


View Details / Adjust Invoice

Last Modified on 01/06/2025 2:16 pm PST

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.

AR HISTORY ? X

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

Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (0) Search

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	± View Details / Adjust Invoice	903905	300.00		300.00
11/25/24		2024-11		+ Add Account Request	1234	(300.00)	0.00	(300.00)
11/25/24		2024-11		✉ Email	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 ? X

REASON CODE 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	
TOTAL										\$ 0.00

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 SETUP

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	\$ 100.00					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

UPDATE ROLE

ROLE NAME: Administrator

EDIT SERVICE PAST DAYS LIMIT: 90

INVOICE ADJUSTMENT LIMIT: 1000

ADJUSTMENT APPROVAL LIMIT: 1000

MAX DEFAULT RATE DISCOUNT: [dropdown]

ROLE DESCRIPTION: [text area]

Adjust an Invoice

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: [text area]

CREDIT ENTIRE INVOICE:

Search [input] [button]

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)
TOTAL										\$(150.00)

Click within field to enter a reduced amount

POST

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

Search []

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)
06/01/24 - 06/...	49096001	Food4Less		1	2 Yard Trash S...	\$ 79.92	\$ 0.00	\$ 0.00	\$ 0.00	
							\$ 0.00	\$ 0.00	\$ 0.00	
							\$ 0.00	\$ 0.00	\$ 0.00	
TOTAL										\$(352.08)

MESSAGE

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

OK

POST

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 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.

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	

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.

UPDATE DIVISION - 1001

Details | Addresses | Credit Card / ACH Processing | Cost / Target Pricing | Inter-company

NAME: QAWASTE

MAIN PHONE: [Country Select]

TOLL FREE PHONE: [Country Select] (999) 999-9999

FAX: [Country Select] (999) 999-9999

EMAIL: [Text Field]

TIME ZONE: Pacific Standard Time

SERVICE NOTIFICATION FROM EMAIL: [Text Field]

DIVISION GROUP: Texas

EPA ID: EPA_123

GL SEGMENT: QA123

EXTERNAL DB ID: QA

ENABLE INTEGRATION: None

NOTE: [Text Area]

LOGO URL: Select Image... **BROWSE...** [View](#)

AUTO PROCESS SERVICE CHANGES: All

LOCK BOX IMPORT FORMAT: Legacy Payment Import 1

LOCK BOX NON-MATCHING DEFAULT ACCOUNT: [Text Field]

CUSTOMER PORTAL URL: [Text Field]

CUSTOMER PORTAL PAST DUE TEXT: Your Account is Past Due

MAILCHIMP API KEY: [Text Field]

MAILCHIMP LIST ID: [Text Field]

SMS TASK DEFAULT USER: [Text Field]

RO DISPOSAL REV %: 0.00

CAMERA EXTERNAL ID: [Text Field]

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: [Text Field]

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.

ADJUSTMENT HISTORY AND PENDING APPROVAL ACCOUNTING > INVOICE ADJUSTMENT - PENDING APPROVAL AND HISTORY

DIVISION: All

Pending Approval **5** | History

Search [Text Field] [Icon] [Refresh]

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 <input checked="" type="checkbox"/> <input type="checkbox"/>
Note: Adjustment Note Test									
11369	QAWASTE	49055	Mother Wolf	895348	\$(35.00)	INV_PRICE	06/11/24	Test2 Dispatch...	Edit <input checked="" type="checkbox"/> <input type="checkbox"/>
11370	QAWASTE	49050	Nothing Bundt Cakes	895475	\$(102.00)	INV_PRICE	06/13/24	Test2 Dispatch...	Edit <input checked="" type="checkbox"/> <input type="checkbox"/>
11374	QAWASTE	43358	888 Brickfire RESTAUR...	835066	\$(541.71)	COURTESY	06/17/24	Aliena Somers	Edit <input checked="" type="checkbox"/> <input type="checkbox"/>
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 <input checked="" type="checkbox"/> <input type="checkbox"/>
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.

Related Articles

Adjustment History and Pending Approval
Setup - Credit Request Processing
