RESOLVE REJECTED INTERCOMPANY TRANSFER

QUICK REFERENCE GUIDE CM-23

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 rejected intercompany transfer, please follow the steps below:

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

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

3. Under the ***Requiring Attention*** tab, identify the rejected **Batch Number** and open the transfer transaction by clicking the **Transaction Amount** link.

   Note: Optionally, enter QBE filter criteria and press Enter.

4. On the ***Transactions*** section, to review rejection, click the ***Action*** field drop-down choice list and select the **Rejection Reviewed** option.

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

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

6. The *Confirmation* pop-up appears. Click the **OK** button.

7. Click the **Continue** button.

8. Click the **Submit** button.

9. You will receive a message that the batch has been updated and saved. Click the **OK** button and this ends the process.

Note: Click the refresh icon until the batch disappears from the **Requiring Attention** tab.

Re-Submit Intercompany Transfer Batch

To re-submit a rejected intercompany transfer batch, please follow the steps below:

1. Navigate to view Intercompany batch details (**Intercompany Accounting** tab>**Transactions** app>>*Requiring Attention* section>Select the required **Batch Number**).

2. In the *Transactions* section, to review rejection, click the drop-down choice list in the *Action* field and select **Re_Submit** option.

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

3. Click the **Save** button on the top right and you will receive a confirmation message.

4. The *Confirmation* pop-up appears. Click the **OK** button.

5. Click the **Continue** button.

6. Click the Submit button.

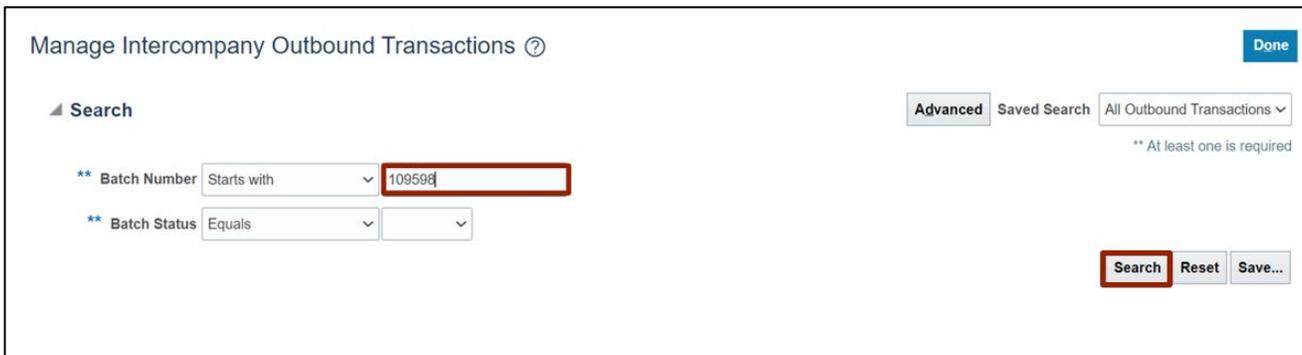7. You will receive a message that the old batch has been saved and it has been copied to a new batch. Note the **Batch** number and click the **OK** button.
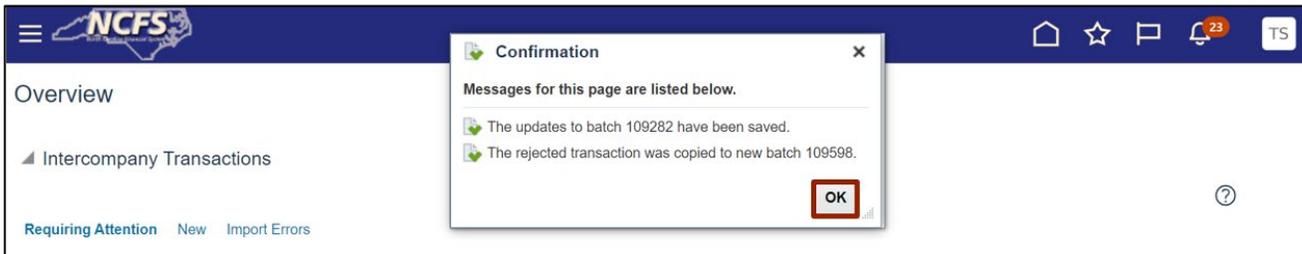
8. Navigate to **Manage Intercompany Outbound Transactions** task from the task pane, on the **Intercompany Transaction Overview** page.

9. In the Search section, enter the new **Batch Number** and click the **Search** button.

10. Click the **Batch Number** link to open the transaction.

11. **Edit Intercompany Batch** page is displayed. Now you can make the necessary changes and **Save**.

12. The *Confirmation* pop-up appears, click the **OK** button.

Wrap-Up

Rejected IC transfers in NCFS can be resolved by editing and **Re-Submit**ting or by selecting R**ejection Reviewed** to accept the rejection and finalize the transaction.

Additional Resources

Instructor Led Training (vILT)

- IC100b: Transfer Entry – Creation and Receiving