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.
1. Navigating to the Manage Transactions Page

1. 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.

   ![Ignite Landing Page](image)

   b. Under the Receivables section, select Billing.

   ![Receivables Section](image)

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

   ![Home Page Ribbon](image)
2. **Completing an Invoice Adjustment**

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

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

3. Click **Actions**, and then **Manage Adjustments**
4. Click on the + icon to create the adjustment.

![Image of + icon]

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

![Image of Create Adjustment interface]

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

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.

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.

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

   ![Reverse Receipt Menu](image)

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

   ![Reverse Receipt Popup](image)

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

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

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

![Unapply Application](image)

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