

Accounts Receivable: Making Adjustments to Receivables Balance

Overview

- This job aid provides instructions to an Accounts Receivable Specialist to properly adjust a customer's invoice balance, by adjusting amount or removing a receipt (through different methods).
- When necessary, an Accounts Receivable Specialist can initiate and complete the following accounts receivable tasks: adjust a customer's transaction applied amount, unapply a transaction from a receipt, reverse a receipt, apply a new transaction to a receipt and update customer account balances.
 - *Example: Accounts Receivable Specialist creates an adjustment to an invoice.*
 - *Example: Accounts Receivable Specialist reverses a receipt application.*
 - *Example: Accounts Receivable Specialist unapplies a receipt application.*

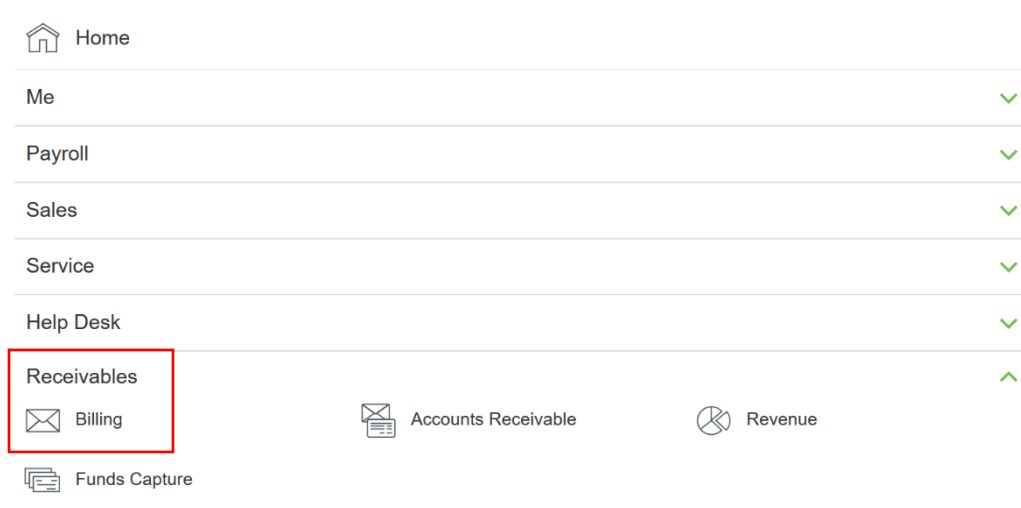
Accounts Receivable: Making Adjustments to Receivables Balance

I. Navigating to the Manage Transactions Page

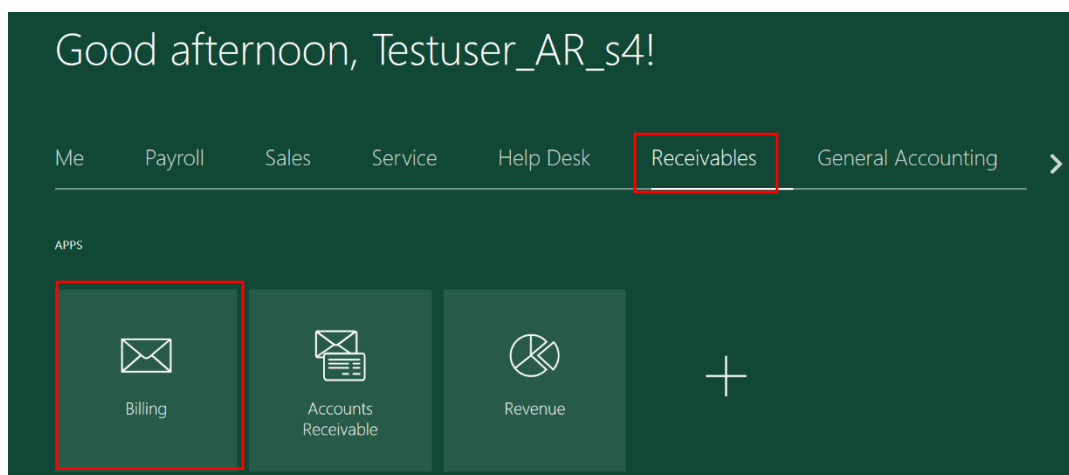
- I. You can access the **Billing** section in two ways:
 - a. (Option 1) Click the Navigator icon in upper left-hand corner of the Ignite landing page.



- b. Under the **Receivables** section, select **Billing**.

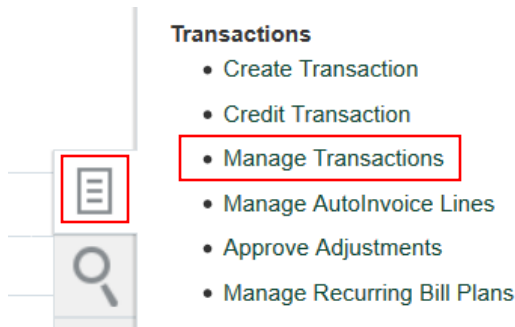


- c. (Option 2) Select the **Receivables** heading on the home page ribbon, then click on the **Billing**.



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2. Click on the **Task bar icon** on the top right side of the screen, then Select **Manage Transactions**.



2. Completing an Invoice Adjustment

1. Enter the Invoice Number. Narrow the search by selecting **Manual** in the **Transaction Source** field. Click **Search**.

Manage Transactions Done

Search Advanced Saved Search All Transactions

** At least one is required

Business Unit BAYLOR

**** Transaction Source** Manual

Transaction Class

Transaction Type

**** Transaction Number** Starts with 1

**** Transaction Date** Equals mm/dd/yyyy

**** Bill-to Customer** Equals NYF CRP3 Customer

Reference

Search Reset Save...

2. Highlight the desired Invoice. **Do not** click the **Transaction Number** hyperlink.

Actions View Detach

Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number
▶ 20000	Manual	Invoice	Invoice	Yes	NYF CRP3 Customer	200.00 USD	11/19/2019	BAYLOR	

3. Click **Actions**, and then **Manage Adjustments**

Actions View Detach

- Duplicate
- Edit
- Delete
- Credit Transaction
- Dispute Transaction
- Manage Adjustments
- Review Installments

Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount
▶ 20000	Manual	Invoice	Invoice	Yes	NYF CRP3 Customer	200.00 USD

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4. Click on the **+** icon to create the adjustment.

The screenshot shows a top navigation bar with 'Actions' and 'View' dropdown menus, a red box around a '+' icon, and 'Submit' and 'Withdraw' buttons. Below is a table with columns 'Number' and 'Receivables Activity', and a 'Details' section with fields for 'Transaction Distribution', 'Account Description', 'Document Number', and 'Chargeback Number'.

5. Enter the following as directed below, then click **Submit**:

The 'Create Adjustment' form includes the following fields and values:

- * Receivables Activity:** Adjustments (dropdown)
- * Adjustment Type:** Line Adjustments (dropdown)
- * Adjustment Amount:** 5,000.00 (text input)
- Includes Tax:** No (checkbox)
- * Adjustment Date:** 11/20/2019 (calendar icon)
- * Accounting Date:** 11/20/2019 (calendar icon)
- * Installment Number:** 1 2019-11-19 (dropdown)
- Installment Balance:** 200.00 USD
- Document Number:** (empty)
- Chargeback Number:** (empty)
- Adjustment Reason:** (dropdown)
- Comments:** (text area)
- Adjustment Status:** (empty)
- Transaction Distribution:** 101-10010-100-1000000-12704-0 (text input)

Buttons: **Submit** (highlighted in red), **Cancel**

- *Receivables Activity** – Select **Adjustment with Tax** or **Adjustment without Tax**. (NOTE: Create adjustments for taxable and non-taxable invoice lines separately)
- *Adjustment Type** – Enter **Line Adjustments**.
- *Adjustment Amount** – Enter adjustment amount based on case details.
- Adjustment Date** – Enter today’s date.
- Accounting Date** – Enter today’s date.
- Installment Number – This is a generated field.
- Optional:** Enter an **Adjustment Reason** and **Comments**.

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- Click **OK** on the Information pop up screen. Then select **Done** to finish the transaction.

Manage Adjustments: Invoice 20000 Done

Actions View + Submit Withdraw

Information

Messages for this page are listed below.

- You do not have adjustment approval limits defined.
- The adjustment 3001 has been created.

OK

Number	Receivables Activity	Includes Tax	Instalment Number	Adjustment Status	Adjustment Date	Accounting Date
3001	Adjustments	No	1	Pending approval	11/20/2019	11/20/2019

3001: Details

Transaction Distribution 101-10010-100-1000000-12704-000-0000-00000-00000
Account Description General Institutional-General Institutional-Operating-Operating Budget-A/R
Chargeback Adj-Unspecified-Default-Unspecified-Unspecified
Document Number 5033

Adjustment Reason
Comments

3. Adjusting an Invoice Balance through Receipts.

The Customer Name and/or Receipt number are required to adjust an invoice balance by editing or reversing the receipt application.

- Navigate to the **Receivables** module and select **Accounts Receivable**.
- Select the **Task bar icon** on the top right side of the screen, then click **Manage Receipts**.

Receipts

- Create Receipt
- Create Receipts in Spreadsheet
- Create Automatic Receipts
- Create Remittance in Spreadsheet
- Manage Receipts**
- Manage Lockbox Transmission
- Lockbox Transmission History

- Enter the **Customer Name** and/or **Receipt Number**, then click **Search**.

Manage Receipts Done

Search Advanced Saved Search All Receipts

**** Receipt Number** Starts with

**** Customer Name**

**** Customer Account Number**

**** Receipt Date** Equals mm/dd/yyyy

**** Batch Number**

**** Receipt Method**

Status Equals

Remittance Bank

State Equals

Search Reset Save...

Receipt Number	Status	Receipt Method	Customer Name	Customer Account Number	Receipt Date	Batch Number	Entered Amount	Unapplied Amount	Business Unit
No search conducted.									

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4. To Reverse the Receipt Application **highlight** the desired receipt. **Do not** click the **Receipt Number hyperlink**.

a. Click the **Actions** menu and then click **Reverse**.

Manage Receipts

The screenshot shows the 'Manage Receipts' interface. At the top, there is a search bar and a toolbar with buttons for 'Reassign Receipts' and 'Detach'. Below the toolbar is a table with columns for 'Status', 'Receipt Method', and 'Customer Name'. A single row is highlighted in yellow, showing 'Cleared', 'Miscellaneous R...', and 'NYF CRP3 Customer'. A dropdown menu is open over the table, with the 'Actions' menu item highlighted in blue. The 'Reverse' option is selected and highlighted in red within the dropdown menu.

b. A popup will appear. Fill in the required fields listed below, then click **Save and Close**.

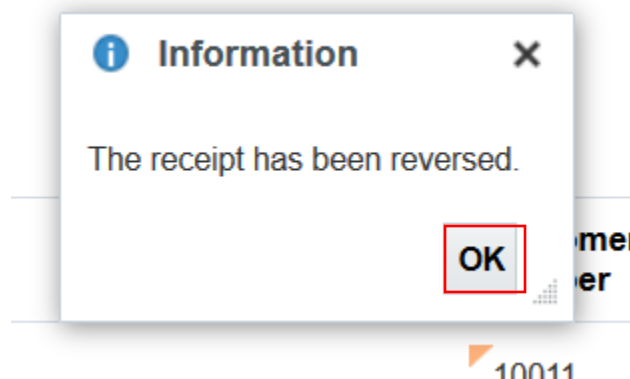
Reverse Receipt: NYF CRP3 Test

The screenshot shows the 'Reverse Receipt' popup form. The form has several fields: '* Date' (11/20/2019), '* Accounting Date' (11/20/2019), '* Category' (Stop payment), and '* Reason' (Wrong customer). These four fields are highlighted with a red box. Below these fields is a 'Comments' text area. There are also checkboxes for 'Debit memo reversal' and 'Type', and a 'Context Value' dropdown. At the bottom right, there are two buttons: 'Save and Close' (highlighted with a red box) and 'Cancel'.

- i. ***Date** – Auto populates today's date.
- ii. ***Category** – Select a category that best encompasses the receipt application reversal.
- iii. ***Accounting Date** – Auto populates today's date.
- iv. ***Reason** – Select a reason that best fits the need for a receipt application reversal.

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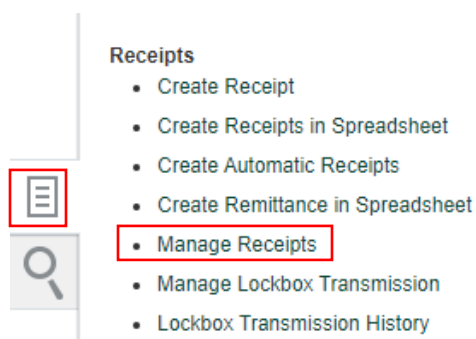
- c. A popup will confirm the reversal. Click **OK**.



4. Unapply a Receipt Application

The Customer Name and the Receipt number are required to adjust an invoice balance by unapplying a receipt application.

1. Navigate to the **Receivables** module and select **Accounts Receivable**.
2. Select the **Task bar icon** on the top right side of the screen, then click **Manage Receipts**.



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3. Enter the **Customer Name** and **Receipt Number**, then click **Search**.

Manage Receipts Done

Search Advanced Saved Search All Receipts

** At least one is required

Business Unit

**** Receipt Number** Starts with

**** Customer Name**

**** Customer Account Number**

**** Receipt Date** Equals

**** Batch Number**

**** Receipt Method**

Status Equals

Remittance Bank

State Equals

Search **Reset** **Save...**

Actions View Reassign Receipts Detach

Receipt Number	Status	Receipt Method	Customer Name	Customer Account Number	Receipt Date	Batch Number	Entered Amount	Unapplied Amount	Business Unit
No search conducted.									

4. In the search results, **Click the hyperlink** for the **Receipt Number**.

Manage Receipts

Search

Actions View Reassign Receipts Detach

Receipt Number	Status	Receipt Method	Customer Name
NYF CRP3 Test	Cleared	Miscellaneous R...	NYF CRP3 Customer

5. Scroll to the **Receipt Details section** of the invoice. Click to **highlight** the line of the transaction to Unapply the receipt from the invoice. Click **Unapply Application**.

Receipt Details 1,750.00 USD

Application History Activity

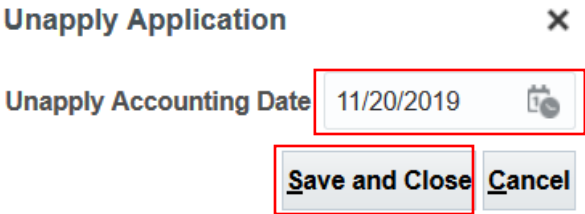
Actions View Detach Add Application **Unapply Application** Add Open Receivables View Remittance Reference Detail View Exception Trends

Application Type	* Application Reference	Amount Due	* Applied Amount	Discount	Exception Reason	* Application Date	* Accounting Date
Refund	11005		750.00			11/20/2019	11/20/2019

Transaction Refund: Details

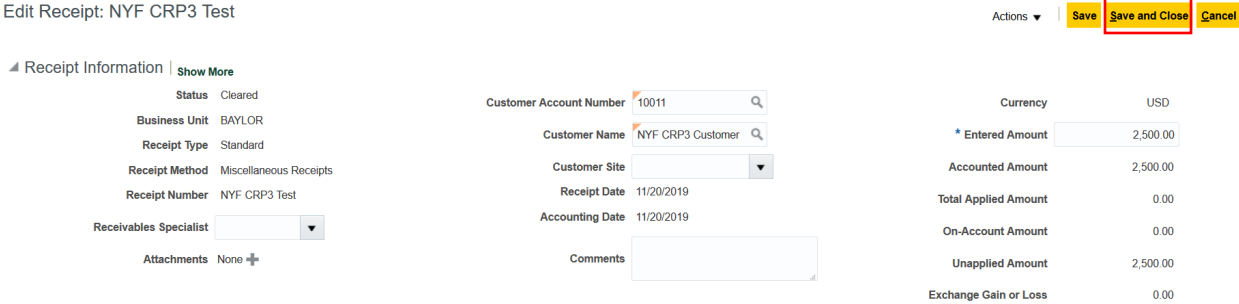
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6. A popup will appear. Choose an accounting date to Unapply, then click **Save and Close**.



The image shows a modal window titled "Unapply Application" with a close button (X) in the top right corner. Below the title, there is a label "Unapply Accounting Date" followed by a date input field containing "11/20/2019" and a calendar icon. At the bottom of the window, there are two buttons: "Save and Close" and "Cancel". Both the date field and the "Save and Close" button are highlighted with red rectangular boxes.

7. Click **Save and Close** at the top of the page to complete the process



The screenshot shows the "Edit Receipt: NYF CRP3 Test" page. At the top right, there are three buttons: "Save", "Save and Close" (highlighted with a red box), and "Cancel". Below the title, there is a "Receipt Information" section with a "Show More" link. The information includes:

- Status: Cleared
- Business Unit: BAYLOR
- Receipt Type: Standard
- Receipt Method: Miscellaneous Receipts
- Receipt Number: NYF CRP3 Test
- Receivables Specialist: [dropdown menu]
- Attachments: None

Below this is a form with the following fields:

- Customer Account Number: 10011
- Customer Name: NYF CRP3 Customer
- Customer Site: [dropdown menu]
- Receipt Date: 11/20/2019
- Accounting Date: 11/20/2019
- Comments: [text area]

On the right side, there is a summary table:

	Currency	USD
* Entered Amount		2,500.00
Accounted Amount		2,500.00
Total Applied Amount		0.00
On-Account Amount		0.00
Unapplied Amount		2,500.00
Exchange Gain or Loss		0.00