

# Setup - Credit Request Processing

Last Modified on 02/26/2025 12:21 pm PST

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) | Search

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
<b>TOTAL</b>										

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 data-bbox="676 300 1385 555" style="border: 1px solid #ccc; background-color: #fff9c4; padding: 10px; margin: 10px 0;">  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. </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](#)

ROLE SETUP

+

ROLE ID	ROLE NAME	EDIT SERVICE PAST DAYS LIMIT	AUTOMATICALLY POST ADJUSTMENT LIMIT	ADJUSTME
1	Navusoft Admin and Support	99	\$ 100.00	
2	Sales Manager	7	\$ 100.00	
3	Sales Repres		\$ 4.00	
4	Driver		\$ 0.00	
5	Controller		\$ 0.00	
1000	Operations M		\$ 0.00	
1014	Administrat		\$ 500.00	
1015	Customer Se		\$ 15.00	
1016	Dispatcher		\$ 10.00	
1017	Billing Mgr		\$ 150.00	
1018	Customer Se		\$ 100.00	
1019	Crew/Labor/		\$ 0.00	
1020	Driver-Assig		\$ 0.00	
1021	Helper-Assig		\$ 0.00	
1022	Technician-A		\$ 0.00	
1023	test		\$ 80.00	

ADD ROLE

ROLE NAME

EDIT SERVICE PAST DAYS LIMIT

AUTOMATICALLY POST ADJUSTMENT LIMIT

ADJUSTMENT APPROVAL LIMIT

REFUND APPROVAL LIMIT

MAX DEFAULT RATE DISCOUNT

ROLE DESCRIPTION

SAVE

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 '+ TYPE' dropdown menu 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 entries, including '123INVADJ' for 'Inactive Invoice Adjustment' and 'ADJ-TEST' for 'Adjustment Test'. An 'ADD REASON CODE' modal is open in the foreground, showing fields for TYPE (set to 'Invoice Adjustment'), ID, NAME, EXTERNAL ID, GL ACCOUNT, and ACTIVE (set to 'Yes'), with a 'SAVE' button at the bottom.

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](#)