View Details / Adjust Invoice

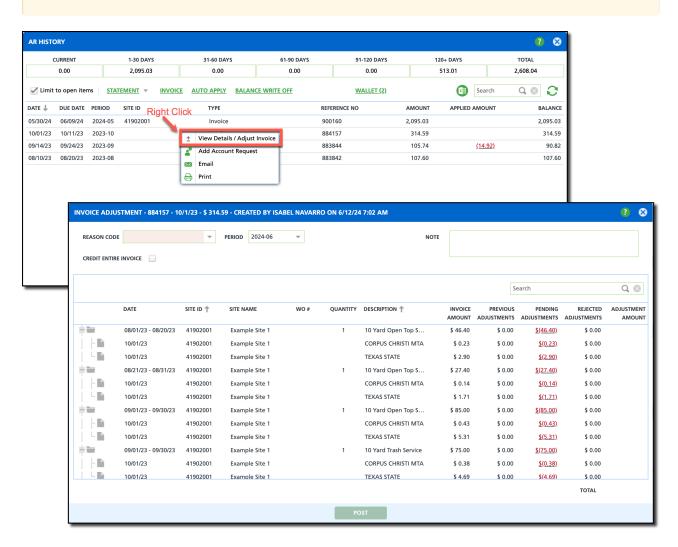
Last Modified on 07/19/2024 2:40 pm EDT

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

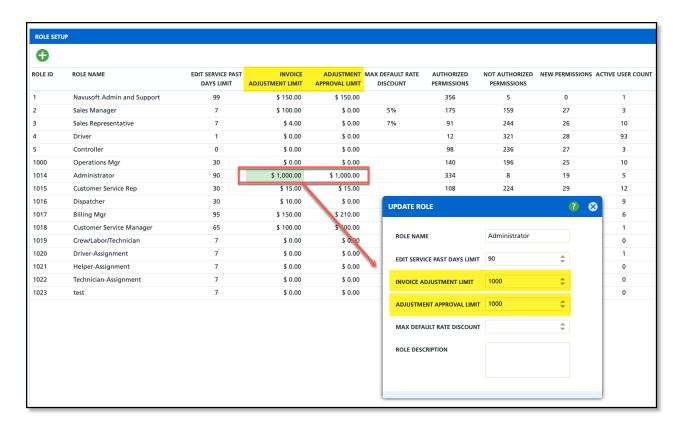
Only authorized users may reduce or fully credit an invoice. Adjustment limits assigned in Role Setup control the amount a user is authorized to reduce an invoice by. Adjustments that exceed the user's authorization threshold will be placed in a Pending Approval status in Accounting > Adjustment History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

| Permission ID | Permission Name |
|---------------|-----------------|
| 5 | View Account |
| 6 | View Site |
| 41 | View AR History |

Role Setup

Pathway: Setup > System > Role

In Role Setup, double click on a role and enter an amount in the Invoice Adjustment Limit field to define the maximum amount that a user assigned to the role can adjust an invoice by. After a user adjusts an invoice, it typically requires approval, usually by a manager or administrator. The "Adjustment Approval Limit" field is designated for users tasked with overseeing the approval process for invoice adjustments and applies to the Adjustment History and Pending Approval screen.



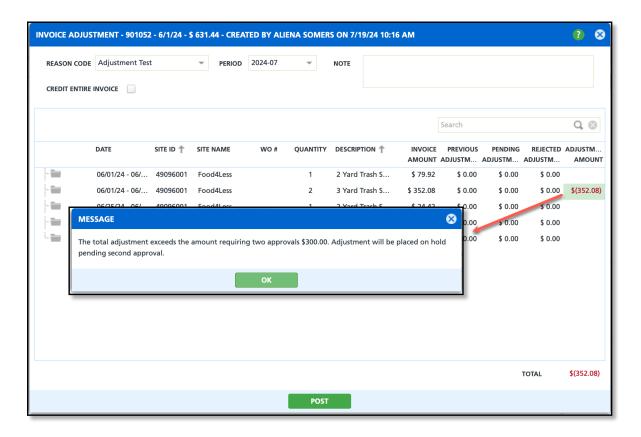
Adjust an Invoice

- 1. Right-click within the row of the invoice you would like to view the details on, or adjust.
- 2. Select the 'View Details / Adjust Invoice' option. The Invoice Adjustment popup window will display.
- 3. Select a **Reason Code** 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.



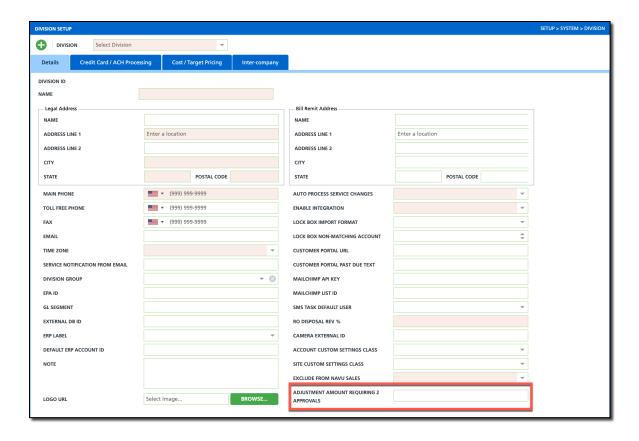
Enable Two Approval Requirement - Division Setup

Pathway: Setup > System > Division

In the Details tab of the Division Setup screen, enter an amount in the Adjustment Amount Requiring 2 Approvals field to specify the threshold for requiring a second approval for invoice adjustments.



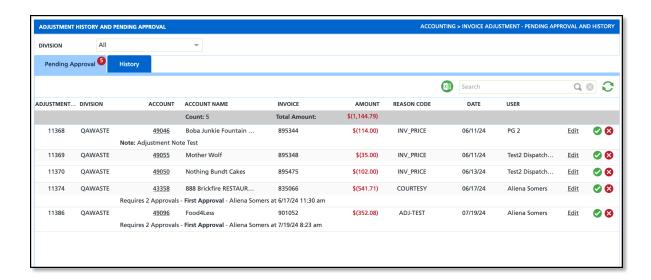
This setting takes into consideration the user's Adjustment Approval Limit assigned to the user's role. If the value entered for the user role **is greater** than the adjusted amount to the invoice, they are considered "approver 1."



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

Invoice Adjustment - Pending Approval and History