View Details / Adjust Invoice

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Pathway: *Customer > Search > Accounts*

The *View Details / Adjust Invoice* tool provides a way to review all charges on an invoice and reduce the amount owed or credit an invoice entirely.

> 🔔 Adjustments can only reduce the invoice amount for a customer.

Permissions

Only authorized users may reduce or fully credit an invoice. Adjustment limits assigned in Role Setup control the amount a user is authorized to reduce an invoice by. Adjustments that exceed the user's authorization threshold will be placed in a Pending Approval status in *Accounting > Adjustment History and Pending Approval*.

Permission ID	Permission Name
5	View Account
6	View Site
41	View AR History
345	Apply Credit to Invoice

Setup Screens

Pathway: *Setup > System > Role; Reason Code*

To set limits on invoice adjustment amounts, categorize adjustments by reason code, and establish approval levels, review the Role and Reason Code Setup screens. More information can be found here: Setup - Credit Request Processing.

ROLE ID	ROLE NAME	EDIT SERVICE PAST DAYS LIMIT	INVOICE ADJUSTMENT LIMIT	ADJUSTMENT APPROVAL LIMIT	MAX DEFAULT RATE DISCOUNT	AUTHORIZED PERMISSIONS	NOT AUTHORIZED PERMISSIONS	NEW PERMISSIONS	ACTIVE USER COUNT
1	Navusoft Admin and Support	99	$ 150.00	$ 150.00		356	5	0	1
2	Sales Manager	7	$ 100.00	$ 0.00	5%	175	159	27	3
3	Sales Representative	7	$ 4.00	$ 0.00	7%	91	244	26	10
4	Driver	1	$ 0.00	$ 0.00		12	321	28	93
5	Controller	0	$ 0.00	$ 0.00		98	236	27	3
1000	Operations Mgr	30	$ 0.00	$ 0.00		140	196	25	10
1014	Administrator	90	$ 1,000.00	$ 1,000.00		334	8	19	5
1015	Customer Service Rep	30	$ 15.00	$ 15.00		108	224	29	12
1016	Dispatcher	30	$ 10.00	$ 0.00					9
1017	Billing Mgr	95	$ 150.00	$ 210.00					6
1018	Customer Service Manager	65	$ 100.00	$ 00.00					1
1019	Crew/Labor/Technician	7	$ 0.00	$ 0.00					0
1020	Driver-Assignment	7	$ 0.00	$ 0.00					1
1021	Helper-Assignment	7	$ 0.00	$ 0.00					0
1022	Technician-Assignment	7	$ 0.00	$ 0.00					0
1023	test	7	$ 0.00	$ 0.00					0

Adjust an Invoice

Click within field to enter a reduced amount

1. Right-click within the row of the invoice you would like to adjust.
2. Select the **'View Details / Adjust Invoice'** option. The Invoice Adjustment popup window will display.
3. Select a **Reason Code** to identify a purpose for the adjustment.
4. Select the posting **Period** of the adjustment.
5. Enter a **Note** regarding the change. If the adjustment requires higher level approval, additional notes that may assist in the approval process. ****Notes may be seen by the customer.*
6. If the entire amount on the invoice should be credited, select the **Credit Entire Invoice** check box displayed below the Reason Code.
7. Click within the **Adjustment Amount** column of the row the adjustment applies. Enter a negative value in the field.

- Example: If you are reducing the amount by $100 enter it as -100. Click away when finished.
8. Select **Post.**

Require Two Approvals *(Optional Setup)*

An optional setting at the Division level allows for requiring two approvals for invoice adjustments exceeding a specified amount. If a second approval is necessary, a message alerts the user upon selecting 'Post.' Secondary approvals are processed in the Adjustment History and Pending Approval screen.

Enable Two Approval Requirement

An optional setting is available to require two approvals for invoice adjustments that meet or exceed a specified limit. To enable this, review the following setup areas:

Role Setup

Pathway: *Setup > System > Role*

In Role Setup, review the **Adjustment Approval Limit** setting to to establish a threshold on the amount a user in that role can approve an adjustment by. If no threshold is set (the field is empty), users can approve adjustments of any amount. Otherwise, users cannot approve adjustments equal to or exceeding the specified value. In the example below, a user cannot approve adjustments of $1,000 or more. If two approvals are required for an adjustment, and the adjustment is less than the limit illustrated here, the user qualifies as an approver.

Division Setup
Pathway: *Setup > System > Division*

In **Division Setup**, specify an amount in the **Adjustment Amount Requiring 2 Approvals** field to require two approvals before an invoice adjustment can be posted. If a user enters an adjustment equal to or greater than this amount, a message will appear upon selecting **Post** on the Invoice Adjustment screen, notifying them of the two-approval requirement. The user who initially posted the adjustment may qualify as **Approver 1** if the amount is within the **Adjustment Approval Limit** of a role assigned to their user account.

Adjustment History and Pending Approval

Pathway: *Accounting > Invoice Adjustment - Pending Approval and History*

Review this screen on a regular basis to accept or deny customer invoice adjustments. Details regarding the adjusted invoice, including any notes, can be reviewed by double-clicking within the row of the account displayed. The requested amount to reduce the invoice by displays in red under the Amount column. See the **Related Articles** section below for additional information and requirements.

- Select the **green check mark** to approve the adjustment.
- Select the **red 'X'** to deny the adjusted amount. Enter a rejection note in the Rejection popup window that displays.

Related Articles

Adjustment History and Pending Approval

Setup - Credit Request Processing