CM-23 Resolve Rejected Intercompany Transfer

Purpose

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

Introduction and Overview

This QRG covers how to Resolve Rejected Intercompany Transfers in the NCFS. A transfer can be resolved only when it is rejected due to an error, after it has been submitted for approval.

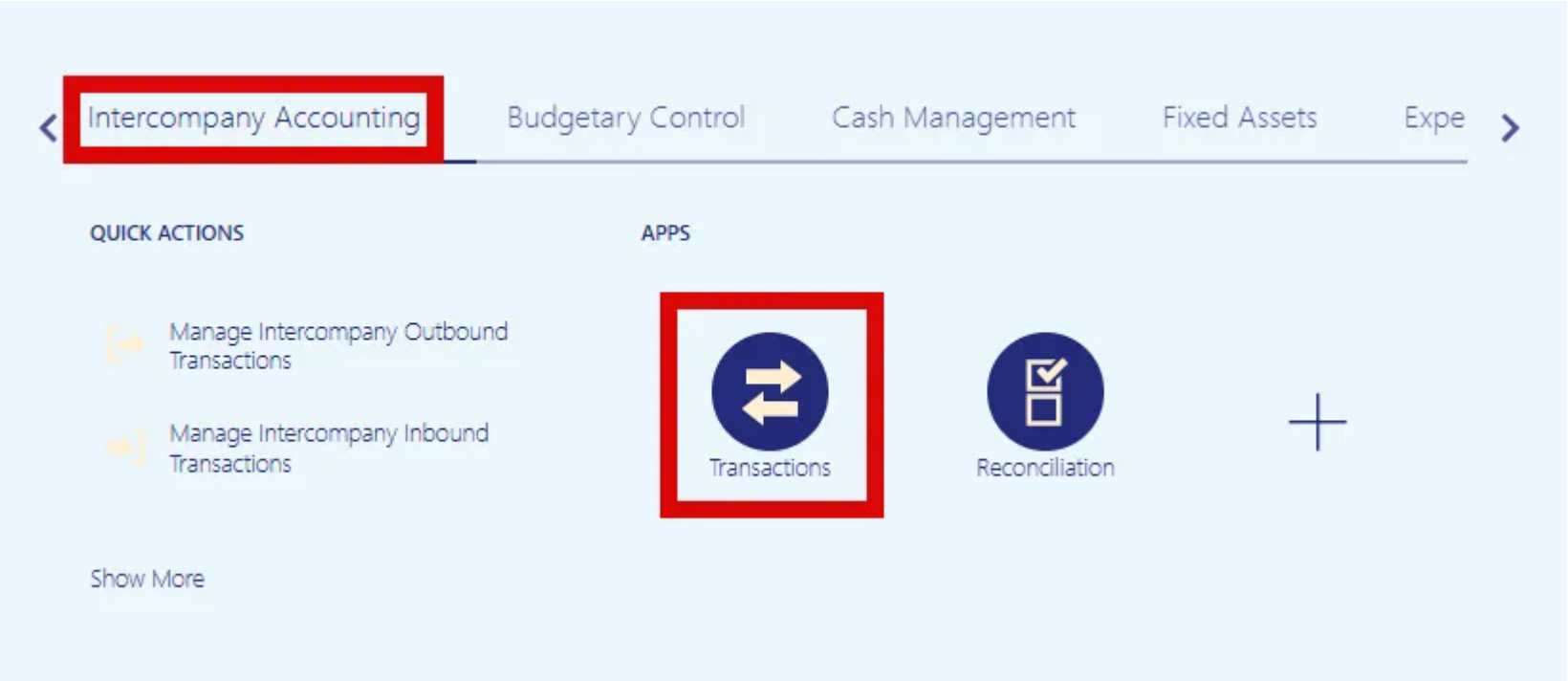
Resolve Rejected Intercompany Transfer

To resolve a rejected intercompany transfer, please follow the steps below. There are 9 steps to complete this process.

Step 1. Log in to the NCFS portal with your credentials to access the system.

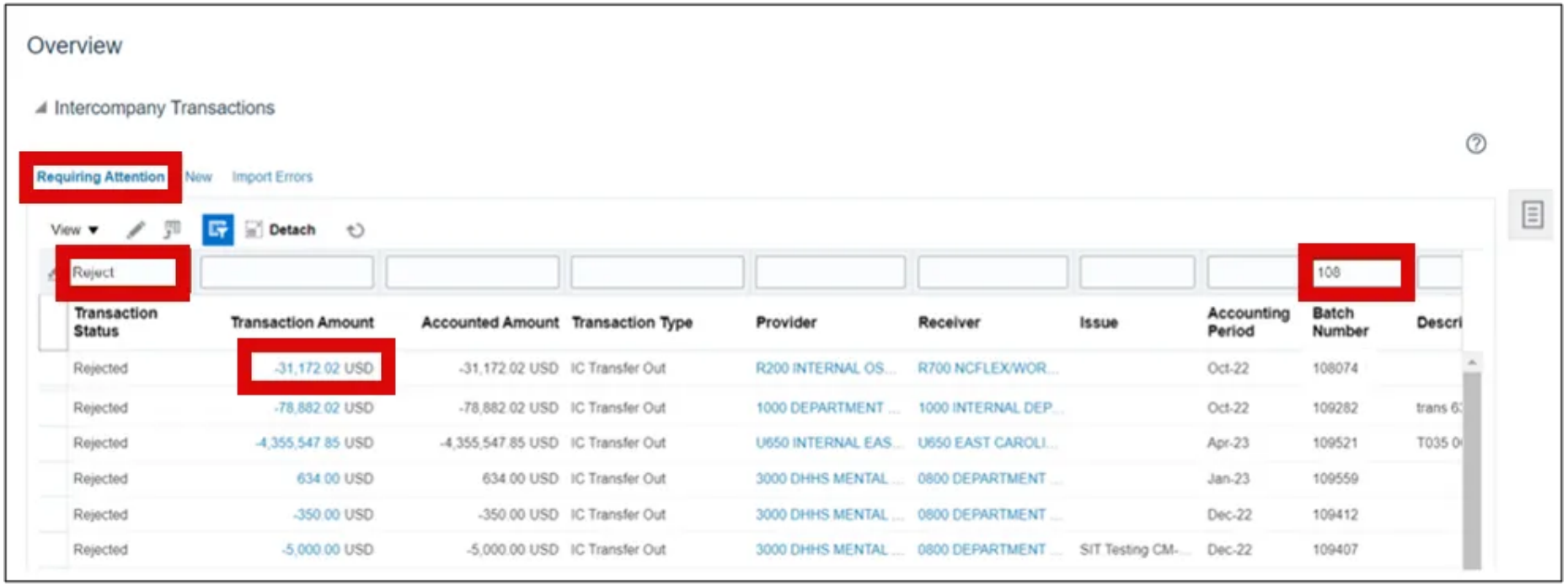
Step 2. On the **Home** page, select the **Intercompany Accounting** tab. Then select the **Transactions** app.

Image



Step 3. On the ***Intercompany Transactions Overview*** page, under the **Requiring Attention** tab, identify the rejected **Batch Number**. After typing in the batch number, hit the **Enter** key on your keyboard. This will isolate all other results, only showing the desired transaction. Now open the transaction by clicking the **Transaction Amount** link.

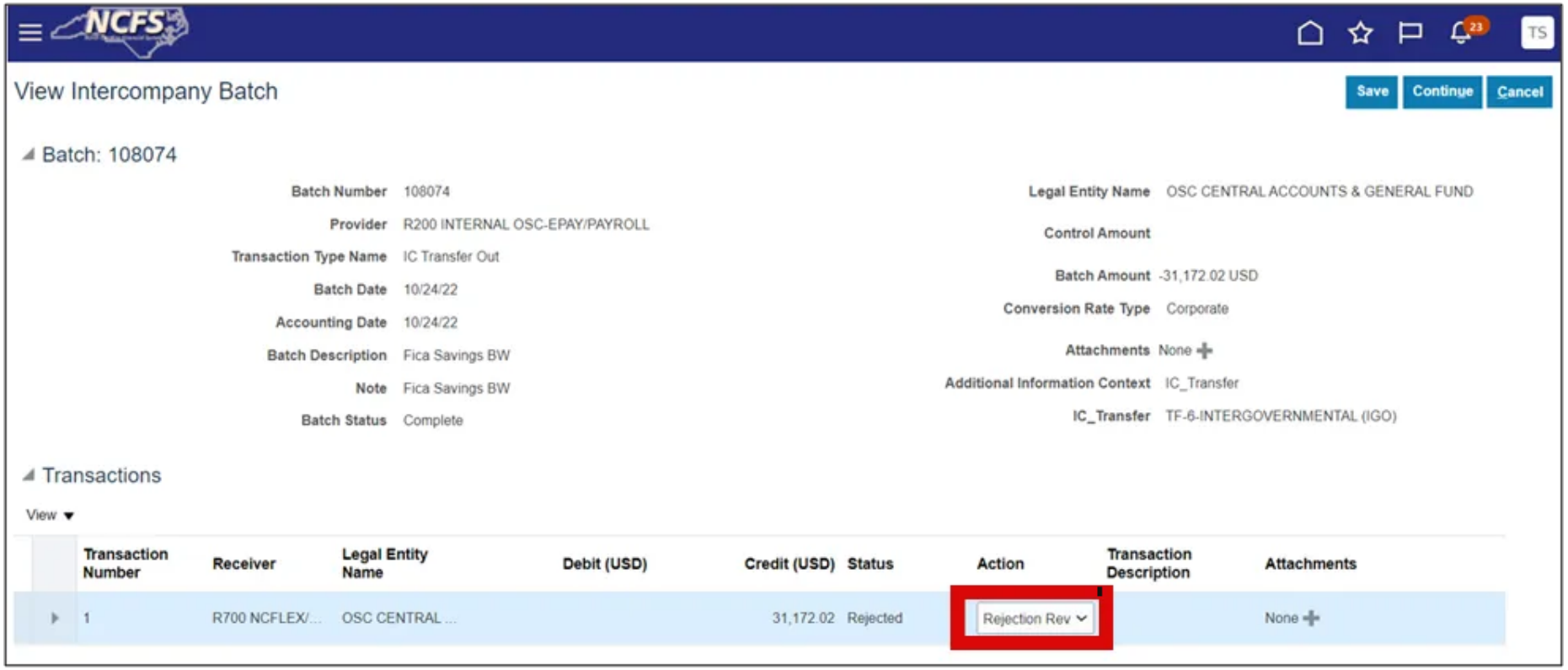
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Note: Optionally, enter your **QBE** filter criteria and press the **Enter**, to filter your search results.

Step 4. On the ***View Intercompany Batch*** page, click the **Action** drop-down choice list option and select the **Rejection Reviewed** option.

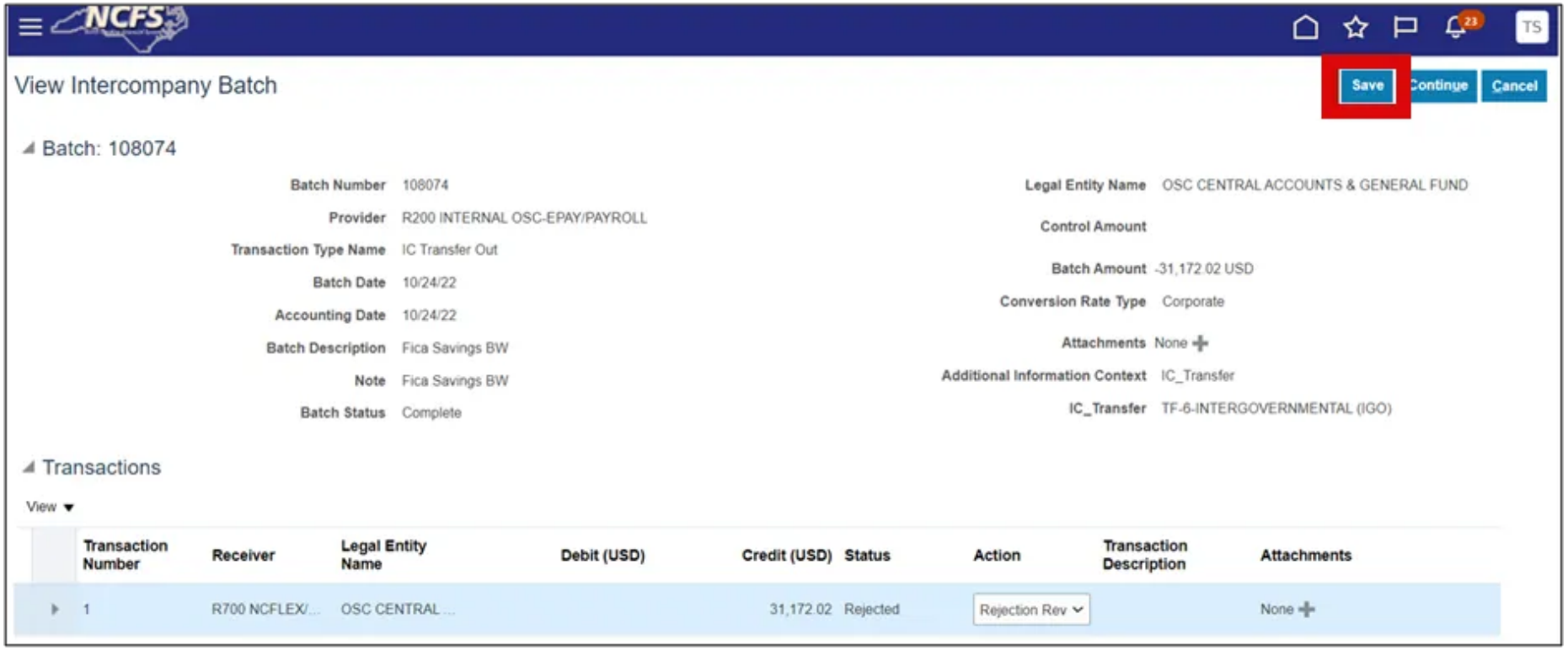
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Note: **Rejection Reviewed** is selected when the provider wants to accept the rejection.

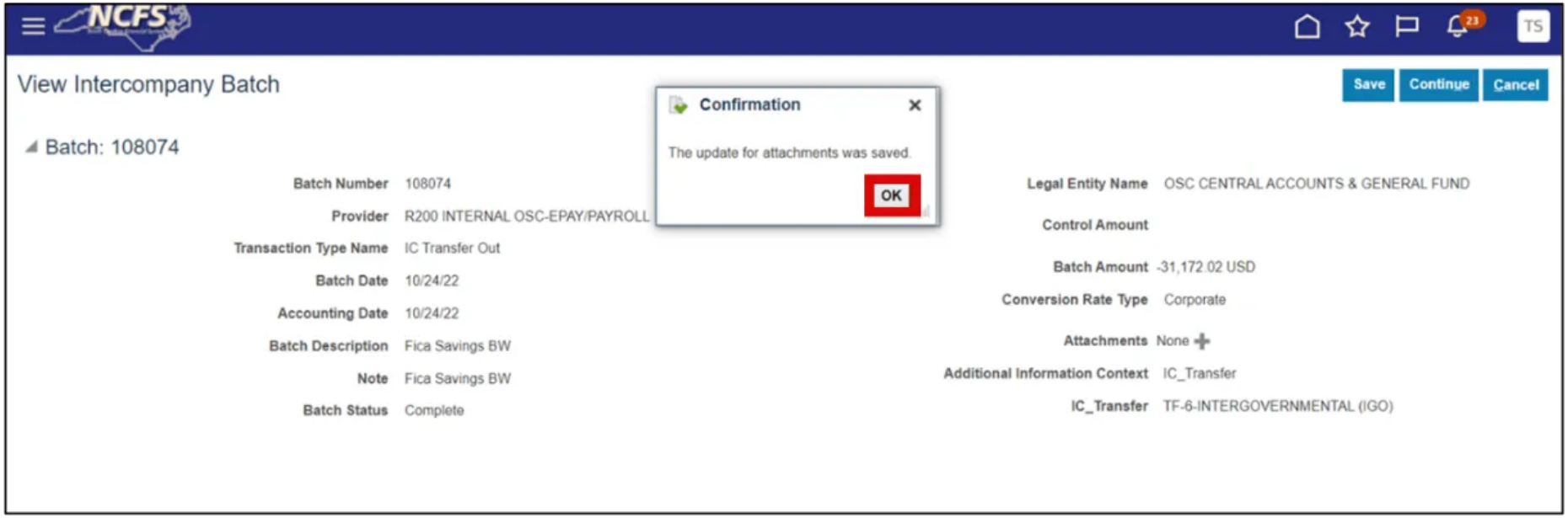
Step 5. Select the **Save** button on the top right and you will receive a confirmation message

Image



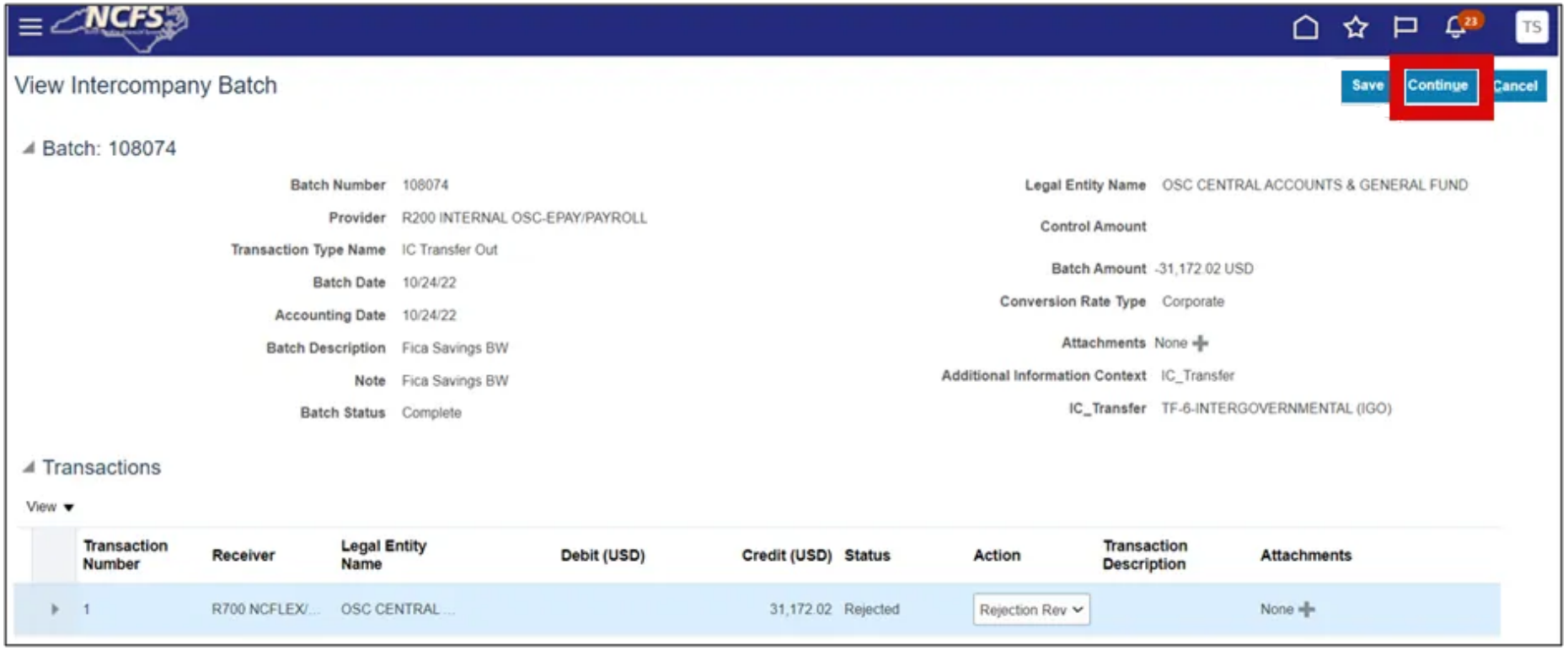
Step 6. The *Confirmation* pop-up message appears, then select the **OK** button.

Image



Step 7. Now select the **Continue** button. (No message will appear but the **Continue** button will change to the **Submit** button.)

Image



Step 8. Select the **Submit** button.

Image



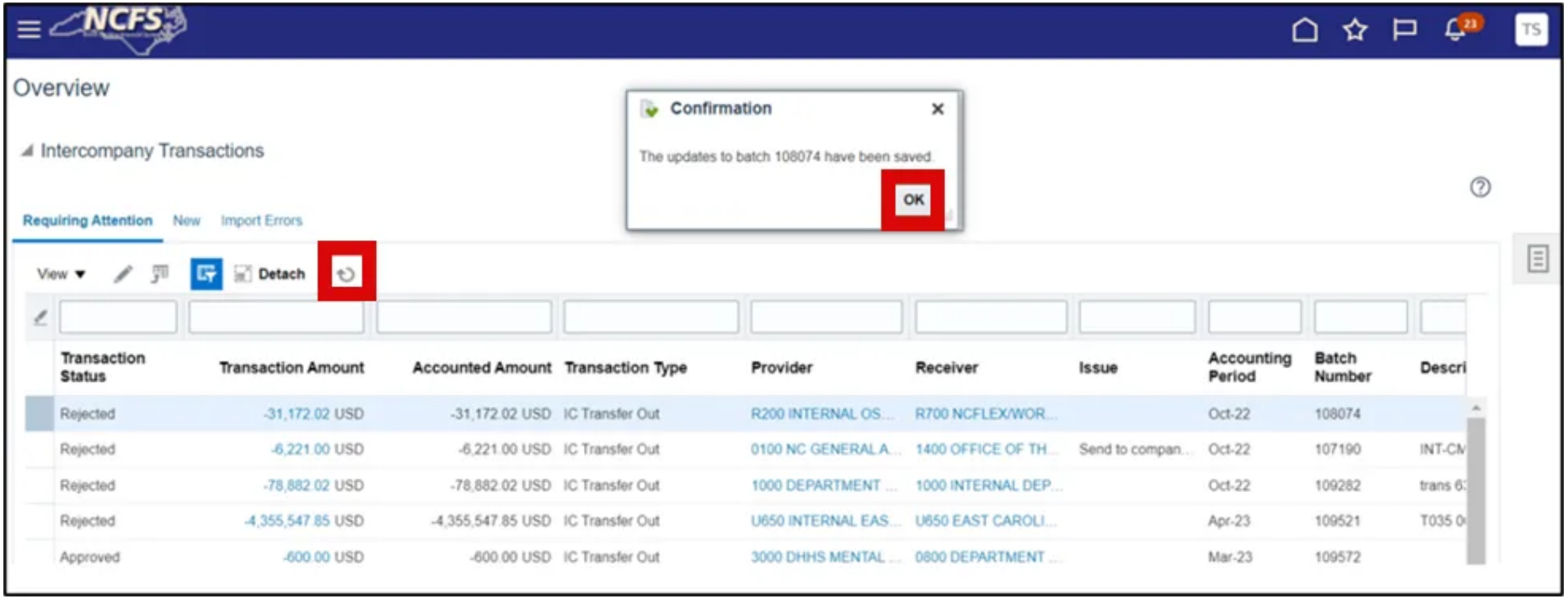
Step 9. You will receive a message that the batch has been updated and saved. Select the **OK** button and this will end the process and return you to the ***Intercompany Transactions Overview*** page.

Image



Note: Click the **Refresh** icon under your search results and the batch disappears from the **Requiring Attention** tab.

Image



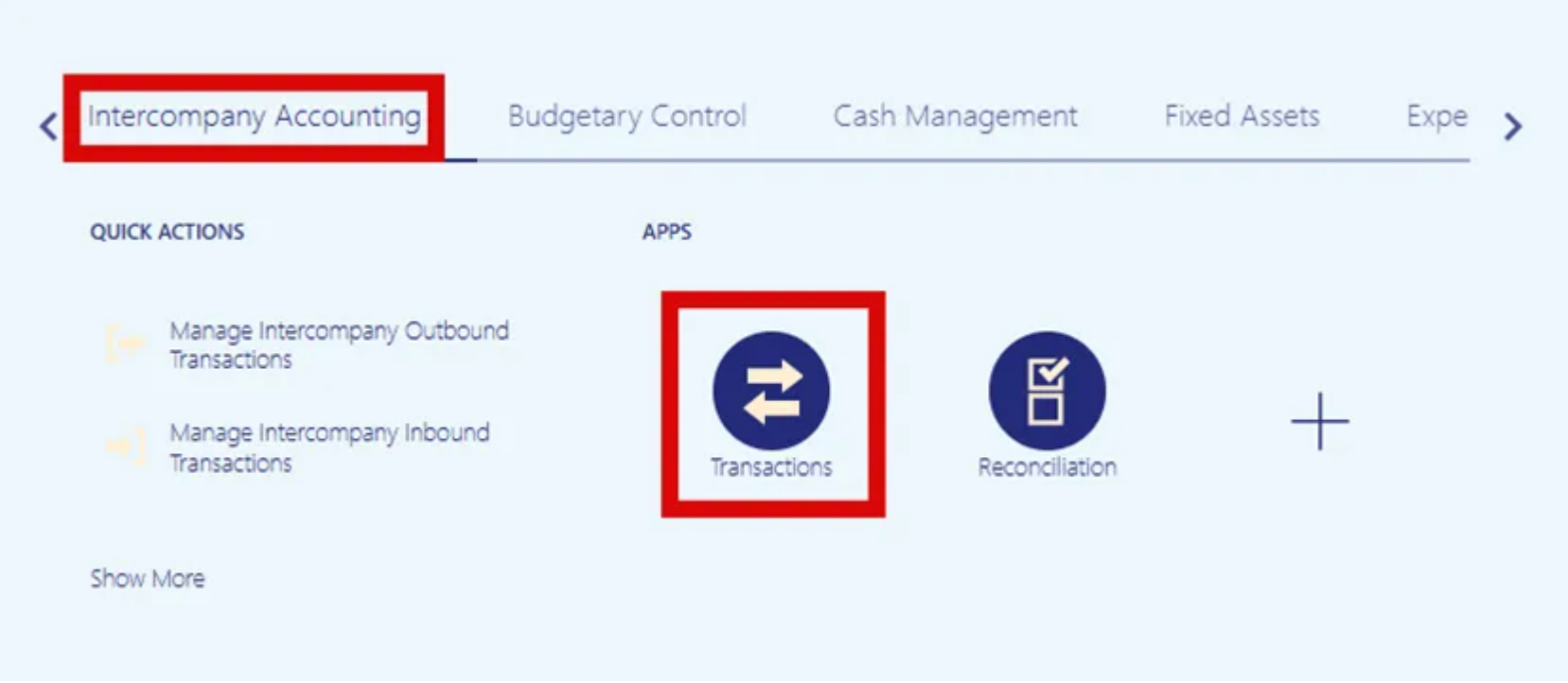
Note: If the rejected batch is for an **AP** invoice that interfaced from **AP**, then notify the **OSC Central Compliance Team** to void the **AP IGO payments** that have been rejected. Enter a ticket at NCFS@oscnc.gov to have the AP payment voided in the AP module. **OSC's Central Compliance Team** will void the payment and place the associated invoices on Hold in the AP module of **NCFS**.

Re-Submit Intercompany Transfer Batch

To re-submit a rejected intercompany transfer batch, please follow the steps below. There are 13 steps to complete this process.

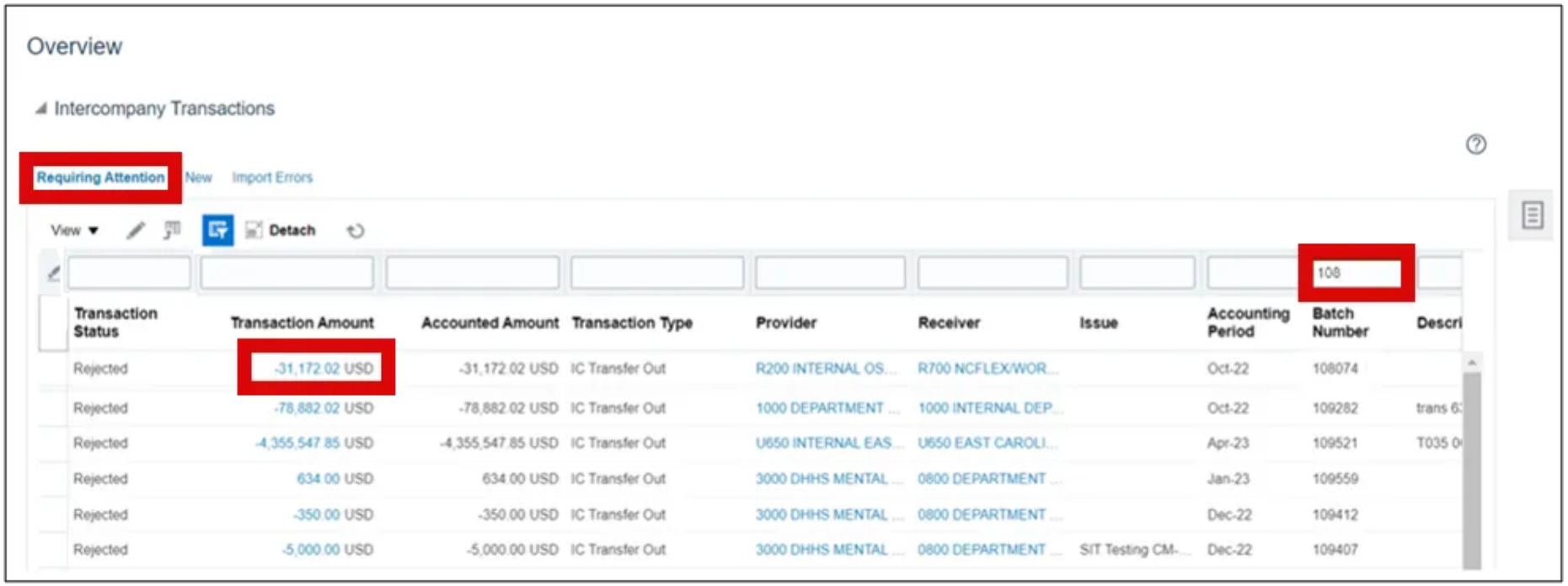
Step 1. Navigate back to the ***Intercompany Transactions Overview*** page, from the NCFS **Home** page, select the **Intercompany Accounting** tab. Then select the **Transactions** app.

Image



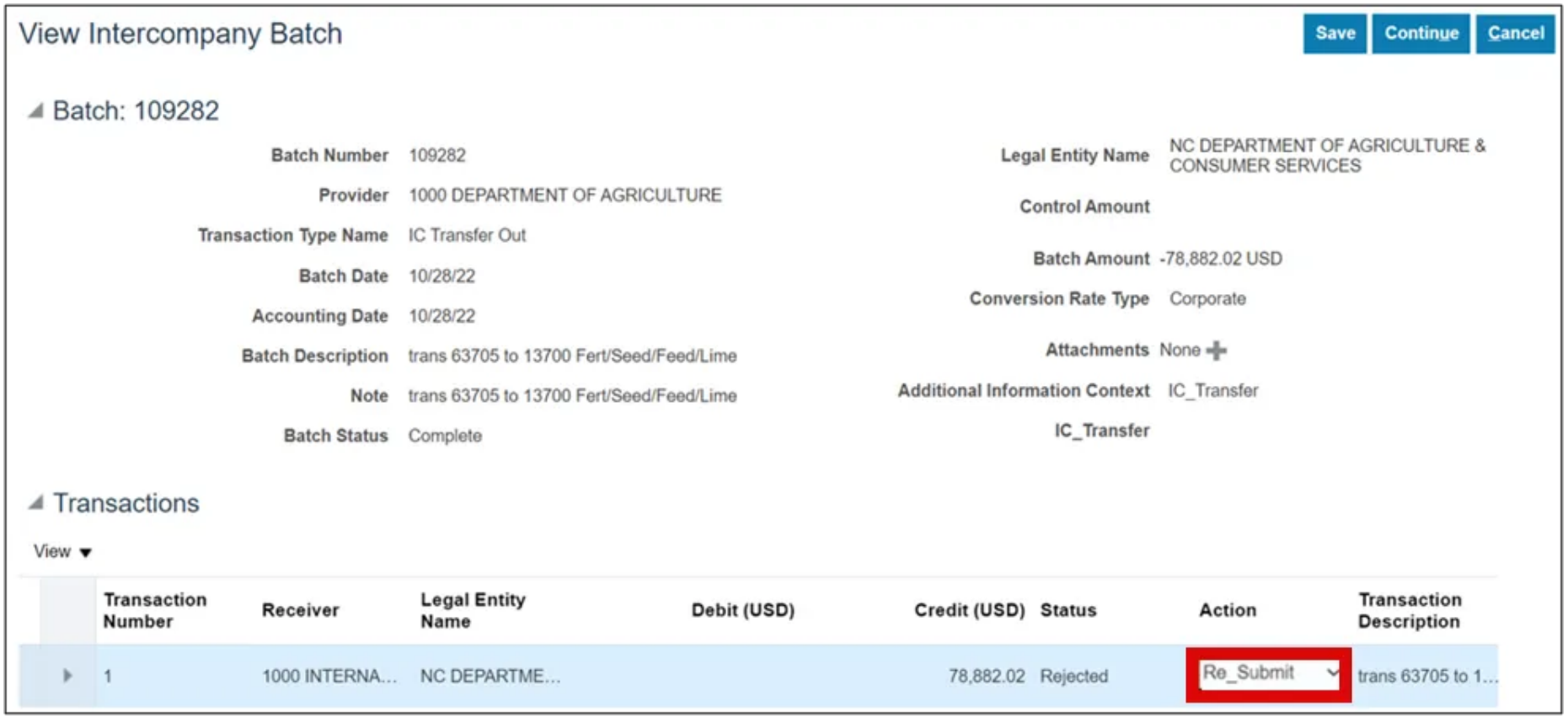
Step 2. On the ***Intercompany Transactions Overview*** page, under the **Requiring Attention** tab, identify the rejected **Batch Number**. After typing in the batch number, hit the **Enter** key on your keyboard. This will isolate all other results only showing the desired transaction. Now open the transfer transaction by clicking the **Transaction Amount** link.

Image



Step 3. On the ***View Intercompany Batch*** page, click the **Action** drop-down choice list option and select the **Re-Submit** option.

Image



Note: **Re-Submit** is selected when the **Provider** wants to correct the transaction and submit it again to the **Receiver**.

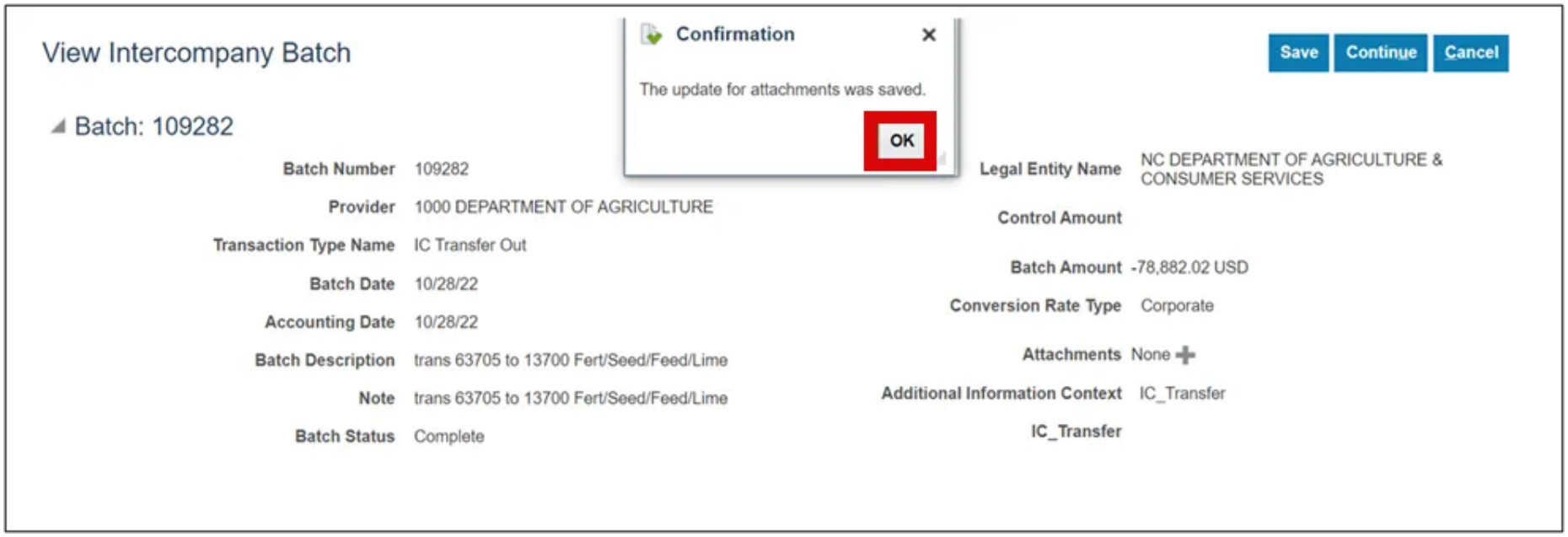
Step 4. Select the **Save** button on the top right and you will receive a confirmation message.

Image



Step 5. The *Confirmation* pop-up message appears, then select the **OK** button.

Image



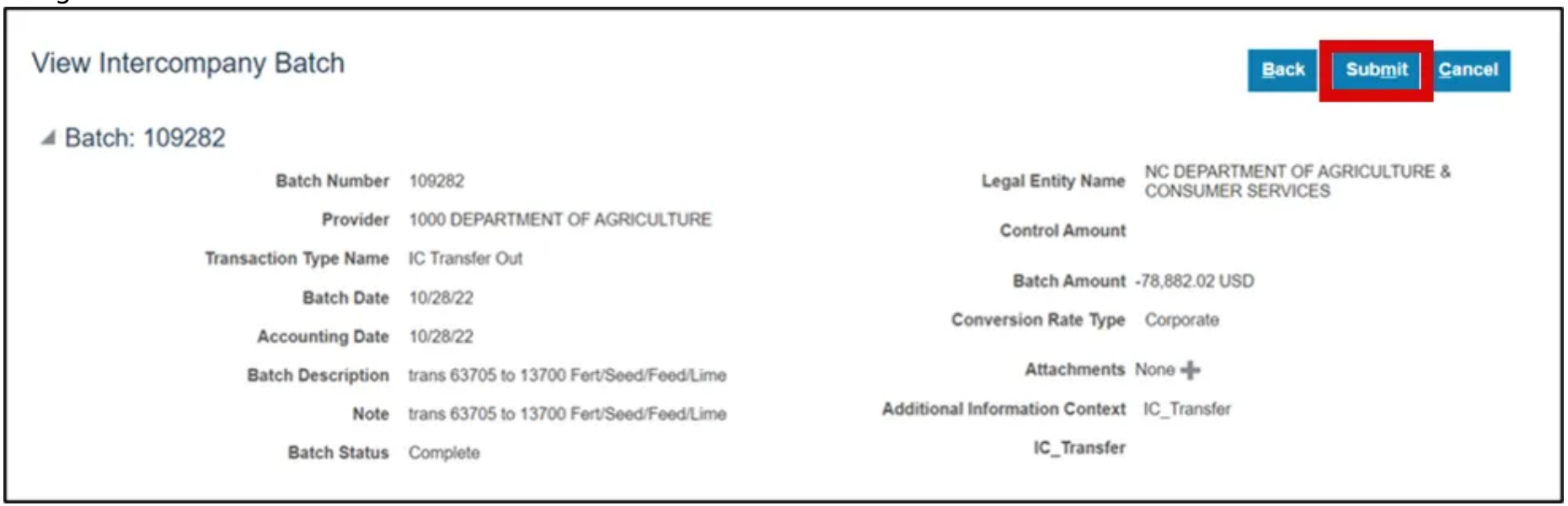
Step 6. Now select the **Continue** button. (No message will appear but the **Continue** button will change to the **Submit** button.)

Image



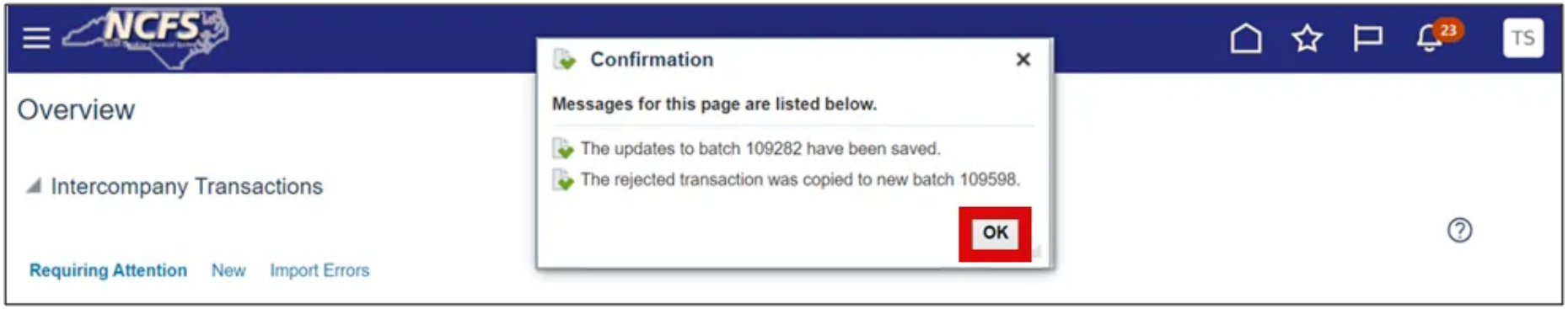
Step 7. Select the **Submit** button.

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Step 8. You will receive a message that the old batch has been saved, and it has been copied to a new batch.

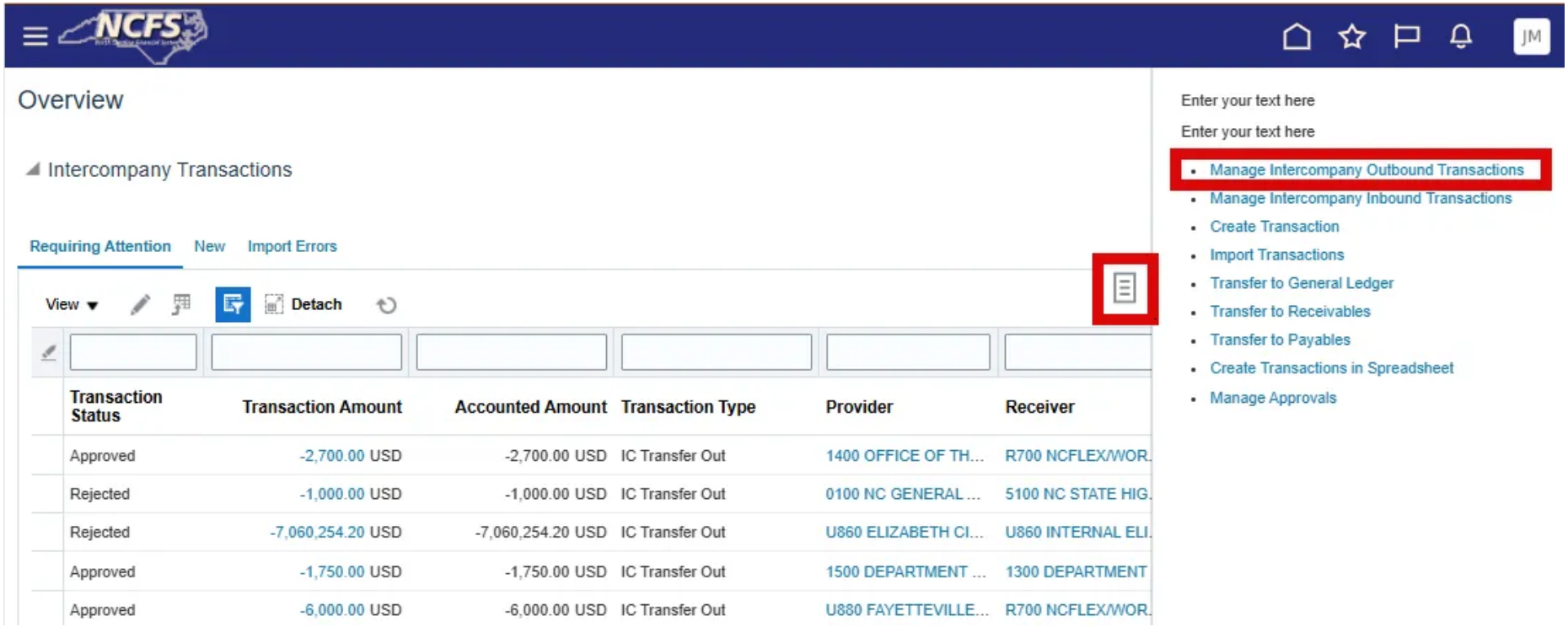
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Note: Write down the new **Batch Number** and select the **OK** button.

Step 9. Navigate to the ***Manage Intercompany Outbound Transactions*** page by selecting the **Tasks** icon at the right-side of the ***Intercompany Transactions Overview*** page, and then select the **Manage Intercompany Outbound Transactions** link.

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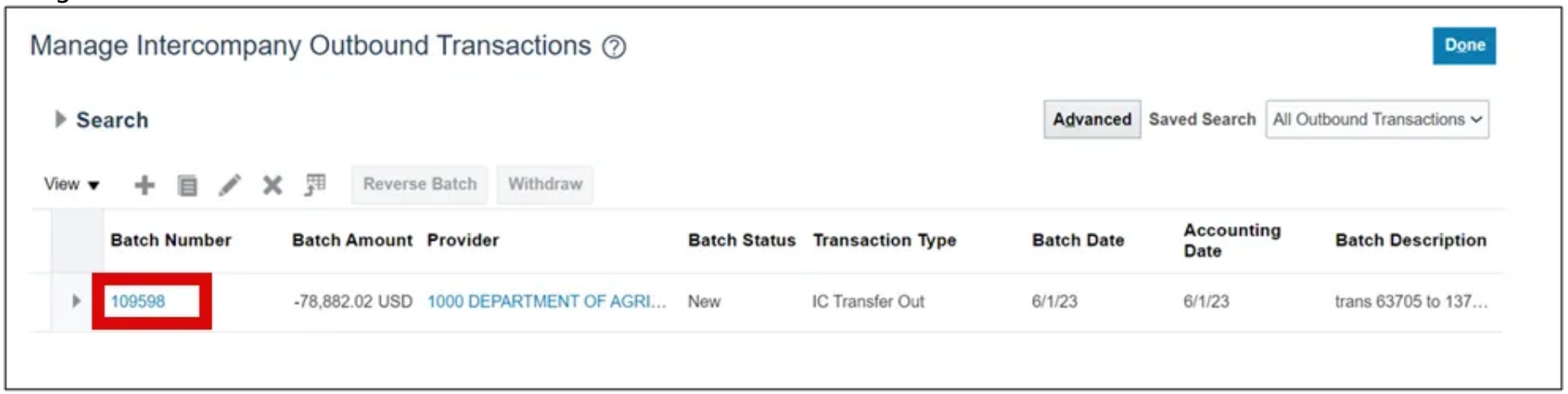
Step 10. On the ***Manage Intercompany Outbound Transactions*** page enter the new **Batch Number** in the search criteria field and select the **Search** button.

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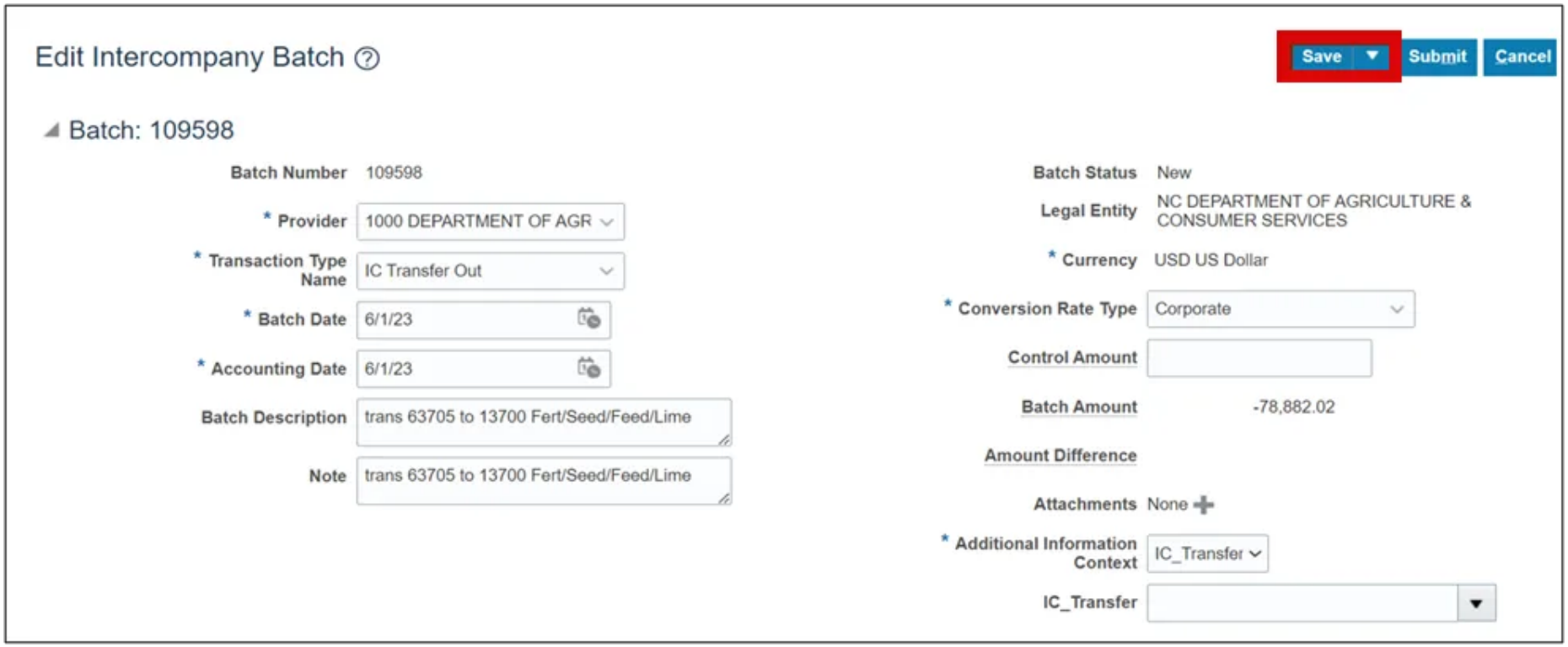
Step 11. Select the **Batch Number** link to open the transaction.

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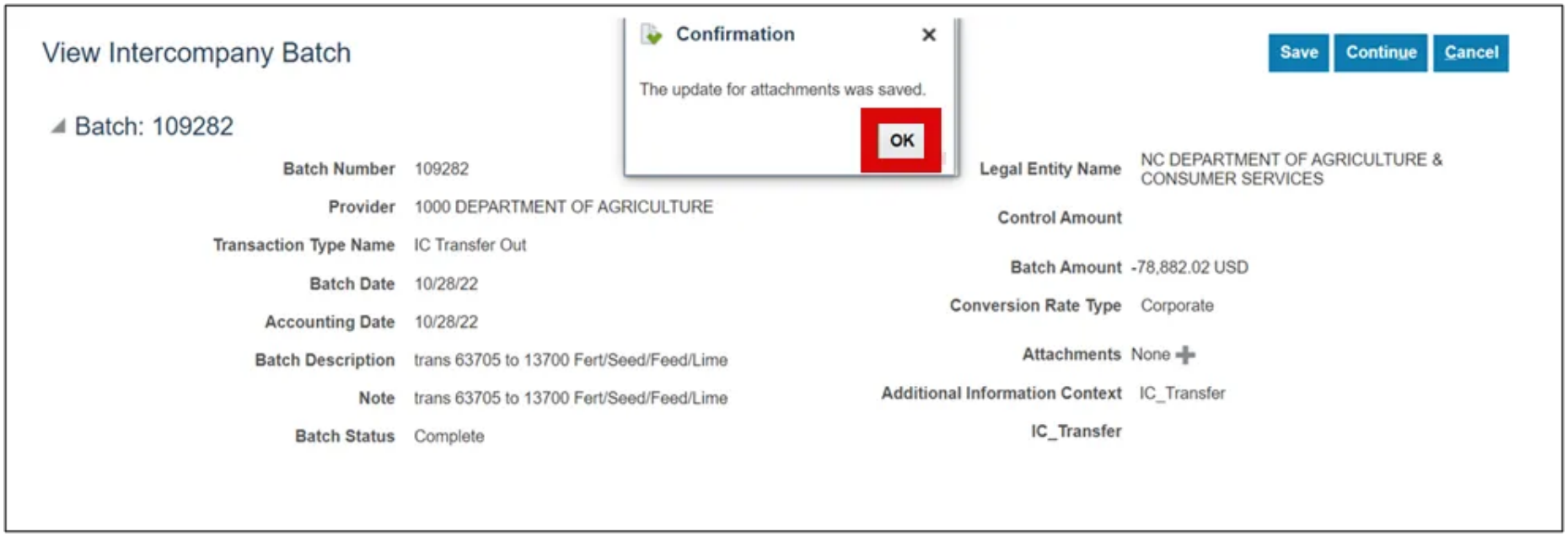
Step 12. Once on the ***Edit Intercompany Batch*** page, you can make the necessary changes and select the **Save** button to save your transaction.

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Step 13. The *Confirmation* pop-up message appears, then select the **OK** button.

Image

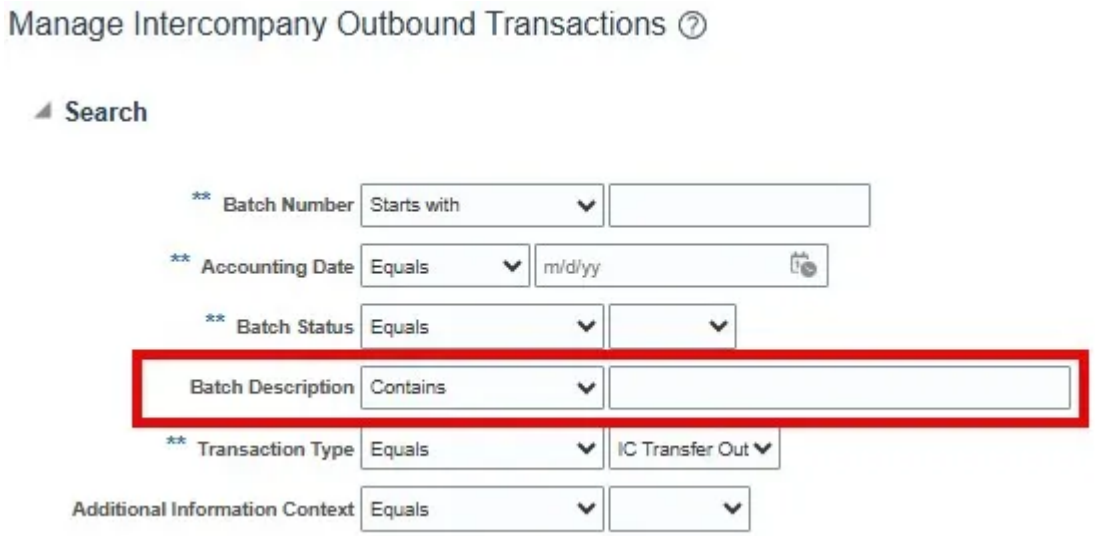


Wrap-Up

- Rejected IC transfers in **NCFS** can be resolved by editing and **Re-Submitting** it, or by selecting **Rejection Reviewed** to accept the rejection and finalize the transaction.

- For all intercompany rejected batches for which the **Rejection Reviewed** option is selected if the payment source came from an AP invoice, then **AP IGO** payments must be voided by the **OSC Central Compliance Team**. Please enter a ticket at NCFS@ncosc.gov once it's been confirmed that the AP payment needs to be voided in the AP module. **OSC's Central Compliance Team** will void the payment and place the associated invoices on Hold in the AP module of **NCFS**. To determine the specific invoice(s) associated with the **Rejection Reviewed** IC batch, the provider must use the advanced search and add the Batch Description field then type in the AP payment number, as shown below:

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Additional Resources

- Instructor Led-Trainings (vILT)
  - IC100c: Transfer Entry – Creation and Receiving

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