

Setup - Credit Request Processing

Last Modified on 05/26/2026 7:48 am PDT

The following setup must be complete to process a credit request on an invoice.

AR HISTORY

CURRENT	1-30 DAYS	31-60 DAYS	61-90 DAYS	91-120 DAYS	120+ DAYS	TOTAL
1,100.00	0.00	0.00	0.00	0.00	0.00	1,100.00

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

DATE	DUE DATE	PERIOD	SITE ID	TYPE	REFERENCE NO	AMOUNT	APPLIED AMOUNT	BALANCE
11/30/24	12/20/24	2024-11			903776	2,137.31		2,137.31
11/08/24	11/28/24	2024-11			903775	1,100.00		1,100.00

INVOICE ADJUSTMENT - 903776 - 11/30/24 - \$ 2,137.31 - CREATED BY ALIENA SOMERS ON 11/1/24 1:16 PM

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
11/01/24 - 11/30/24	49232001	Caribou Coffee		1	4 Yard Trash Service	\$ 103.92	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			Fuel Surcharge-Com...	\$ 18.92	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			AGUA DULCE CITY	\$ 0.19	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			CORPUS CHRISTI MTA	\$ 0.09	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			TEXAS STATE	\$ 1.18	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			AGUA DULCE CITY	\$ 1.04	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			CORPUS CHRISTI MTA	\$ 0.52	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/30/24	49232001	Caribou Coffee			TEXAS STATE	\$ 6.50	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
11/04/24	49232001	Caribou Coffee		1	AR Adjustment	\$ 2,000.00	\$ 0.00	\$ 0.00	\$ 0.00	-1000
11/30/24	49232001	Caribou Coffee		1	Paper Bill Fee - Com...	\$ 4.95	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
TOTAL										

POST

Permissions Required

Review the following permissions required specific to credit request processing and it's setup.

Permission ID	Permission Name	Description
41	View AR History	Necessary to view the Invoice Adjustment screen.
120	Setup \ System and Security	Necessary for Role Setup, Division Setup and Reason Code Setup screens.

332	Invoice Adjustments - Pending Approval and History	<p>Grants users permission to approve or deny pending invoice adjustments in the <i>Invoice Adjustment - Pending Approval and History</i> tool.</p> <div style="border: 1px solid #ccc; background-color: #fff9c4; padding: 10px; margin-top: 10px;"> <p>Only user's who's job responsibilities include approving/denying invoice adjustments should have this permission. Permission 332 is not required to create an adjustment request.</p> </div>
345	Apply Credit to Invoice	Grants users permission to adjust an an account's invoice.

Role Setup

Pathway: [Setup](#) > [System](#) > [Role](#)

In Role Setup, review each role that permits invoice adjustments or participates in the approval process for adjusted invoices. Additional details about Role Setup can be reviewed here: [Role Setup](#)

The screenshot displays the 'ROLE SETUP' interface. At the top, there is a blue header with a green plus icon. Below the header is a table with the following columns: ROLE ID, ROLE NAME, EDIT SERVICE PAST DAYS LIMIT, AUTOMATICALLY POST ADJUSTMENT LIMIT, and ADJUSTME. The table lists various roles such as 'Navusoft Admin and Support', 'Sales Manager', 'Sales Repres', 'Driver', 'Controller', 'Operations M', 'Administrato', 'Customer Se', 'Dispatcher', 'Billing Mgr', 'Customer Se', 'Crew/Labor', 'Driver-Assig', 'Helper-Assig', 'Technician-A', and 'test'. An 'ADD ROLE' modal is open in the foreground, containing the following fields: ROLE NAME (text input), EDIT SERVICE PAST DAYS LIMIT (dropdown menu with '7' selected), AUTOMATICALLY POST ADJUSTMENT LIMIT (dropdown menu), ADJUSTMENT APPROVAL LIMIT (text input with '0.00'), REFUND APPROVAL LIMIT (dropdown menu), MAX DEFAULT RATE DISCOUNT (dropdown menu), and ROLE DESCRIPTION (text area). A green 'SAVE' button is located at the bottom of the modal.

In Add/Update Role, the following settings are available for invoice adjustments. However, depending on your setup, both settings may not apply to the same role.

- **Automatically Post Adjustment Limit** - Sets the maximum amount a user can credit an invoice by without needing approval. If this field is empty, users will be able to credit and post any amount.
 - This setting only applies to the *Invoice Adjustment* screen in AR History.

- **Adjustment Approval Limit**- Sets the maximum amount a user with Permission **332** can approve for invoice adjustments on the Invoice Adjustment - Pending Approval and History screen.
 - This setting only applies to the *Invoice Adjustment - Pending Approval and History* screen in the Accounting module.

Reason Code Set Up

Pathway: *Setup > System > Reason Code*

In Reason Code Setup, create an 'Invoice Adjustment' reason code for each type of adjustment a user may qualify an adjustment under for an account. Additional details on reason codes can be reviewed here: [Reason Code Setup](#)

The screenshot displays the 'REASON CODE SETUP' interface. At the top, there is a dropdown menu for 'TYPE' set to 'Invoice Adjustment'. Below this is a table with columns: TYPE, LINE OF BUSINESS, REASON CODE, NAME, EXTERNAL ID, SALES RESULTS REPORT TYPE, and IS NEW OWNER. The table contains several rows of existing reason codes. Overlaid on the table is a modal window titled 'ADD REASON CODE' with the following fields: TYPE (set to 'Invoice Adjustment'), ID (empty), NAME (empty), EXTERNAL ID (empty), GL ACCOUNT (empty), and ACTIVE (set to 'Yes'). A 'SAVE' button is located at the bottom of the modal.

TYPE ↑	LINE OF BUSINESS	REASON CODE ↑	NAME	EXTERNAL ID	SALES RESULTS REPORT TYPE	IS NEW OWNER
Invoice Adjust...		123INVADJ	Inactive Invoice Adjustment		Temp / Seasonal	No
Invoice Adjust...		ADJ-TEST	Adjustment Test		Temp / Seasonal	No
Invoice Adjust...		BALWRT_OFF	Balance Write Off Test		Temp / Seasonal	No
Invoice Adjust...	Roll Off	COURTESY	Courtesy Credit		Temp / Seasonal	No
Invoice Adjust...		DAMAGE	Damage Credit		Temp / Seasonal	No
Invoice Adjust...					Temp / Seasonal	No
Invoice Adjust...					Temp / Seasonal	No
Invoice Adjust...					Temp / Seasonal	No

1. Navigate to *Setup > System > Reason Code*.
2. Click **+** in the top left corner of the Reason Code Setup screen.
 - This will open the Add Reason Code editor.
3. Select **Invoice Adjustment** from the Type drop down field.
4. Enter an **ID**. This displays under the Reason Code column in the Reason Code Setup screen.
5. Enter a **Name** that will display for selection when the user enters an adjustment.
6. Select a **GL Account** (if applicable) to record invoice adjustments.
7. Click **Save** when finished.

Related Articles

[Adjustment History and Pending Approval](#)

[View Details / Adjust Invoice](#)