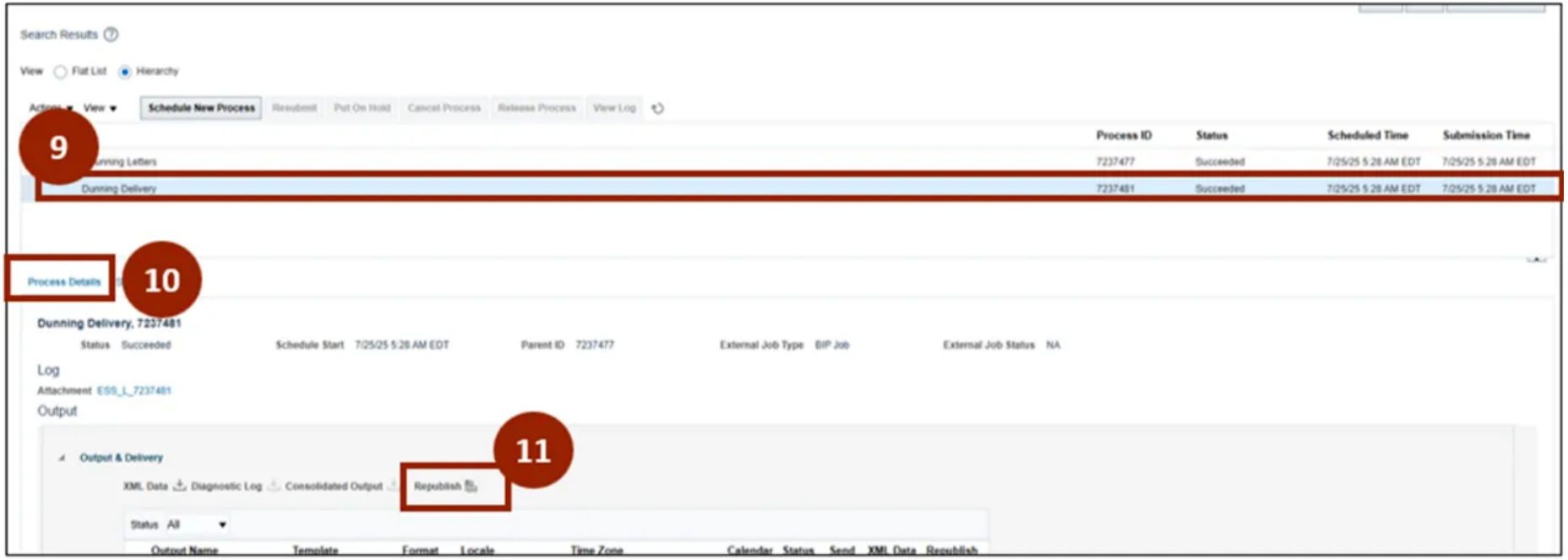


Step 9. Check the report status and refresh until the status displays as **Succeeded**.

Step 10. Click **Process Details** to view or download the report.

Step 11. Click **Republish** to download the report in the required format.

Image



Step 12. The results are displayed in the selected format.

Image

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CORRECTION ENTERPRISES

Not Just Making It Right. Making It Better.

07/25/2025

COMMERCE WORKFORCE SOLUTIONS
DWS_AccountsPayable@commerce.
RALEIGH,
NC 27699

Subject: Courtesy Reminder – Balance Due Customer ID 560426

Records of the Department of Adult Correction (DAC), Office of the Controller indicate your account is overdue. Please immediately remit the current amount balance listed below.

Payment should be remitted to:

Enterprise Accounting
North Carolina Department of Adult Correction
5220 Mail Service Center
Raleigh North Carolina 27699-5220

We have not yet received payment for the following invoice(s):

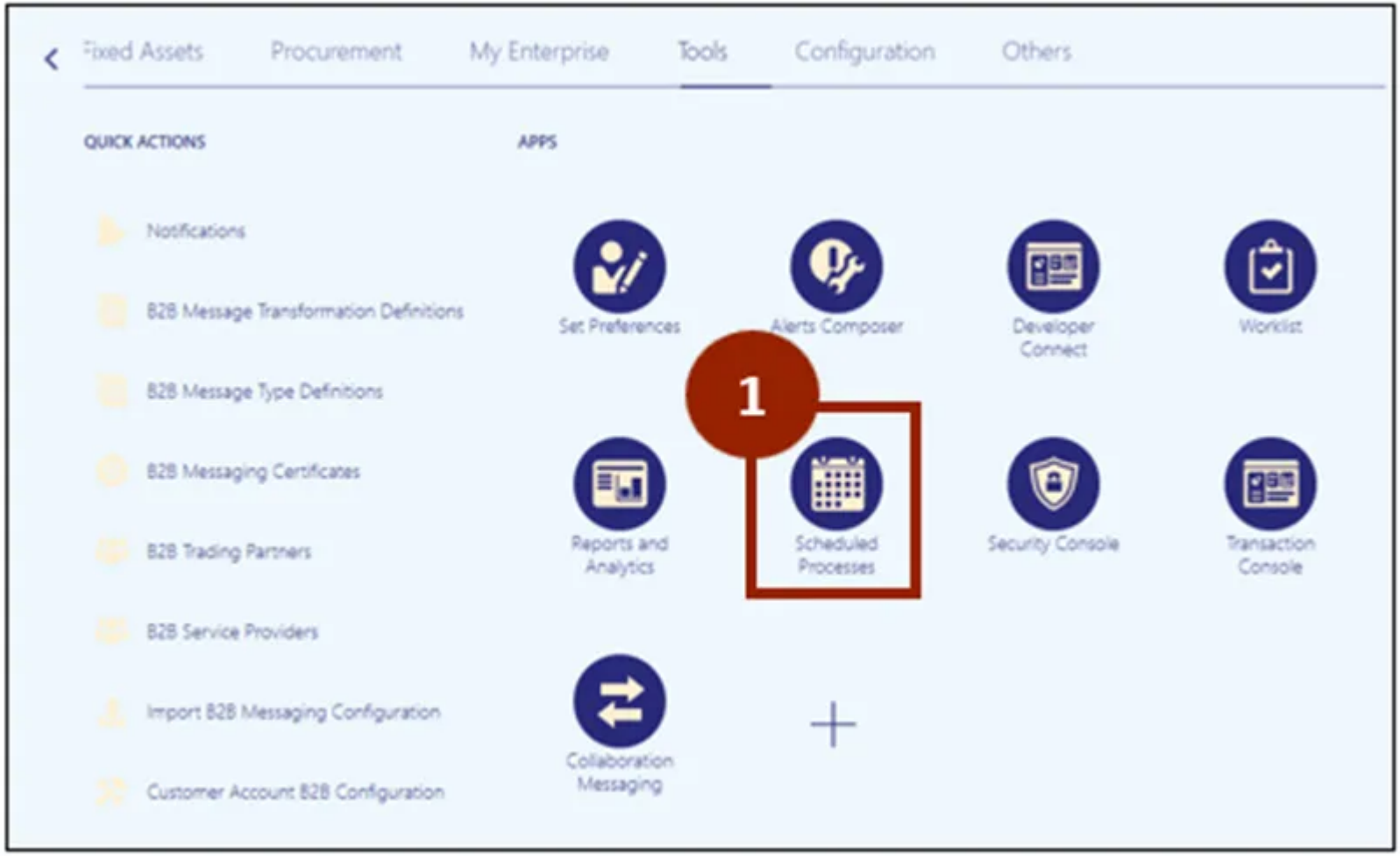
Invoice Number	Customer Number	Purchase Order	Due Date	Original Amount	Current Amount
28000	115972		07/07/2025	120.00	120.00
28003	115972		07/08/2025	10.00	10.00
29003	115972		08/09/2021	10.00	10.00
34003	115972		05/07/2025	100.00	100.00
34004	115972		05/09/2025	300.00	150.00
A15058	115972		09/15/2024	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

Create a Scheduled Report

There are 17 steps to complete this process.

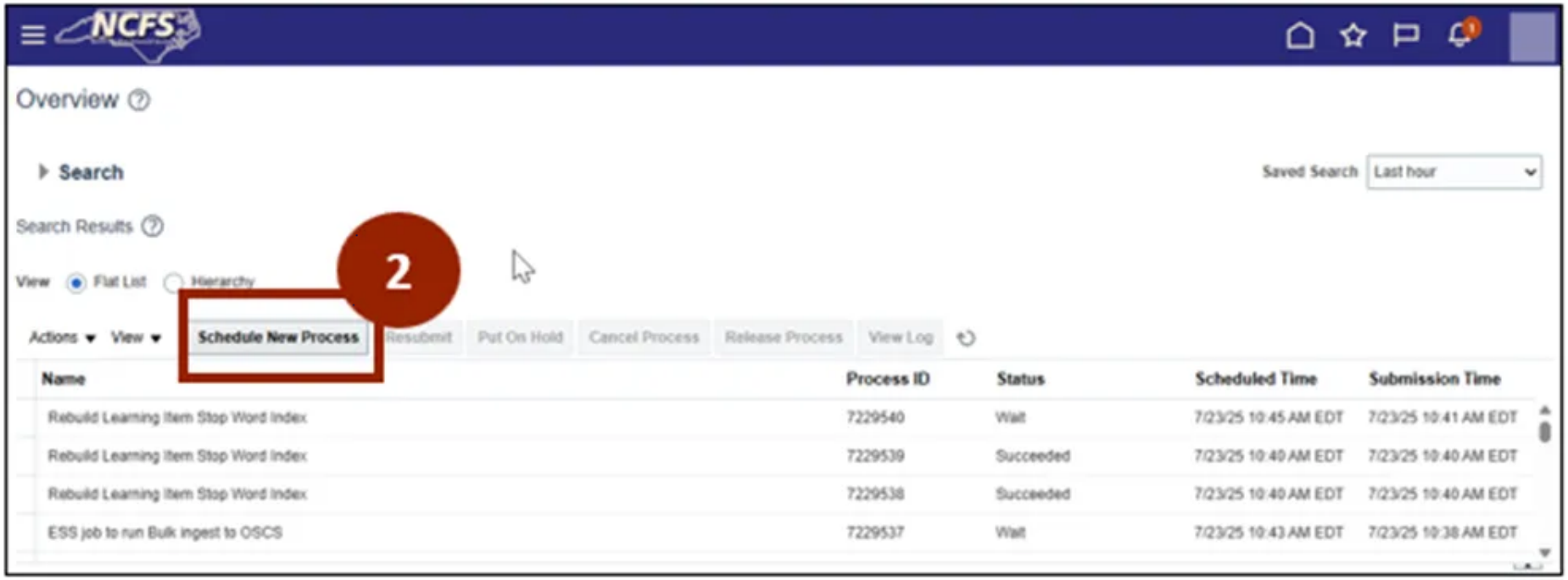
Step 1. On the **Tools** tab of the **Home** page, click on the **Scheduled Processes** app.

Image



Step 2. Click **Schedule New Process**.

Image



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

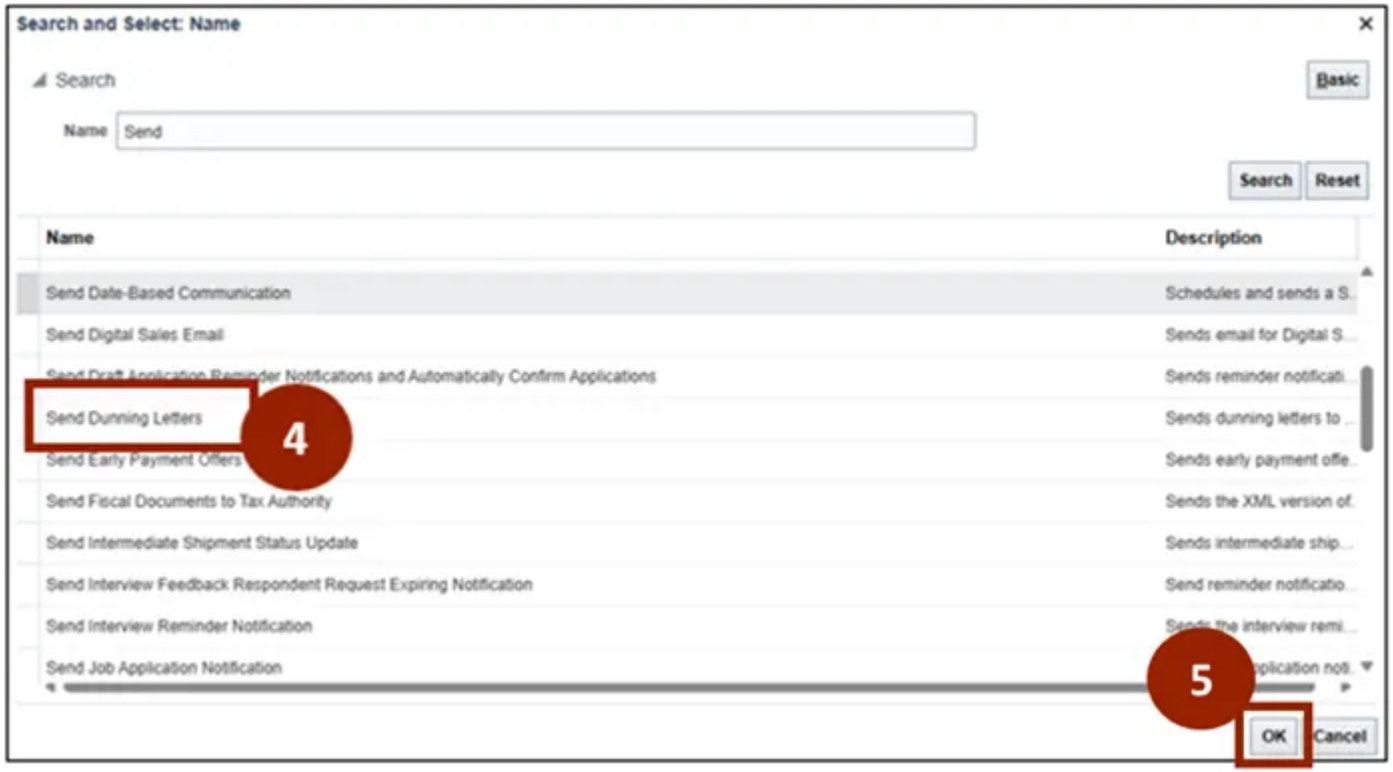
Image



Step 4. Select the required report from the list.

Step 5. Click **OK**.

Image



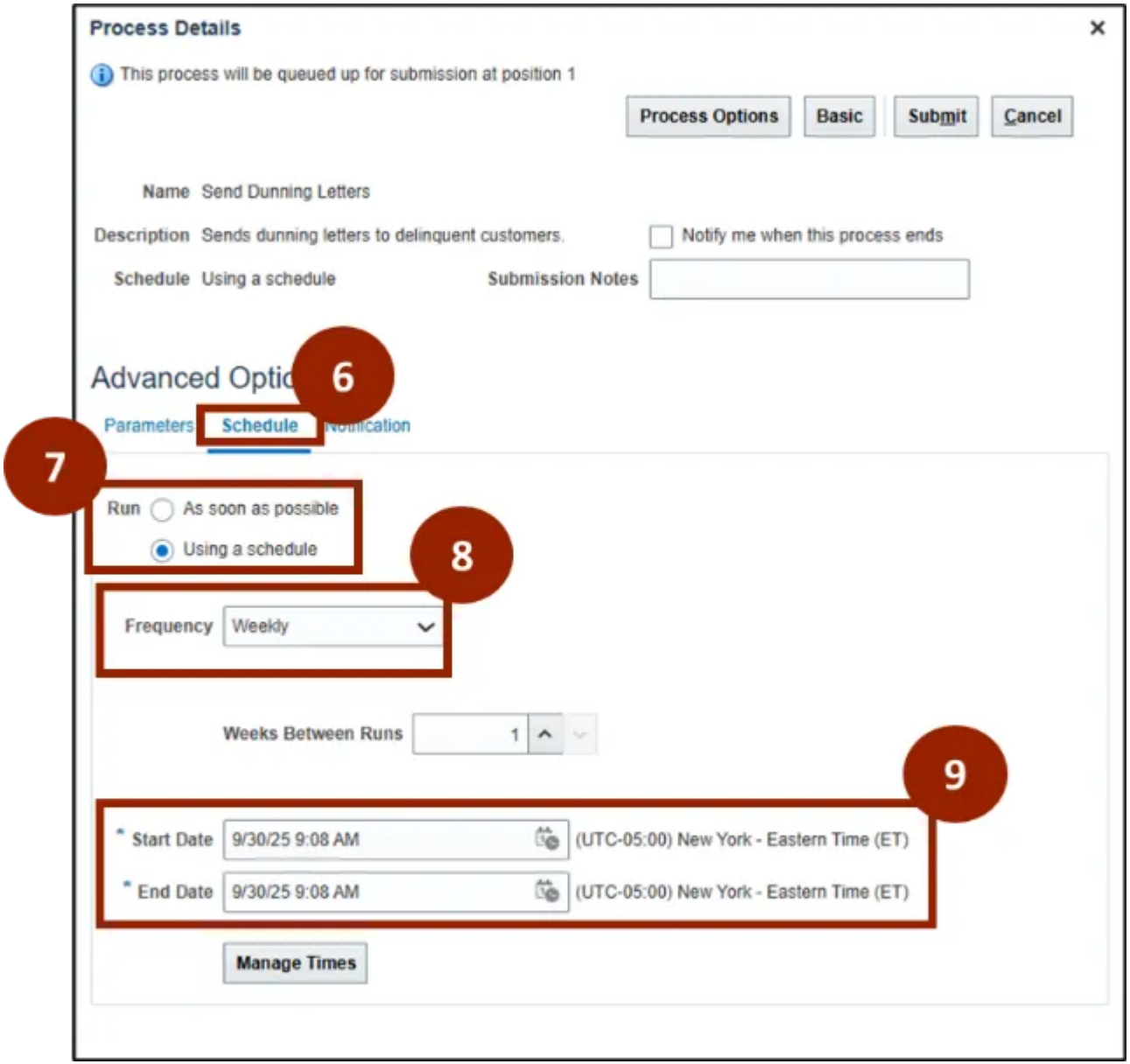
Step 6. On the **Process Details** page, under **Advanced Options**, click **Schedule**.

Step 7. In the **Run** section, click Using a **Schedule**.

Step 8. In the **Frequency** drop-down, select the **desired report cadence**.

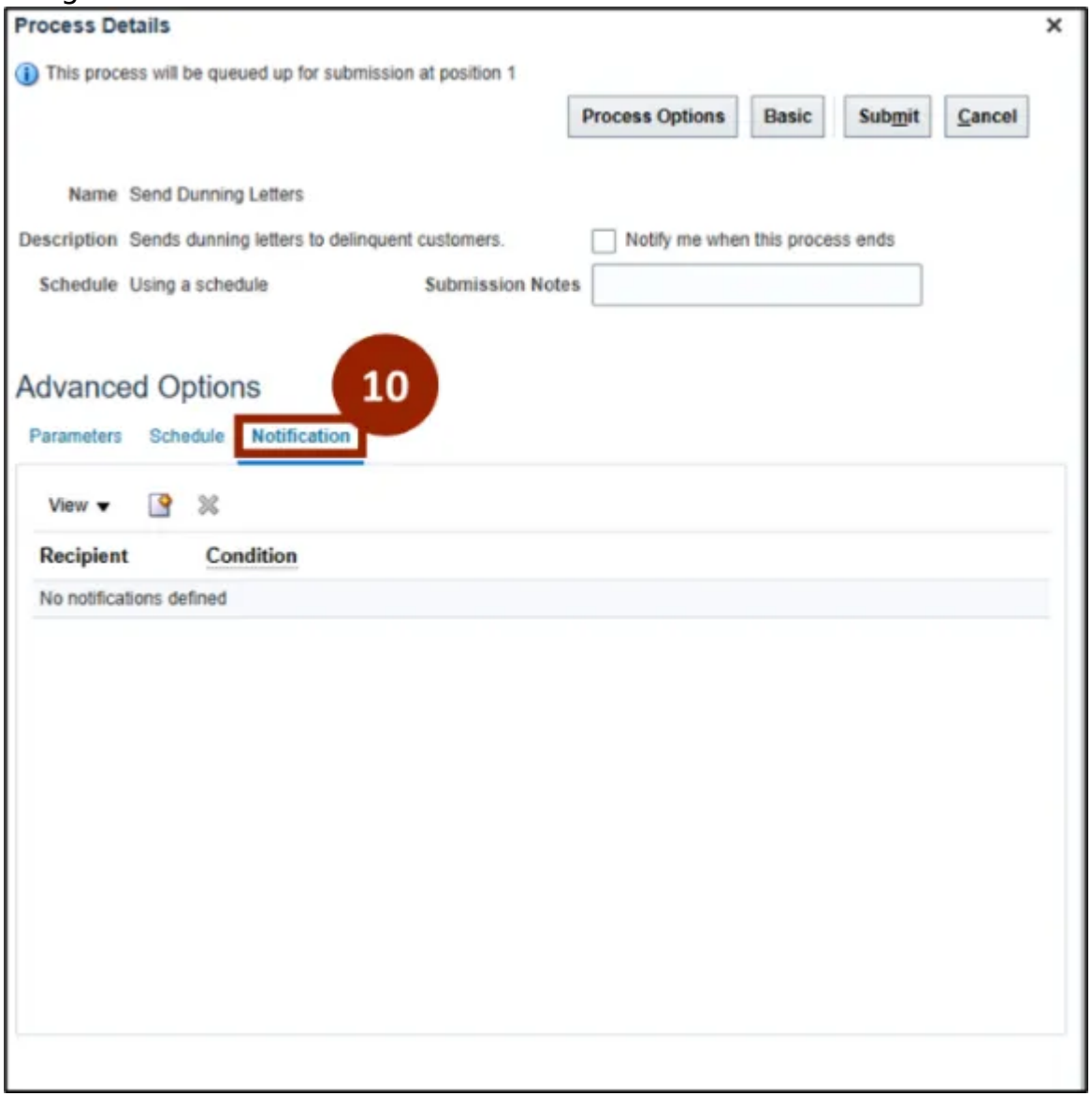
Step 9. Enter the **Start** and **End** dates and times for when the report should be sent out.

Image



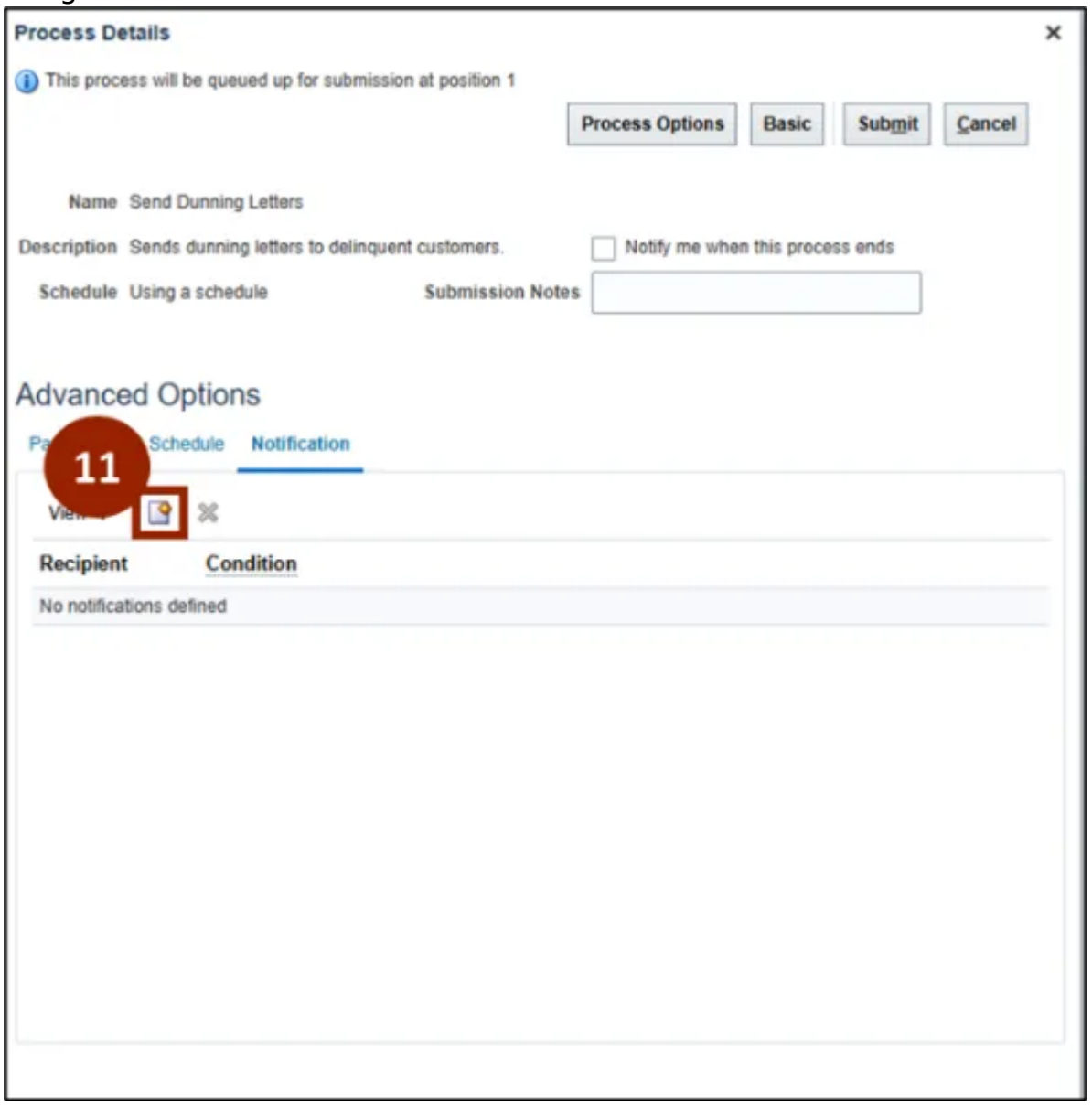
Step 10. On the **Process Details** page under **Advanced Options**, select the **Notification** tab.

Image



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

Image

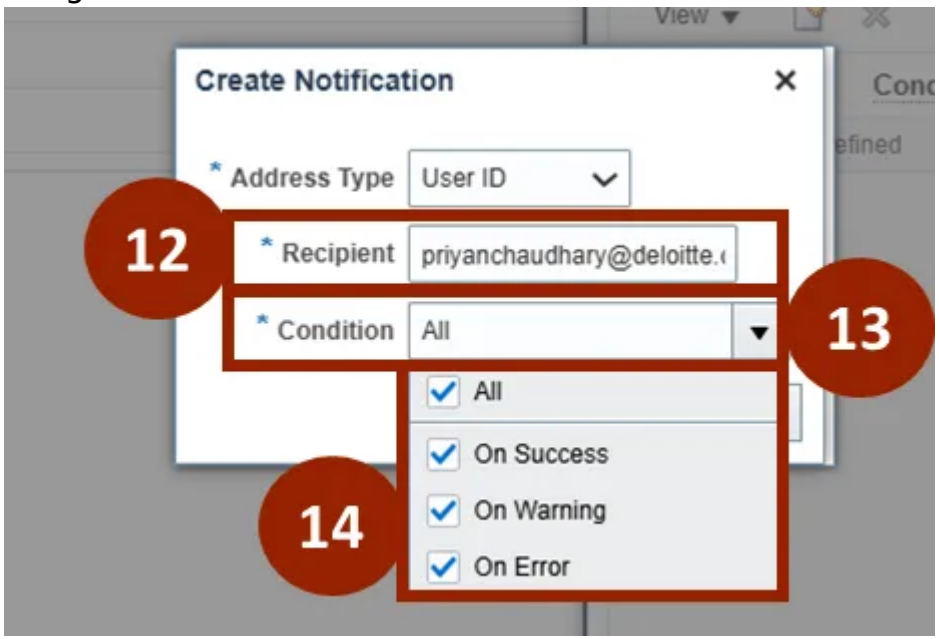


Step 12. Add the **desire recipient email** in the Recipient field.

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

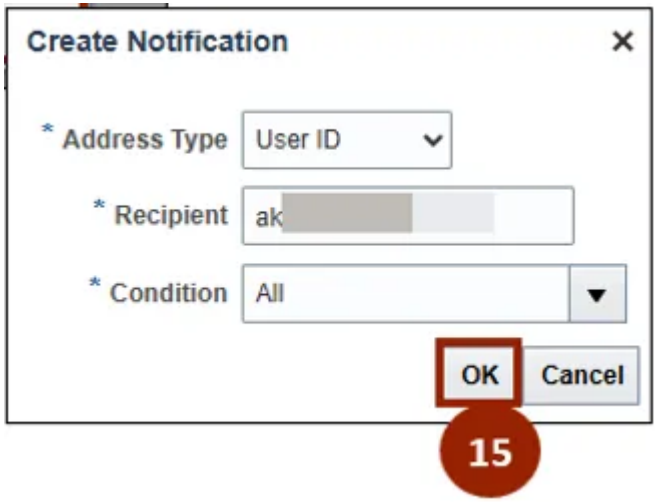
Step 14. Select the **required condition** to receive a notification.

Image



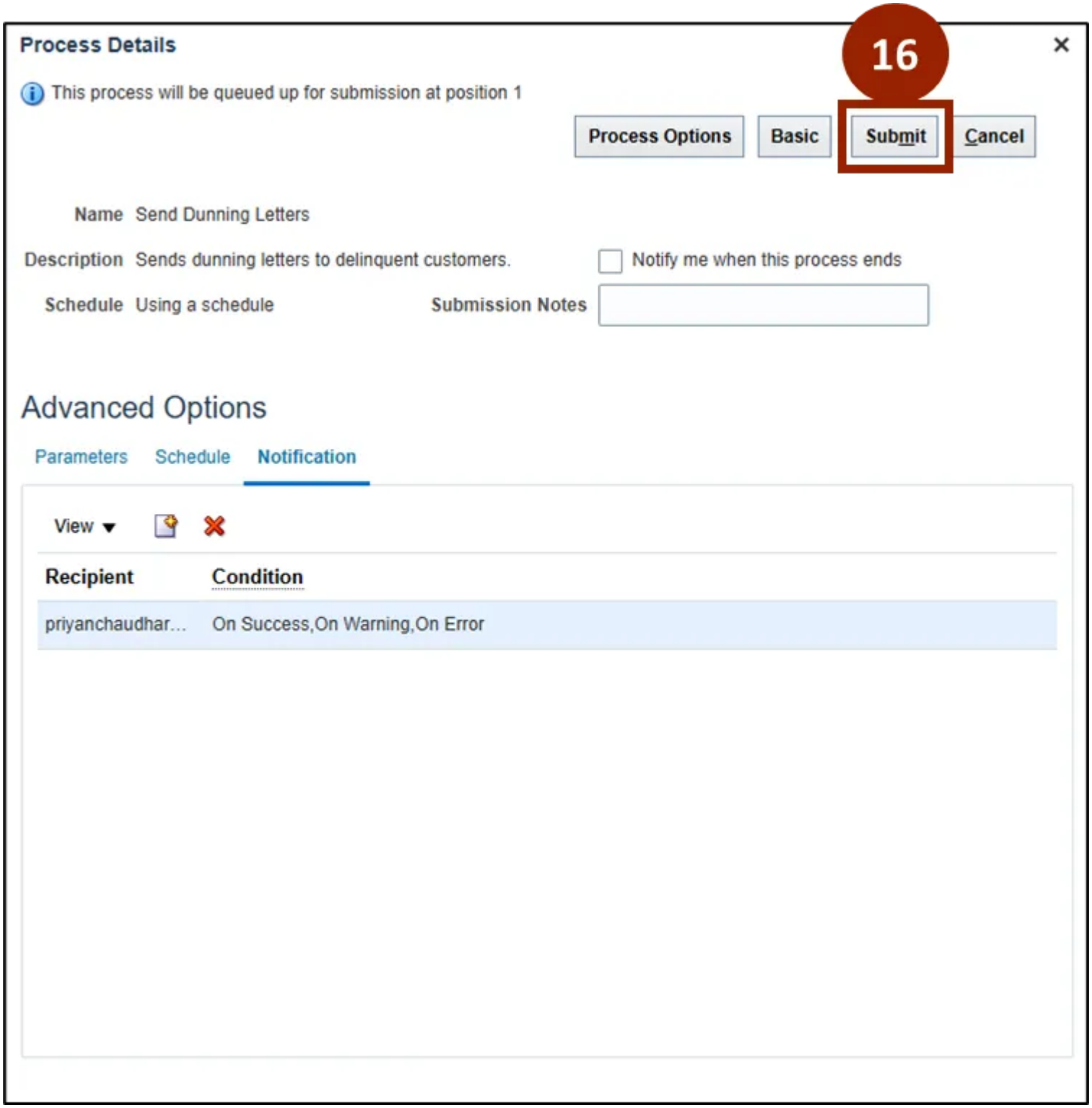
Step 15. Click **OK**.

Image



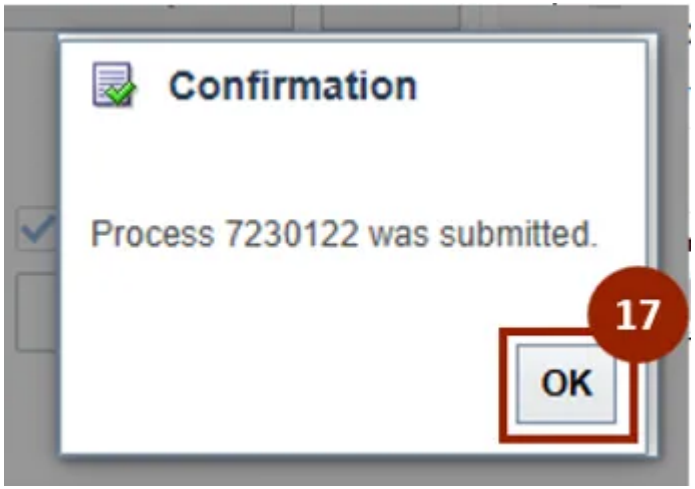
Step 16. When schedule and notification preferences are updated, click **Submit**.

Image


Process Details
16
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
Notification
View
Recipient
Condition
priyanchaudhar...
On Success,On Warning,On Error

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

Image



Wrap-Up

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

Additional Resources

- Instructor Led Training (ILT)
  - AR109: AR Reporting (Coming Soon)

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