CREATE CREDIT MEMOS

OTC

QUICK REFERENCE GUIDE AR-09

Purpose

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

Introduction and Overview

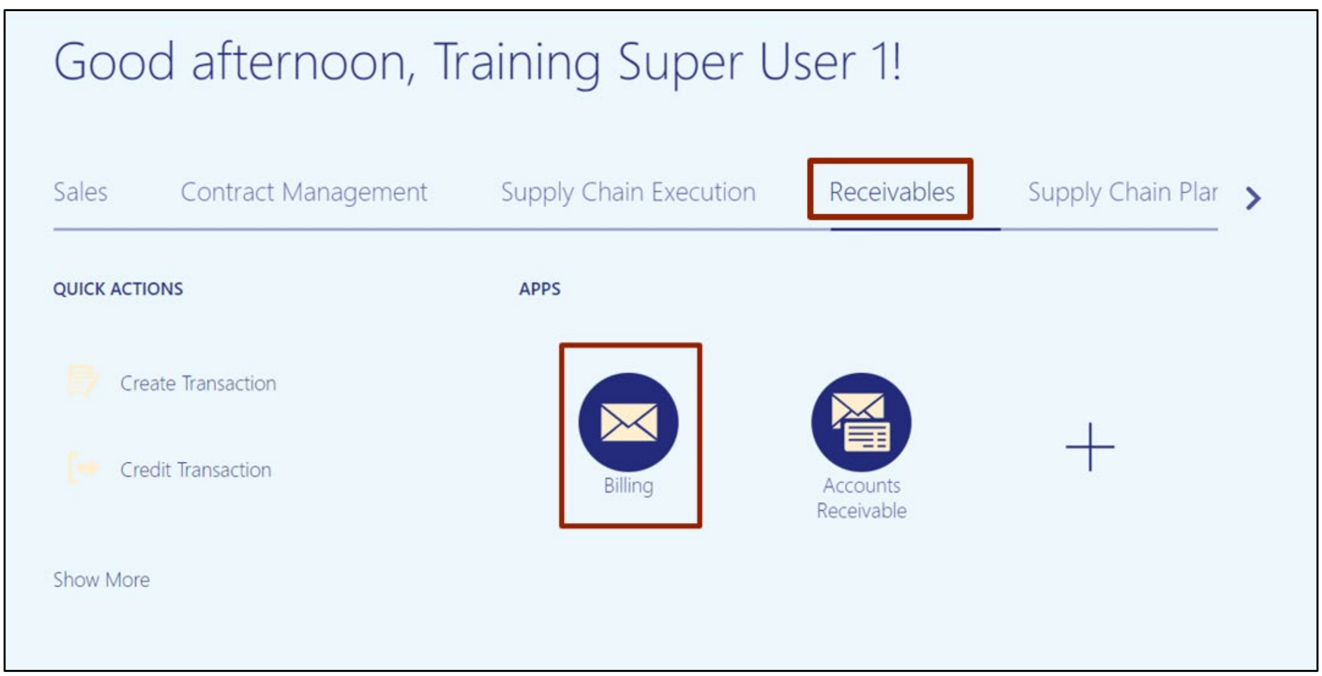
This QRG covers how to Create Credit Memos in NCFS. A credit memo is created once the goods or services are returned by the customer. Credit Memos can be credited to the customer using percentages or amounts.

Create Credit Memos

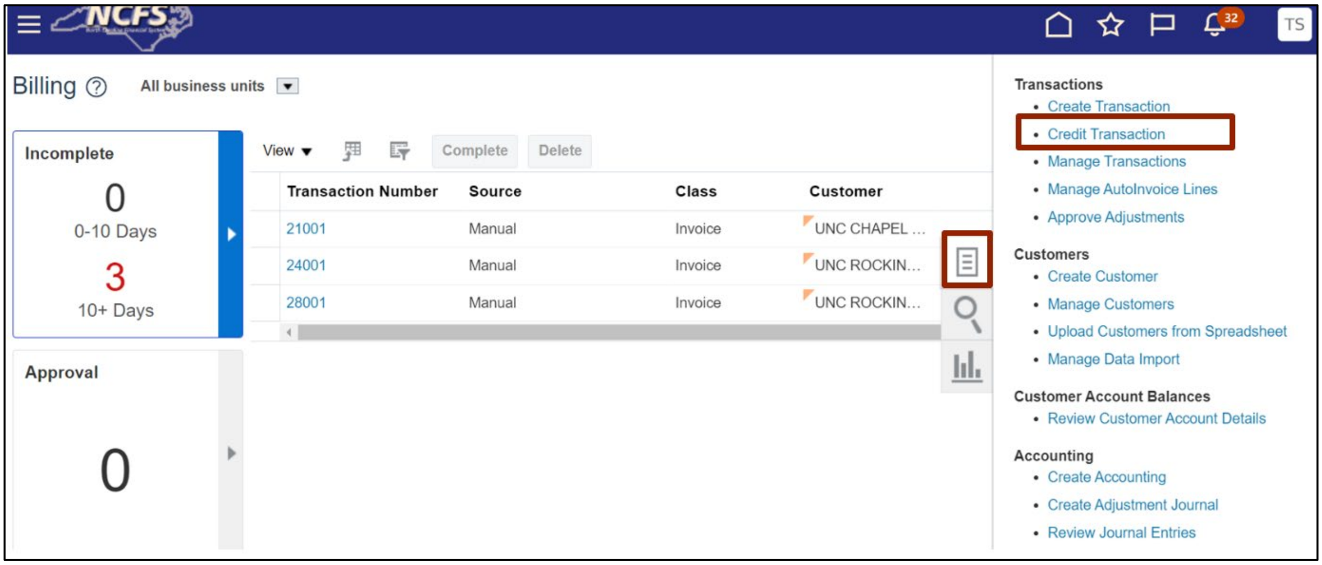
To Create Credit Memos, please follow the steps below:

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.



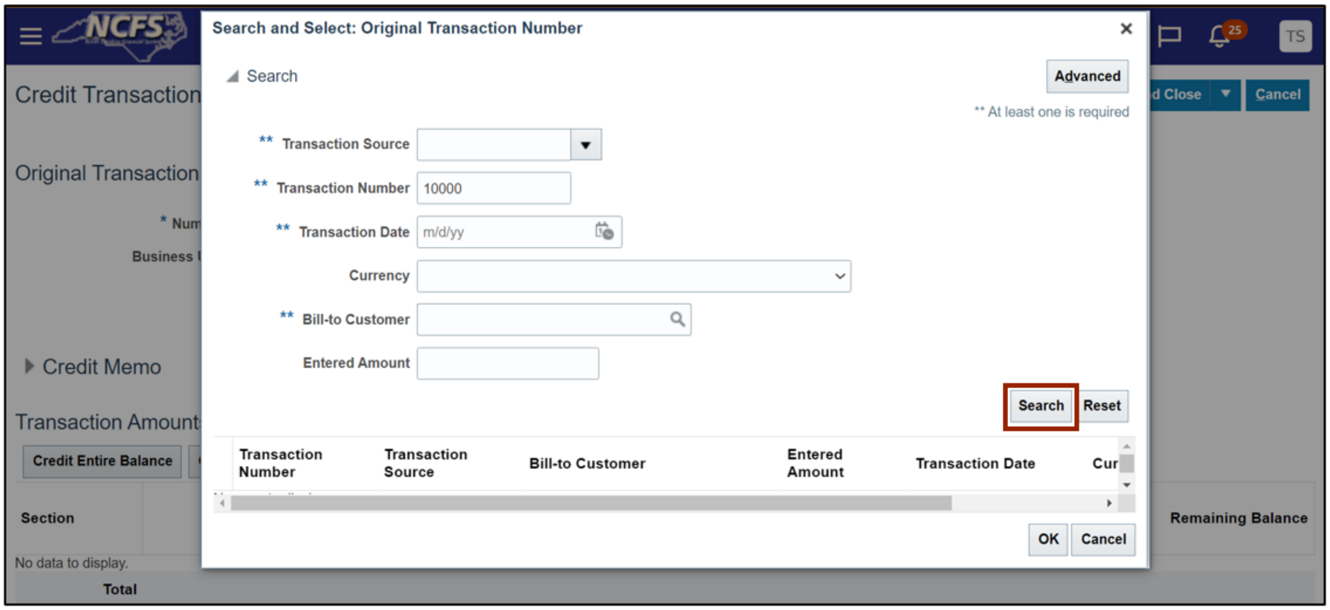
3. On the **Billing** page, click the **Tasks [ ]** icon. Now, under ***Transactions*** section, click **Credit Transaction.**



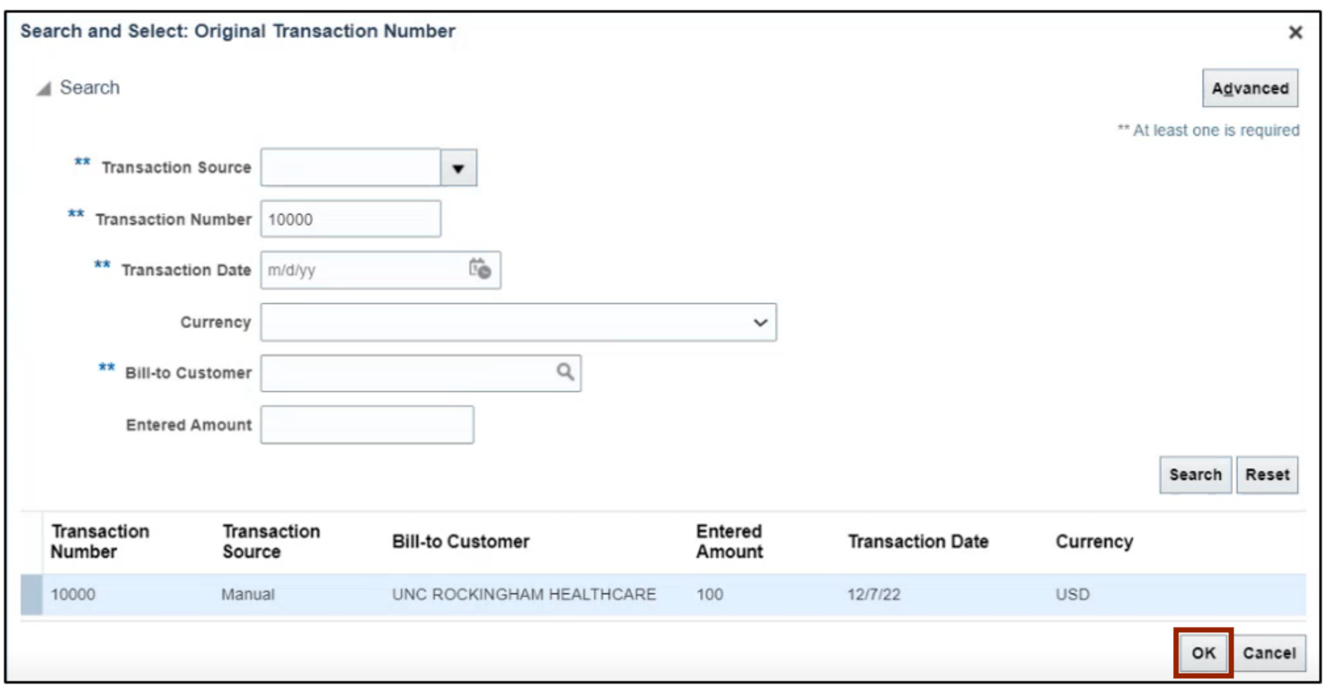
4. On the **Credit Transaction** page, under the ***Original Transaction*** section, enter the correct data in the ****Number*** field.

   In this example, we choose **10000** for ****Number***. Then, click the **Magnifying Glass [ ]** icon next to the *****Number*** field.

5. The *Search and Select: Original Transaction Number* pop-up appears. **Click** the Search button.



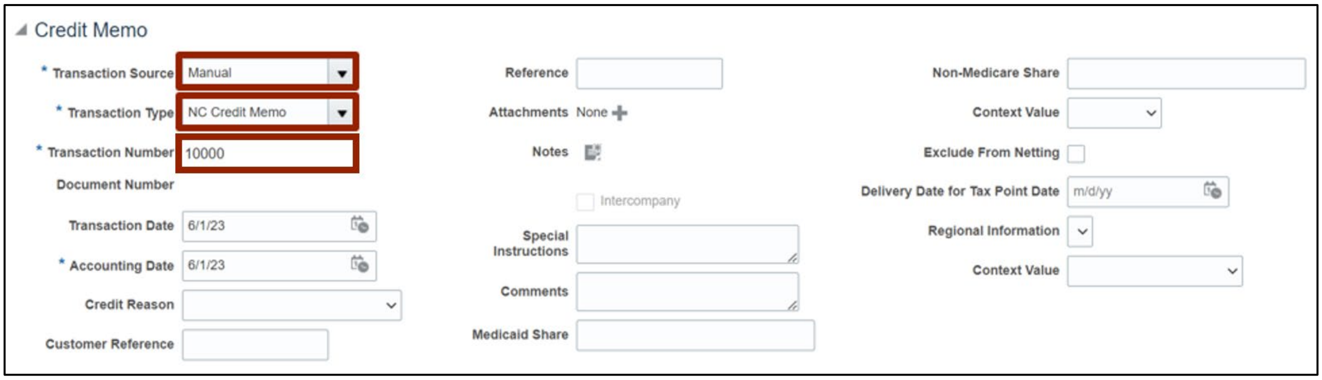
6. Select the Transaction Number and click the **OK** button to go back to the **Create Credit Transaction** screen.



7. In the ***Credit Memo*** section*,* enter the relevant information for Transaction Source and Transaction Type by clicking the drop-down choice list.

   In this example, we choose: **Manual** for ****Transaction Source*, NC Credit Memo** for ****Transaction Type,*** and **10000** for ****Transaction Number.***

   Note: Transaction Type will be populated automatically.

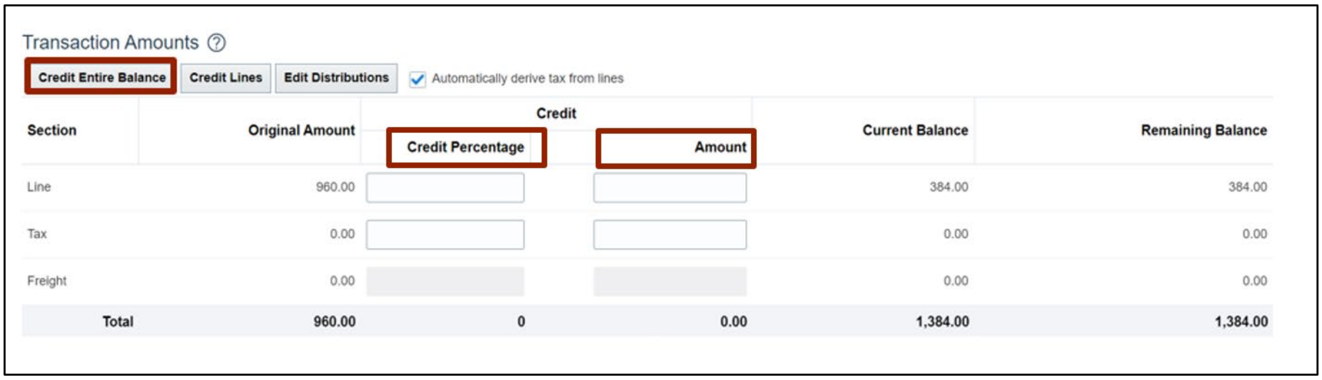


8. Enter the reason for creating the credit memo in the ***Comments*** field.

   In this example, we choose **Testing O2C Scenario 011** for ***Comments.***

9. In the ***Transaction Amounts*** section, click the **Credit Entire Balance** button.

   Note: You may choose to edit the **Credit Percentage** of the line to issue credit, or the **Amount** of the line to issue credit.

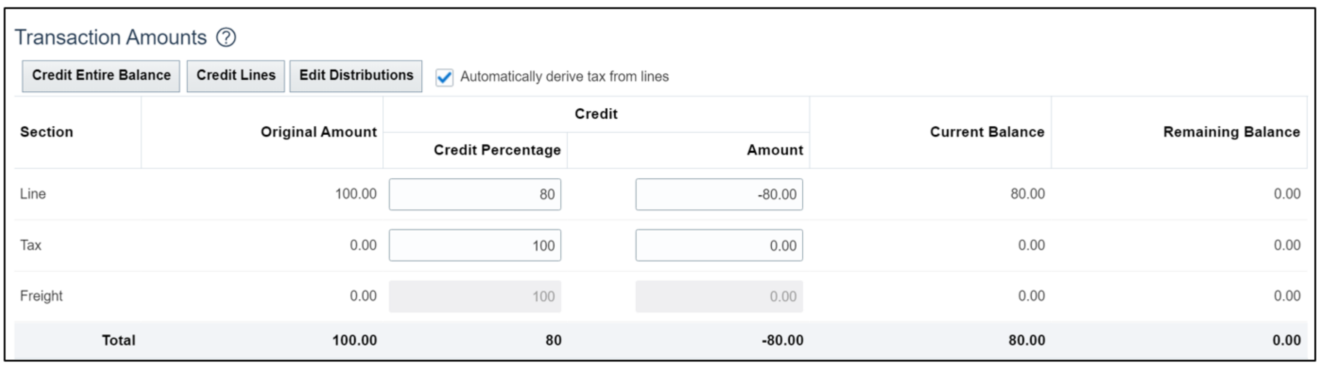


Transaction Amounts

Credit Entire Balance | Credit Lines | Edit Distributions | Automatically derive tax from lines

Section	Original Amount	Credit		Current Balance	Remaining Balance
		Credit Percentage	Amount		
Line	960.00			384.00	384.00
Tax	0.00			0.00	0.00
Freight	0.00			0.00	0.00
Total	960.00	0	0.00	1,384.00	1,384.00

10. The appropriate **Percentage** and **Amount** to be credited are displayed on the screen.



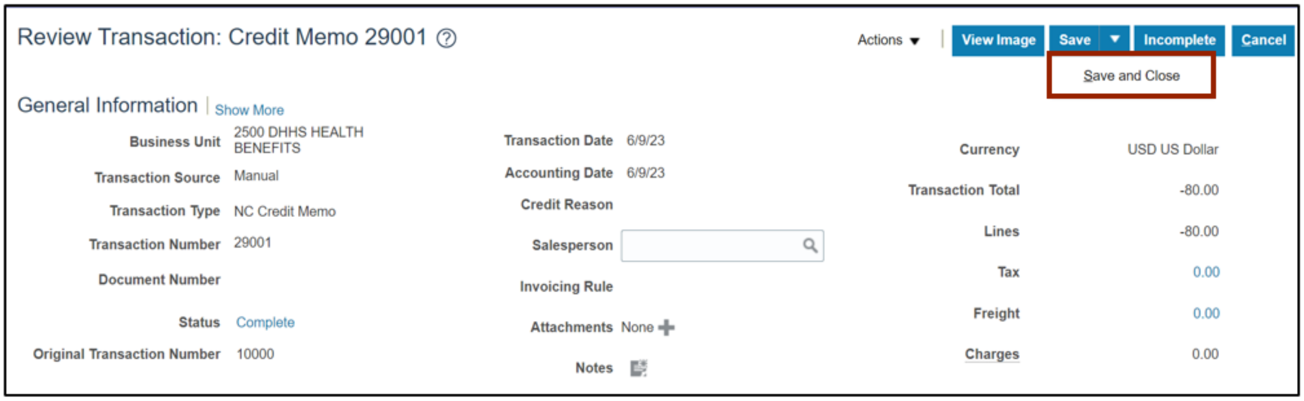
Transaction Amounts

Credit Entire Balance | Credit Lines | Edit Distributions | Automatically derive tax from lines

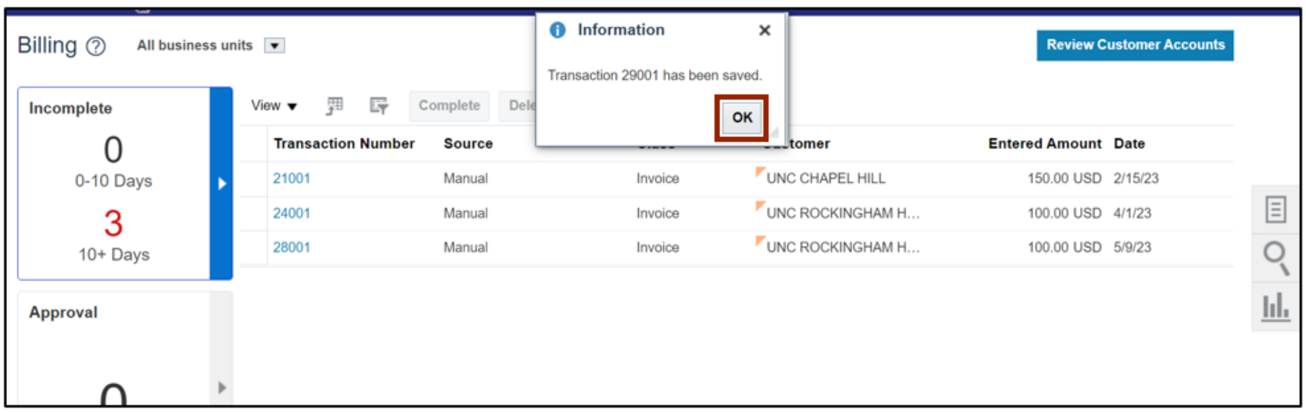
Section	Original Amount	Credit		Current Balance	Remaining Balance
		Credit Percentage	Amount		
Line	100.00	80	-80.00	80.00	0.00
Tax	0.00	100	0.00	0.00	0.00
Freight	0.00	100	0.00	0.00	0.00
Total	100.00	80	-80.00	80.00	0.00

11. Click the *Complete and Close* drop-down choice list and select the **Complete and Review** button.

12. Once the review is complete, click the *Save* drop-down choice list and then, click **Save and Close** button.



13. An *Information* pop-up appears. Click the **OK** button.



Wrap-Up

Users can Create a Credit Memo once the goods or services are returned by the customer by following the steps explained above.

Additional Resources

Virtual Instructor-Led Training (vILT)

- AR104: Invoice Management for DHHS