

Adjustment History and Pending Approval

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

The *Adjustment History and Pending Approval* screen is used to approve or reject invoice adjustments and maintain a history of each approval by time period. When a user has credited an invoice that exceeds their adjustment limit, the adjustment is placed in a pending status on the account for an authorized user to either approve or reject.

ADJUSTMENT HISTORY AND PENDING APPROVAL									
DIVISION <input type="text" value="All"/>									
Pending Approval 4 History									
DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER		
HOUSTON	<u>43177</u>	Example Account 1 Note: HOU- COMM ARREARS	554265	\$(50.00)	INV_PRICE	02/16/23	Lori Sheldt	Edit	<input checked="" type="checkbox"/> <input type="checkbox"/>
DAYTON	<u>31107</u>	Example Account 2 Note: DAY-ROLF BIWK	248879	\$(8.06)	COURTESY	02/16/23	Lori Sheldt	Edit	<input checked="" type="checkbox"/> <input type="checkbox"/>
HOUSTON	<u>43182</u>	Example Account 3 ... Note: HOU - COMM ARREARS	771569	\$(5.54)	COURTESY	02/16/23	Lori Sheldt	Edit	<input checked="" type="checkbox"/> <input type="checkbox"/>
DAYTON	<u>21732</u>	Example Account 4 Note: DAY - COMM MON ADV	795752	\$(97.86)	INV_PRICE	02/16/23	Lori Sheldt	Edit	<input checked="" type="checkbox"/> <input type="checkbox"/>

Permissions Required

The following Permission is required to use the *Invoice Adjustments - Pending Approval and History* tool.

Permission ID	Permission Name	Permission Description
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; padding: 10px; background-color: #fff9c4;">  Only user's who's job responsibilities include approving/denying invoice adjustments should have this permission. </div>

Logic

The following logic in Role Setup applies to this screen:

Role Setup: Adjustment Approval Limit

- Sets the maximum amount a user can **approve** an invoice adjustment by and limits the Pending Approval screen to only display adjustments that are less than or equal to that amount. If this field is left empty, no limit applies.
 - The logic for the approve button aligns with the Adjustment Approval Limit specified here. When a user approves an adjustment by selecting the check mark, they will be designated as the first or second approver, depending on the context.

Pending Approval Tab

Select the **Pending Approval** tab to review all pending invoice adjustment requests by division. This screen displays

details for each request, including the credit amount, reason, account information, and the submitting user. If an **Adjustment Approval Limit** is defined in [Role Setup](#), only adjustments within that limit will display approve/reject and edit options for the user.

Edit

Edit a pending adjustment using the available editing feature before final approval. This feature opens the same [Invoice Adjustment](#) popup editor screen used in AR History. However, the editing feature is disabled if the pending adjustment amount exceeds the user's approval limit set in Role Setup.

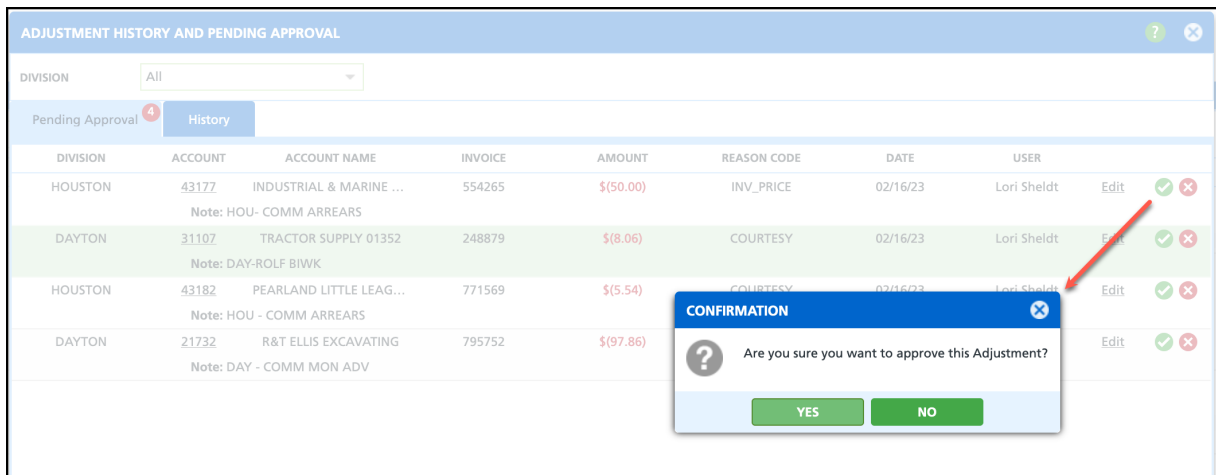
The screenshot displays the 'ADJUSTMENT HISTORY AND PENDING APPROVAL' screen. The main table lists pending adjustments with columns for Adjustment ID, Division, Account, Account Name, Invoice, Amount, Reason Code, Date, and User. Two adjustments are visible: ID 11369 for 'The Staple' and ID 11370 for 'Nothing Bundt Cakes'. The second adjustment has a total amount of \$(102.00). A red arrow points to the 'Edit' button for this record. A modal window is open, showing the details for the selected adjustment. The modal includes fields for Reason Code (Incorrect Price), Period (2024-06), and a Note field. Below these is a table with columns: DATE, SITE ID, SITE NAME, WO #, QUANTITY, DESCRIPTION, INVOICE AMOUNT, PREVIOUS ADJUSTMEN..., PENDING ADJUSTMEN..., REJECTED ADJUSTMEN..., and ADJUSTMENT AMOUNT. The ADJUSTMENT AMOUNT field is highlighted with a red box. At the bottom of the modal is a 'POST' button.

1. Select **Edit**, or **double-click** within the row of the record to display the Invoice Adjustment details screen.
2. Click within the **Adjustment Amount** field to enter a new credit amount. Credit amounts must be entered as a negative value.
3. Select **Post** when finished.

Approve

Select the green check mark icon to approve the adjustment request. If the adjustment amount is greater than the user's approval limit established in Role Setup, the approval button is hidden. After an invoice adjustment has been approved, the following will occur:

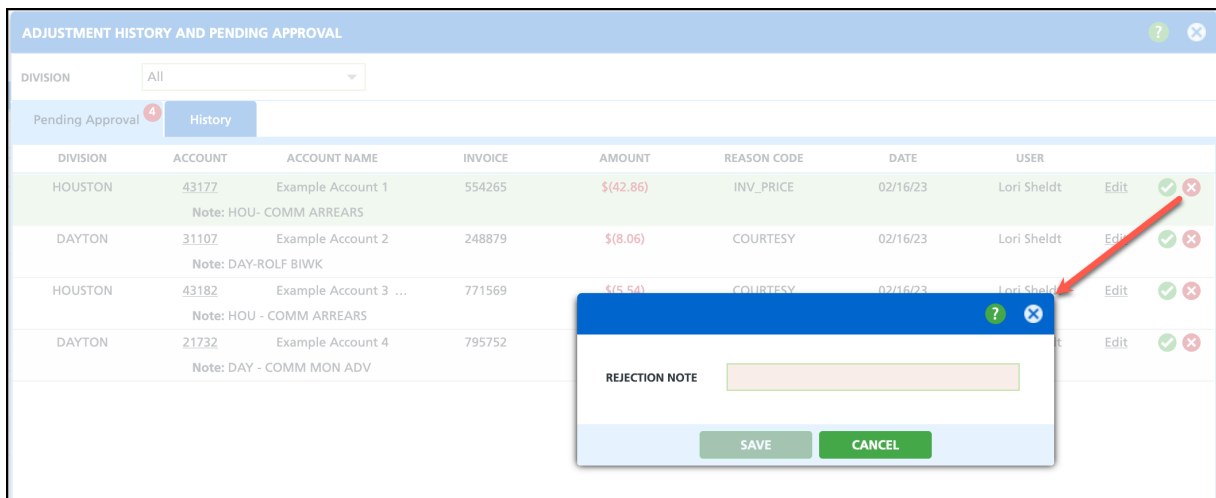
1. The invoice adjustment is removed from the Pending Approval screen.
2. The adjustment is recorded and displayed on the History screen.
3. The invoiced amount is reduced by the approved amount and displayed on the invoice, dependent on the invoice format used.



Reject

Select the red 'X' icon to reject the adjusted invoice amount. If the adjustment amount is greater than the user's approval limit established in Role Setup, the reject button is hidden. After an invoice adjustment has been rejected, the following occurs:

1. The invoice will no longer display on the Pending Approval screen.
2. The invoice will bill using the original invoiced amount.
3. The user who rejected the adjustment will be recorded on the History tab under the Approved By / Rejected By column.
4. In the account's AR History, the rejected amount will display under the "Rejected Adjustments" column of the "View Details / Adjust Invoice" screen.



Enforce Two Approval Requirement (Optional)

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.

ADD DIVISION

Details | Credit Card / ACH Processing | Inter-company | Addresses

ADJUSTMENT HISTORY AND PENDING APPROVAL

DIVISION: All

Pending Approval 5 | History

ADJUSTMENT ID	DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE
Count: 5					Total Amount:	\$(1,054.83)	
11369	QAWASTE	49055	The Staple	895348	\$(35.00)	INV_PRICE	06/11/24
11370	QAWASTE	49050	Nothing Bundt Cakes	895475	\$(102.00)	INV_PRICE	06/13/24
11374	QAWASTE	43358	888 CHINESE RESTAURANT	835066	\$(541.71)	COURTESY	06/17/24
Requires 2 Approvals - First Approval - Aliena Somers - Admin-NS (Admin) at 6/17/24 11:30 am							
11396	DAYTON	30622	PIZZA HUT	793759	\$(24.04)	COURTESY	08/09/24
Requires 2 Approvals - First Approval - David Navarro - Admin-NS (Admin) at 8/9/24 1:35 pm							
11386	QAWASTE	49096	Food4Less	901052	\$(352.08)	ADJ-TEST	07/19/24
Requires 2 Approvals - First Approval - Aliena Somers - Admin-NS (Admin) at 7/19/24 8:23 am							

LOGO URL: [Select Image...] **BROWSE...**

EXCLUDE FROM NAVU SALES: No

ADJUSTMENT AMOUNT REQUIRING 2 APPROVALS: 300.00

SAVE

History Tab

Use the History tab to view previous approvals or rejections of adjustments by Period and Division. Apply additional filters to narrow down the displayed information as needed.

ADJUSTMENT HISTORY AND PENDING APPROVAL											ACCOUNTING > INVOICE ADJUSTMENT - PENDING APPROVAL AND HISTORY	
DIVISION: All												
Pending Approval 6 History												
PERIOD	REASON CODE	SUBMITTED BY		APPROVED/REJECTED BY		STATUS						
Jun 2024	All	All		All		All		LOAD Search				
ADJUSTMENT ID	ACCOUNT	ACCOUNT NAME	SITE	SITE NAME	INVOICE	AMOUNT	REASON CODE	DATE	SUBMITTED BY	APPROVED BY/REJECTED BY		
Count: 4					Total Amount:		\$(240.92)					
11363	41902	Example Account 6			883844	\$(14.92)	Tax Credit	06/11/24	Isabel Navarro	Isabel Navarro at 6/11/24 7:37 am		
11367	49069	Hato Sushi			895483	\$(101.00)	Courtesy Credit	06/11/24	Test2 Dispatch...	PG 2 at 6/11/24 11:06 am Aliena Somers at 7/19/24 8:26 am		
11371	49050	Nothing Bundt Cakes			895345	\$(18.00)	Courtesy Credit	06/13/24	Test2 Dispatch...	Aliena Somers at 7/19/24 10:13 am		
11372	49053	Casa Madera West Hollyw...			895476	\$(107.00)	Incorrect Price	06/14/24	PG 2	PG 2 at 6/14/24 8:28 am Isabel Navarro at 6/21/24 10:51 am		

Related Articles

- [View Details / Adjust Invoice](#)
- [Role Setup](#)