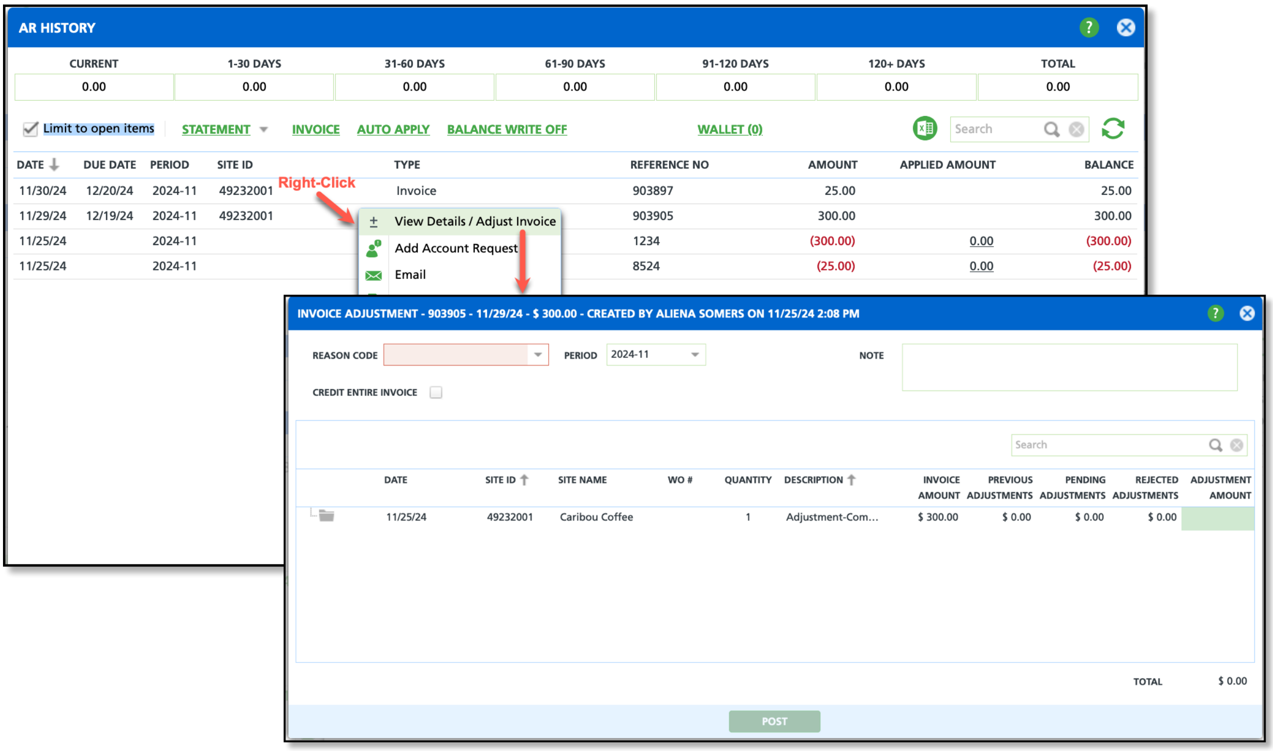
# View Details / Adjust Invoice

Last Modified on 01/22/2025 2:04 pm PST

**Pathway:** *Customer > Search > Accounts*

The **View Details / Adjust Invoice** feature allows you to review all charges on an invoice and either reduce the amount owed or apply a full credit to the invoice.



| CURRENT | 1-30 DAYS | 31-60 DAYS | 61-90 DAYS | 91-120 DAYS | 120+ DAYS | TOTAL |
|---|---|---|---|---|---|---|
| 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

| DATE | DUE DATE | PERIOD | SITE ID | TYPE | REFERENCE NO | AMOUNT | APPLIED AMOUNT | BALANCE |
|---|---|---|---|---|---|---|---|---|
| 11/30/24 | 12/20/24 | 2024-11 | 49232001 | Invoice | 903897 | 25.00 | | 25.00 |
| 11/29/24 | 12/19/24 | 2024-11 | 49232001 | | 903905 | 300.00 | | 300.00 |
| 11/25/24 | | 2024-11 | | | 1234 | (300.00) | 0.00 | (300.00) |
| 11/25/24 | | 2024-11 | | | 8524 | (25.00) | 0.00 | (25.00) |

INVOICE ADJUSTMENT - 903905 - 11/29/24 - $ 300.00 - CREATED BY ALIENA SOMERS ON 11/25/24 2:08 PM

PERIOD: 2024-11

CREDIT ENTIRE INVOICE ☐

| DATE | SITE ID | SITE NAME | WO # | QUANTITY | DESCRIPTION | INVOICE AMOUNT | PREVIOUS ADJUSTMENTS | PENDING ADJUSTMENTS | REJECTED ADJUSTMENTS | ADJUSTMENT AMOUNT |
|---|---|---|---|---|---|---|---|---|---|---|
| 11/25/24 | 49232001 | Caribou Coffee | | 1 | Adjustment-Com... | $ 300.00 | $ 0.00 | $ 0.00 | $ 0.00 | |

TOTAL $ 0.00

## Permissions

The following permissions are required to apply a credit to an invoice:

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

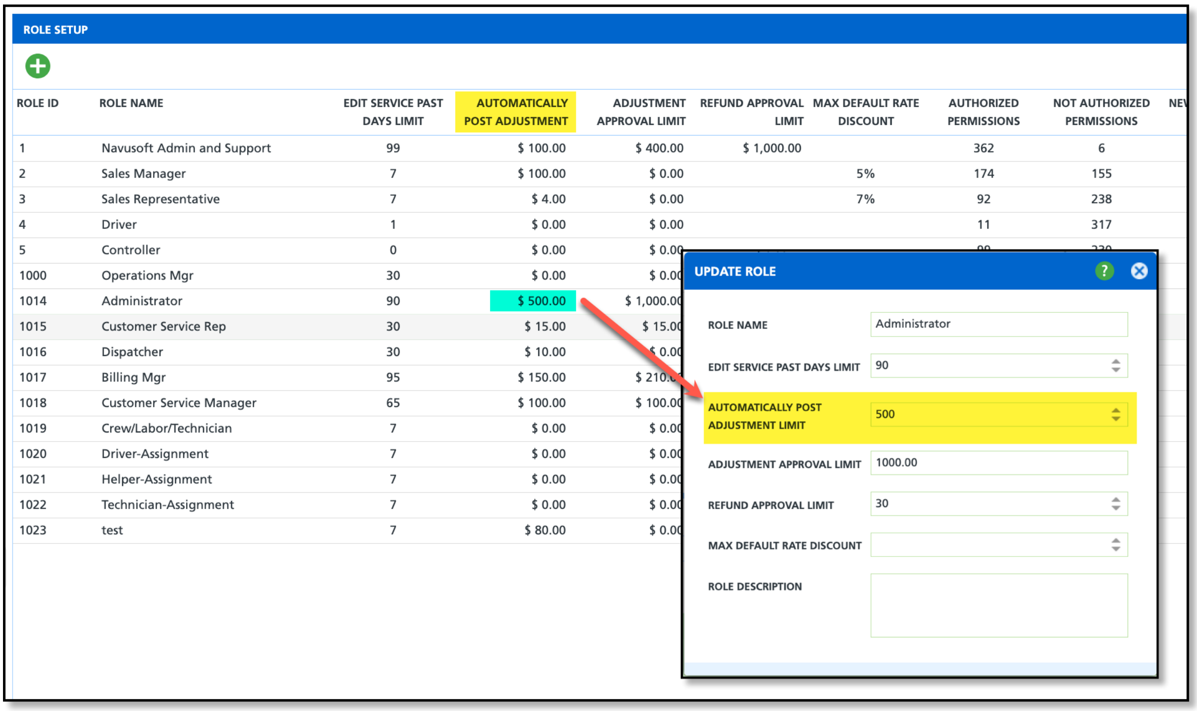
## Setup Screens

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

Set limits on the invoice adjustment amounts users can process and categorize adjustments by reason code by reviewing the settings in the Role Setup and Reason Code Setup screens.

### Role Setup

In Role Setup, the *Automatically Post Adjustment Limit* field determines the maximum amount a user in that role can adjust an invoice. If a user is assigned to multiple roles with different adjustment limits, the highest adjustment limit among those roles will apply to the user. Adjustments that exceed the user's authorization threshold will be placed in a Pending Approval status in *Accounting > Adjustment History and Pending Approval*. More information can be found here: Setup - Credit Request Processing.



ROLE SETUP

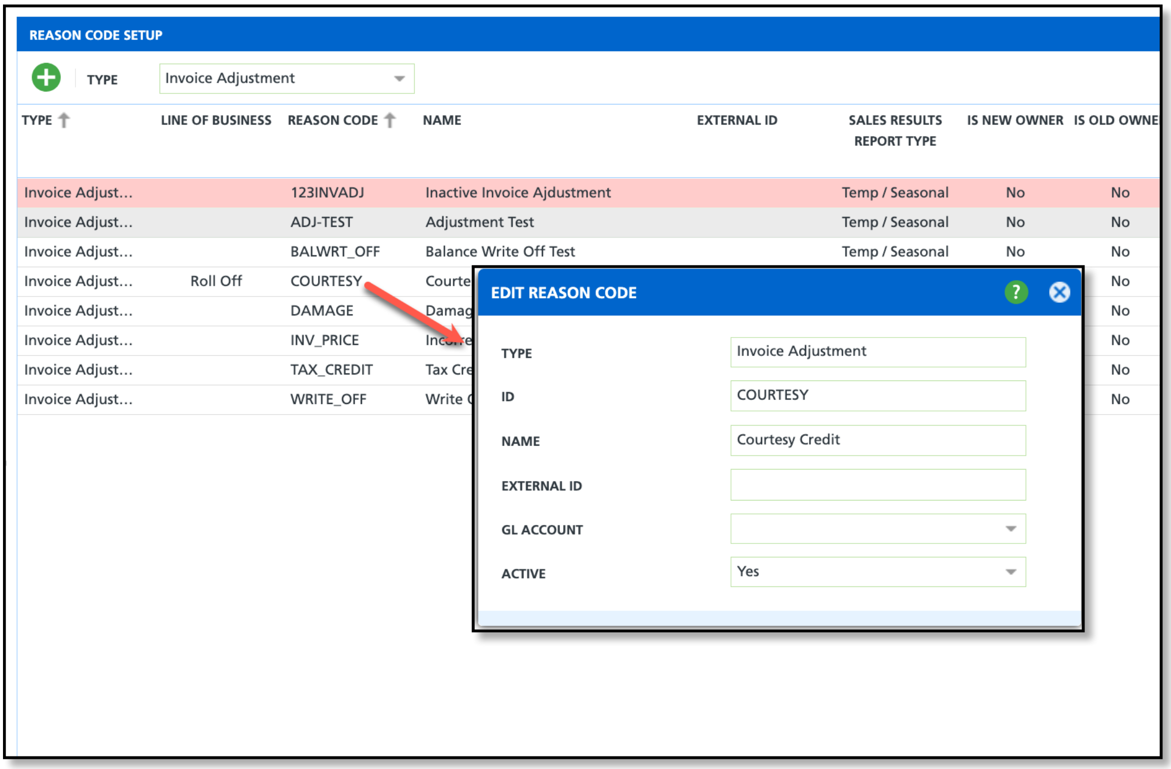
| ROLE ID | ROLE NAME | EDIT SERVICE PAST DAYS LIMIT | AUTOMATICALLY POST ADJUSTMENT | ADJUSTMENT APPROVAL LIMIT | REFUND APPROVAL LIMIT | MAX DEFAULT RATE DISCOUNT | AUTHORIZED PERMISSIONS | NOT AUTHORIZED PERMISSIONS | NE |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Navusoft Admin and Support | 99 | $ 100.00 | $ 400.00 | $ 1,000.00 | | 362 | 6 | |
| 2 | Sales Manager | 7 | $ 100.00 | $ 0.00 | | 5% | 174 | 155 | |
| 3 | Sales Representative | 7 | $ 4.00 | $ 0.00 | | 7% | 92 | 238 | |
| 4 | Driver | 1 | $ 0.00 | $ 0.00 | | | 11 | 317 | |
| 5 | Controller | 0 | $ 0.00 | $ 0.00 | | | | | |
| 1000 | Operations Mgr | 30 | $ 0.00 | $ 0.0 | | | | | |
| 1014 | Administrator | 90 | $ 500.00 | $ 1,000.00 | | | | | |
| 1015 | Customer Service Rep | 30 | $ 15.00 | $ 15.0 | | | | | |
| 1016 | Dispatcher | 30 | $ 10.00 | $ 0.0 | | | | | |
| 1017 | Billing Mgr | 95 | $ 150.00 | $ 210. | | | | | |
| 1018 | Customer Service Manager | 65 | $ 100.00 | $ 100.0 | | | | | |
| 1019 | Crew/Labor/Technician | 7 | $ 0.00 | $ 0.0 | | | | | |
| 1020 | Driver-Assignment | 7 | $ 0.00 | $ 0.0 | | | | | |
| 1021 | Helper-Assignment | 7 | $ 0.00 | $ 0.0 | | | | | |
| 1022 | Technician-Assignment | 7 | $ 0.00 | $ 0.0 | | | | | |
| 1023 | test | 7 | $ 80.00 | $ 0.0 | | | | | |

UPDATE ROLE

ROLE NAME: Administrator
EDIT SERVICE PAST DAYS LIMIT: 90
AUTOMATICALLY POST ADJUSTMENT LIMIT: 500
ADJUSTMENT APPROVAL LIMIT: 1000.00
REFUND APPROVAL LIMIT: 30
MAX DEFAULT RATE DISCOUNT:
ROLE DESCRIPTION:

## Reason Code

In Reason Code Setup, add new reason codes to track the purpose of invoice adjustments, edit existing reason codes, and assign a specific GL Account for revenue tracking related to invoice adjustments and their associated reasons. More information on Reason Code Setup can be found here: Reason Code Setup.



REASON CODE SETUP

TYPE: Invoice Adjustment

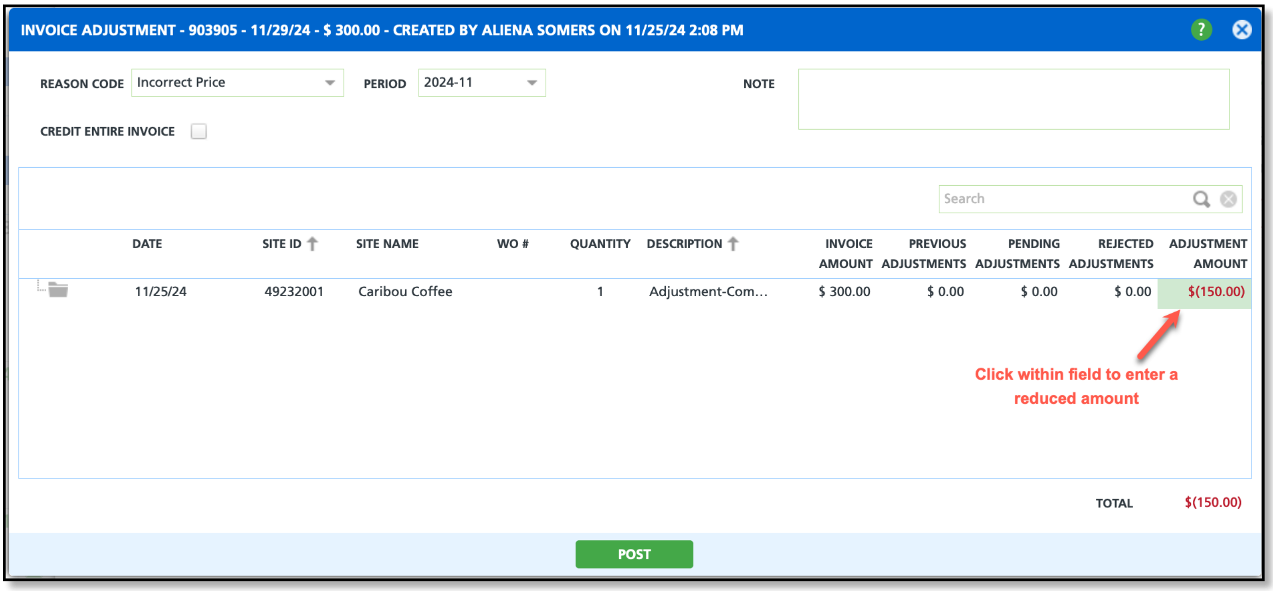
| TYPE | LINE OF BUSINESS | REASON CODE | NAME | EXTERNAL ID | SALES RESULTS REPORT TYPE | IS NEW OWNER | IS OLD OWNE |
|---|---|---|---|---|---|---|---|
| Invoice Adjust… | | 123INVADJ | Inactive Invoice Ajdustment | | Temp / Seasonal | No | No |
| Invoice Adjust… | | ADJ-TEST | Adjustment Test | | Temp / Seasonal | No | No |
| Invoice Adjust… | | BALWRT_OFF | Balance Write Off Test | | Temp / Seasonal | No | No |
| Invoice Adjust… | Roll Off | COURTESY | Courte | | | | No |
| Invoice Adjust… | | DAMAGE | Damag | | | | No |
| Invoice Adjust… | | INV_PRICE | Inco re | | | | No |
| Invoice Adjust… | | TAX_CREDIT | Tax Cre | | | | No |
| Invoice Adjust… | | WRITE_OFF | Write | | | | No |

EDIT REASON CODE

TYPE: Invoice Adjustment
ID: COURTESY
NAME: Courtesy Credit
EXTERNAL ID:
GL ACCOUNT:
ACTIVE: Yes

# Adjust an Invoice

Follow the process outlined here to adjust an invoice for an account.



INVOICE ADJUSTMENT - 903905 - 11/29/24 - $ 300.00 - CREATED BY ALIENA SOMERS ON 11/25/24 2:08 PM

REASON CODE: Incorrect Price

PERIOD: 2024-11

NOTE:

CREDIT ENTIRE INVOICE ☐

| DATE | SITE ID | SITE NAME | WO # | QUANTITY | DESCRIPTION | INVOICE AMOUNT | PREVIOUS ADJUSTMENTS | PENDING ADJUSTMENTS | REJECTED ADJUSTMENTS | ADJUSTMENT AMOUNT |
|---|---|---|---|---|---|---|---|---|---|---|
| 11/25/24 | 49232001 | Caribou Coffee |  | 1 | Adjustment-Com… | $ 300.00 | $ 0.00 | $ 0.00 | $ 0.00 | $(150.00) |

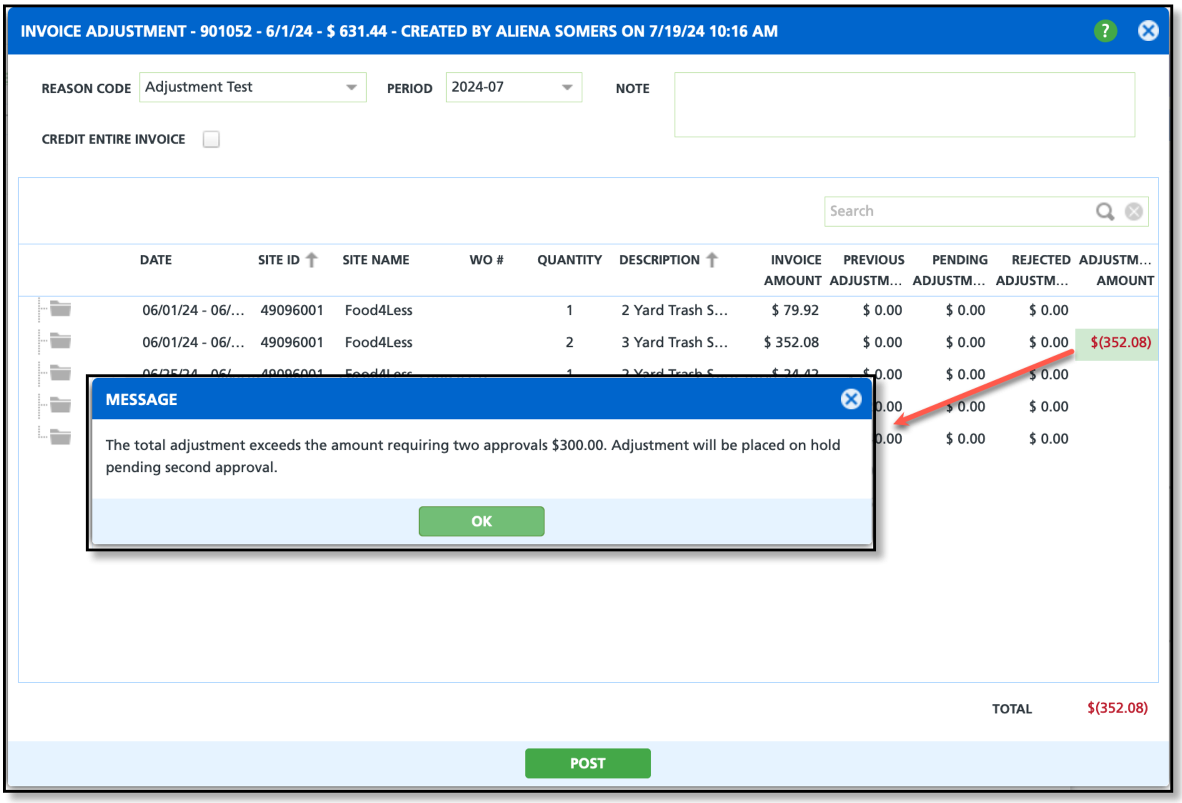
Click within field to enter a reduced amount

TOTAL $(150.00)

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.



INVOICE ADJUSTMENT - 901052 - 6/1/24 - $ 631.44 - CREATED BY ALIENA SOMERS ON 7/19/24 10:16 AM

REASON CODE: Adjustment Test

PERIOD: 2024-07

NOTE:

CREDIT ENTIRE INVOICE ☐

| | DATE | SITE ID | SITE NAME | WO # | QUANTITY | DESCRIPTION | INVOICE AMOUNT | PREVIOUS ADJUSTM… | PENDING ADJUSTM… | REJECTED ADJUSTM… | ADJUSTM… AMOUNT |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | 06/01/24 - 06/… | 49096001 | Food4Less | | 1 | 2 Yard Trash S… | $ 79.92 | $ 0.00 | $ 0.00 | $ 0.00 | |
| | 06/01/24 - 06/… | 49096001 | Food4Less | | 2 | 3 Yard Trash S… | $ 352.08 | $ 0.00 | $ 0.00 | $ 0.00 | $(352.08) |
| | 06/25/24 - 06/… | 49096001 | Food4Less | | 1 | 2 Yard Trash S… | $ 24.42 | $ 0.00 | $ 0.00 | $ 0.00 | |
| | | | | | | | | 0.00 | $ 0.00 | $ 0.00 | |
| | | | | | | | | 0.00 | $ 0.00 | $ 0.00 | |

MESSAGE

The total adjustment exceeds the amount requiring two approvals $300.00. Adjustment will be placed on hold pending second approval.

TOTAL $(352.08)

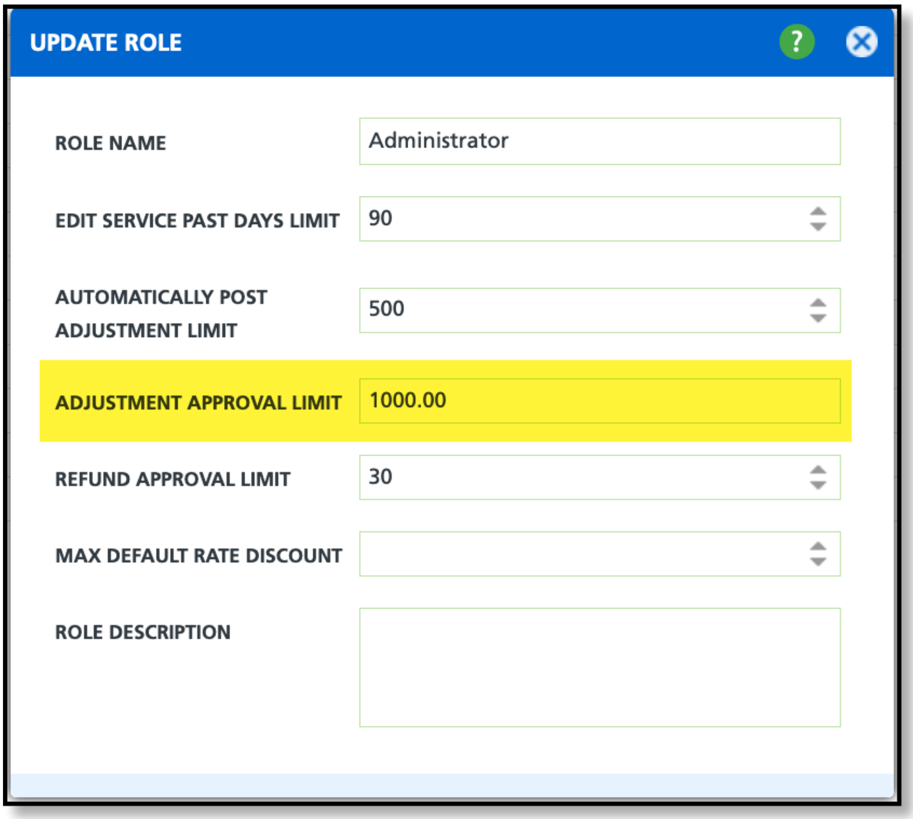
## Enable Two Approval Requirement

To enable this feature, 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.



ROLE NAME: Administrator

EDIT SERVICE PAST DAYS LIMIT: 90

AUTOMATICALLY POST ADJUSTMENT LIMIT: 500

ADJUSTMENT APPROVAL LIMIT: 1000.00

REFUND APPROVAL LIMIT: 30

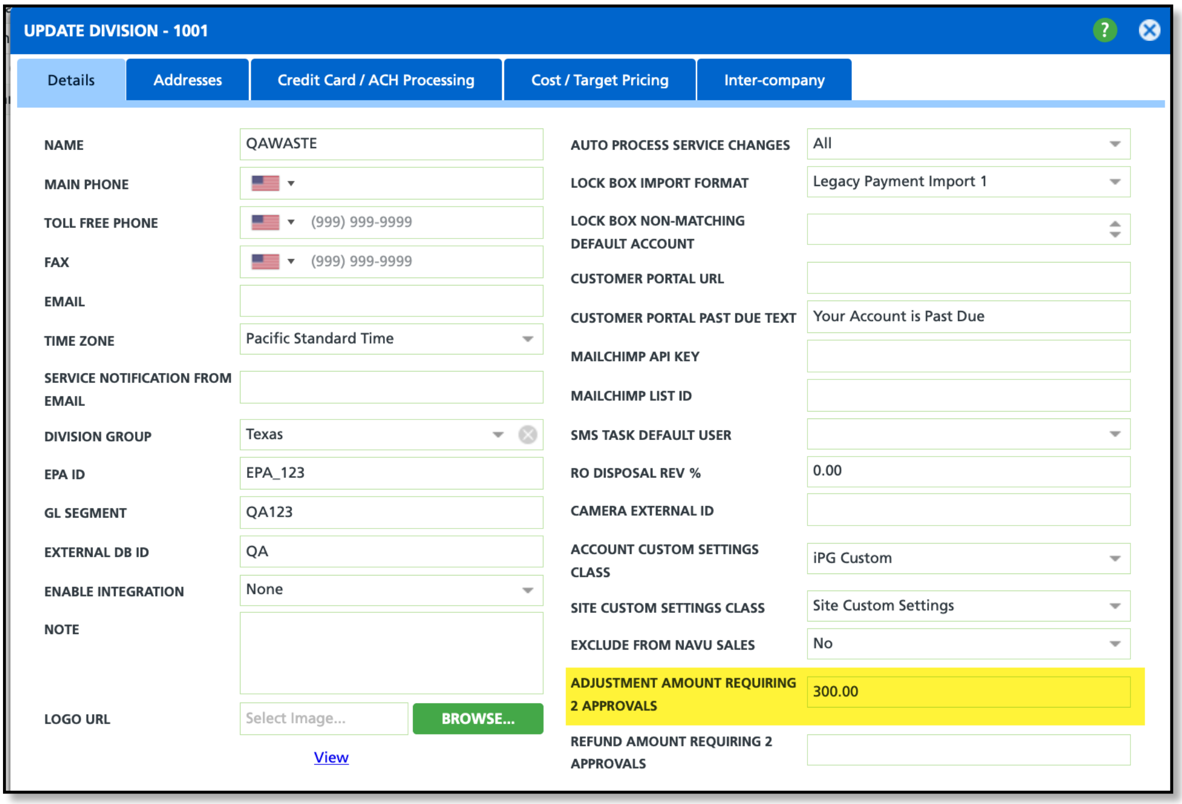
MAX DEFAULT RATE DISCOUNT:

ROLE DESCRIPTION:

### Division Setup

**Pathway:** *Setup > System > Division*

In **Division Setup**, specify an amount in the ***Adjustment Amount Requiring 2 Approvals*** field to enforce a two-approval process for invoice adjustments. When an adjustment equal to or exceeding this amount is entered and posted on the Invoice Adjustment screen, a notification indicates the two-approval requirement. The initial poster of the adjustment may qualify as Approver 1 if the amount is within the ***Adjustment Approval Limit*** of an assigned role.


UPDATE DIVISION - 1001
?
Details
Addresses
Credit Card / ACH Processing
Cost / Target Pricing
Inter-company
BROWSE...
View

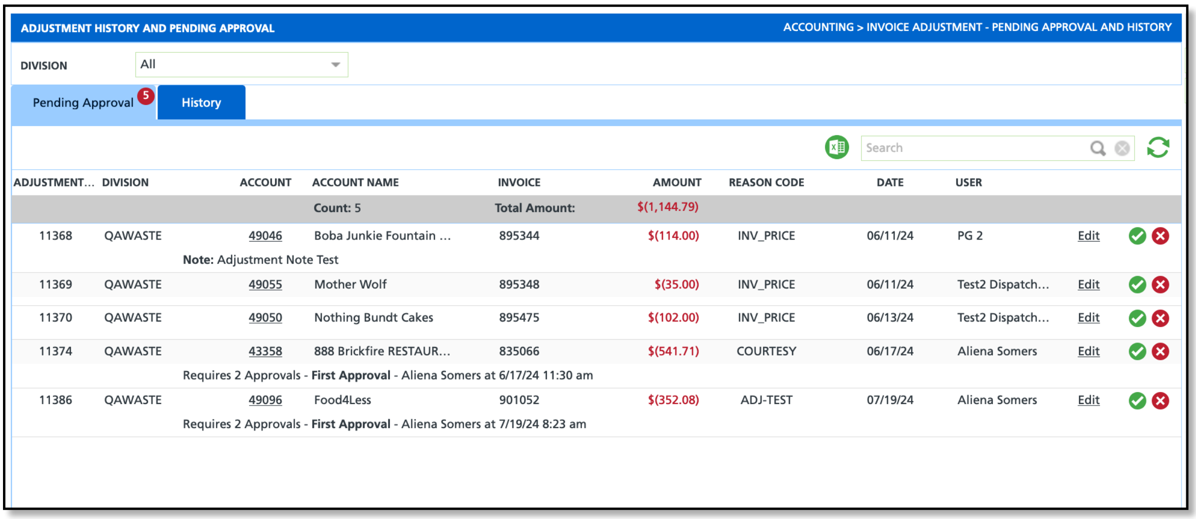
NAME: QAWASTE
MAIN PHONE:
TOLL FREE PHONE: (999) 999-9999
FAX: (999) 999-9999
EMAIL:
TIME ZONE: Pacific Standard Time
SERVICE NOTIFICATION FROM EMAIL:
DIVISION GROUP: Texas
EPA ID: EPA_123
GL SEGMENT: QA123
EXTERNAL DB ID: QA
ENABLE INTEGRATION: None
NOTE:
LOGO URL: Select Image...

AUTO PROCESS SERVICE CHANGES: All
LOCK BOX IMPORT FORMAT: Legacy Payment Import 1
LOCK BOX NON-MATCHING DEFAULT ACCOUNT:
CUSTOMER PORTAL URL:
CUSTOMER PORTAL PAST DUE TEXT: Your Account is Past Due
MAILCHIMP API KEY:
MAILCHIMP LIST ID:
SMS TASK DEFAULT USER:
RO DISPOSAL REV %: 0.00
CAMERA EXTERNAL ID:
ACCOUNT CUSTOM SETTINGS CLASS: iPG Custom
SITE CUSTOM SETTINGS CLASS: Site Custom Settings
EXCLUDE FROM NAVU SALES: No
ADJUSTMENT AMOUNT REQUIRING 2 APPROVALS: 300.00
REFUND AMOUNT REQUIRING 2 APPROVALS:

## Adjustment History and Pending Approval

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

Review this screen on a regular basis to approve 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.


ADJUSTMENT HISTORY AND PENDING APPROVAL
ACCOUNTING > INVOICE ADJUSTMENT - PENDING APPROVAL AND HISTORY
Pending Approval 5
History
Search

DIVISION: All

| ADJUSTMENT... | DIVISION | ACCOUNT | ACCOUNT NAME | INVOICE | AMOUNT | REASON CODE | DATE | USER | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | Count: 5 | Total Amount: | $(1,144.79) | | | | | |
| 11368 | QAWASTE | 49046 | Boba Junkie Fountain ... | 895344 | $(114.00) | INV_PRICE | 06/11/24 | PG 2 | Edit | ✓ ✗ |
| | | **Note:** Adjustment Note Test | | | | | | | | |
| 11369 | QAWASTE | 49055 | Mother Wolf | 895348 | $(35.00) | INV_PRICE | 06/11/24 | Test2 Dispatch... | Edit | ✓ ✗ |
| 11370 | QAWASTE | 49050 | Nothing Bundt Cakes | 895475 | $(102.00) | INV_PRICE | 06/13/24 | Test2 Dispatch... | Edit | ✓ ✗ |
| 11374 | QAWASTE | 43358 | 888 Brickfire RESTAUR... | 835066 | $(541.71) | COURTESY | 06/17/24 | Aliena Somers | Edit | ✓ ✗ |
| | | Requires 2 Approvals - **First Approval** - Aliena Somers at 6/17/24 11:30 am | | | | | | | | |
| 11386 | QAWASTE | 49096 | Food4Less | 901052 | $(352.08) | ADJ-TEST | 07/19/24 | Aliena Somers | Edit | ✓ ✗ |
| | | Requires 2 Approvals - **First Approval** - Aliena Somers at 7/19/24 8:23 am | | | | | | | | |

- 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.

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## Related Articles

Adjustment History and Pending Approval
Setup - Credit Request Processing