


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.

AR HISTORY								
CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL		
0.00	2,095.03	0.00	0.00	0.00	513.01	2,608.04		
<input checked="" type="checkbox"/> Limit to open items STATEMENT INVOICE AUTO APPLY BALANCE WRITE OFF WALLET (2) Search								
DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
05/30/24	06/09/24	2024-05	41902001	Invoice	900160	2,095.03		2,095.03
10/01/23	10/11/23	2023-10			884157	314.59		314.59
09/14/23	09/24/23	2023-09			883844	105.74	(14.92)	90.82
08/10/23	08/20/23	2023-08			883842	107.60		107.60

INVOICE ADJUSTMENT - 884157 - 10/1/23 - \$ 314.59 - CREATED BY ISABEL NAVARRO ON 6/12/24 7:02 AM

REASON CODE: [] PERIOD: 2024-06 NOTE: []

CREDIT ENTIRE INVOICE

DATE	SITE ID	SITE NAME	WO #	QUANTITY	DESCRIPTION	INVOICE AMOUNT	PREVIOUS ADJUSTMENTS	PENDING ADJUSTMENTS	REJECTED ADJUSTMENTS	ADJUSTMENT AMOUNT
08/01/23 - 08/20/23	41902001	Example Site 1		1	10 Yard Open Top S...	\$ 46.40	\$ 0.00	\$(46.40)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			CORPUS CHRISTI MTA	\$ 0.23	\$ 0.00	\$(0.23)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			TEXAS STATE	\$ 2.90	\$ 0.00	\$(2.90)	\$ 0.00	\$ 0.00
08/21/23 - 08/31/23	41902001	Example Site 1		1	10 Yard Open Top S...	\$ 27.40	\$ 0.00	\$(27.40)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			CORPUS CHRISTI MTA	\$ 0.14	\$ 0.00	\$(0.14)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			TEXAS STATE	\$ 1.71	\$ 0.00	\$(1.71)	\$ 0.00	\$ 0.00
09/01/23 - 09/30/23	41902001	Example Site 1		1	10 Yard Open Top S...	\$ 85.00	\$ 0.00	\$(85.00)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			CORPUS CHRISTI MTA	\$ 0.43	\$ 0.00	\$(0.43)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			TEXAS STATE	\$ 5.31	\$ 0.00	\$(5.31)	\$ 0.00	\$ 0.00
09/01/23 - 09/30/23	41902001	Example Site 1		1	10 Yard Trash Service	\$ 75.00	\$ 0.00	\$(75.00)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			CORPUS CHRISTI MTA	\$ 0.38	\$ 0.00	\$(0.38)	\$ 0.00	\$ 0.00
10/01/23	41902001	Example Site 1			TEXAS STATE	\$ 4.69	\$ 0.00	\$(4.69)	\$ 0.00	\$ 0.00
TOTAL										

POST

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.

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:

ROLE DESCRIPTION:

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.
 - o 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.

The screenshot shows the 'INVOICE ADJUSTMENT' screen with the following details:

- Header: INVOICE ADJUSTMENT - 901052 - 6/1/24 - \$ 631.44 - CREATED BY ALIENA SOMERS ON 7/19/24 10:16 AM
- Form fields: REASON CODE (Adjustment Test), PERIOD (2024-07), NOTE (empty), CREDIT ENTIRE INVOICE (checkbox).
- Table with columns: DATE, SITE ID, SITE NAME, WO #, QUANTITY, DESCRIPTION, INVOICE AMOUNT, PREVIOUS ADJUSTM..., PENDING ADJUSTM..., REJECTED ADJUSTM..., ADJUSTM... AMOUNT.
- Message dialog box: MESSAGE. The total adjustment exceeds the amount requiring two approvals \$300.00. Adjustment will be placed on hold pending second approval. OK button.
- Total: TOTAL \$ (352.08)
- POST button at the bottom.

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	\$ 0.00	\$ 0.00	
						\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	
TOTAL										\$ (352.08)

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."

DIVISION SETUP SETUP > SYSTEM > DIVISION

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

DIVISION ID

NAME

Legal Address

NAME
ADDRESS LINE 1
ADDRESS LINE 2
CITY
STATE **POSTAL CODE**

MAIN PHONE
TOLL FREE PHONE
FAX
EMAIL
TIME ZONE
SERVICE NOTIFICATION FROM EMAIL
DIVISION GROUP
EPA ID
GL SEGMENT
EXTERNAL DB ID
ERP LABEL
DEFAULT ERP ACCOUNT ID
NOTE
LOGO URL

Bill Remit Address

NAME
ADDRESS LINE 1
ADDRESS LINE 2
CITY
STATE **POSTAL CODE**

AUTO PROCESS SERVICE CHANGES
ENABLE INTEGRATION
LOCK BOX IMPORT FORMAT
LOCK BOX NON-MATCHING ACCOUNT
CUSTOMER PORTAL URL
CUSTOMER PORTAL PAST DUE TEXT
MAILCHIMP API KEY
MAILCHIMP LIST ID
SMS TASK DEFAULT USER
RO DISPOSAL REV %
CAMERA EXTERNAL ID
ACCOUNT CUSTOM SETTINGS CLASS
SITE CUSTOM SETTINGS CLASS
EXCLUDE FROM NAVU SALES
ADJUSTMENT 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 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

Pending Approval ⁵ | History

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

[Invoice Adjustment - Pending Approval and History](#)
