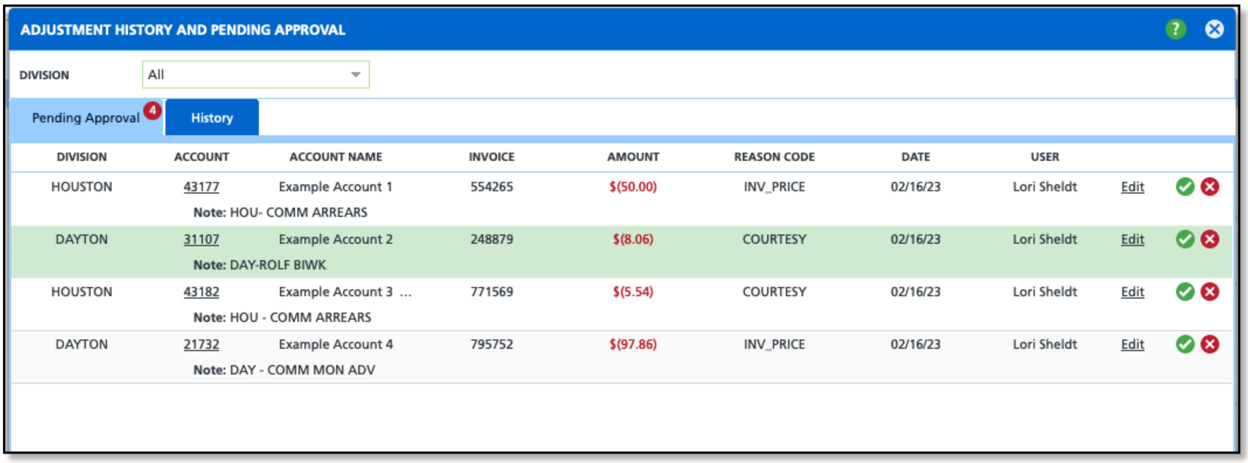
Adjustment History and Pending Approval

Last Modified on 03/04/2024 3:37 pm EST

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

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



DIVISION All

DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER		
HOUSTON	43177	Example Account 1	554265	$(50.00)	INV_PRICE	02/16/23	Lori Sheldt	Edit	✓ ✗
	Note: HOU- COMM ARREARS								
DAYTON	31107	Example Account 2	248879	$(8.06)	COURTESY	02/16/23	Lori Sheldt	Edit	✓ ✗
	Note: DAY-ROLF BIWK								
HOUSTON	43182	Example Account 3 ...	771569	$(5.54)	COURTESY	02/16/23	Lori Sheldt	Edit	✓ ✗
	Note: HOU - COMM ARREARS								
DAYTON	21732	Example Account 4	795752	$(97.86)	INV_PRICE	02/16/23	Lori Sheldt	Edit	✓ ✗
	Note: DAY - COMM MON ADV								

Permissions Required

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

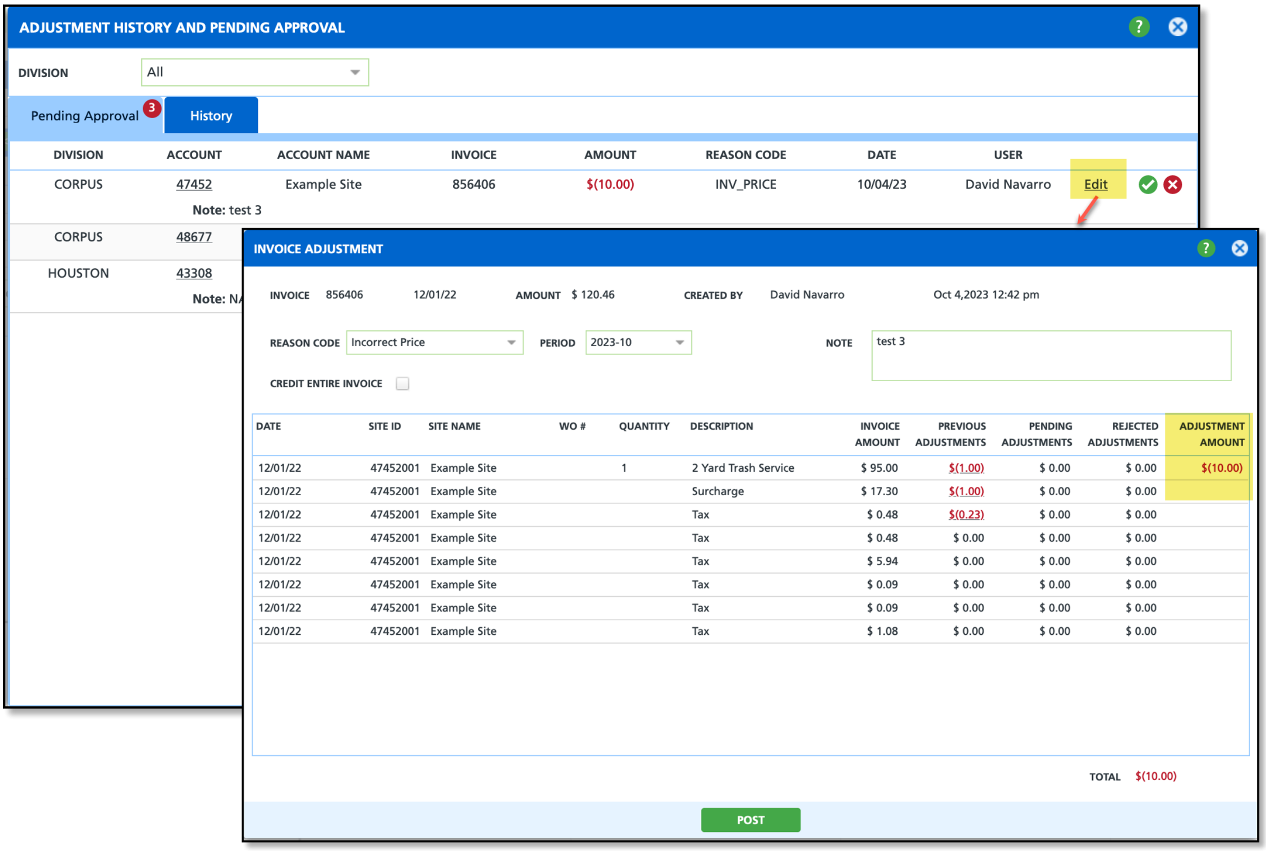
Permission ID	Permission Name	Permission Description
332	Invoice Adjustments - Pending Approval and History	Grants users permission to approve or deny pending invoice adjustments in the *Invoice Adjustment - Pending Approval and History*tool. Only user's who's job responsibilities include approving/denying invoice adjustments should have this permission.

Pending Approval Tab

Select the Pending tab to review all pending invoice adjustment requests by Division. This screen includes details for the request including the credit amount and reason as well as account information and the user who submitted the credit request.

Edit

Select the Edit option to edit the adjustment amount before marking it approved. Follow the steps outlined below to edit an adjustment amount.



DIVISION All

DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER
CORPUS	47452	Example Site	856406	$(10.00)	INV_PRICE	10/04/23	David Navarro
	Note: test 3						
CORPUS	48677						
HOUSTON	43308						
	Note: N						

INVOICE 856406 12/01/22 AMOUNT $ 120.46 CREATED BY David Navarro Oct 4,2023 12:42 pm

REASON CODE Incorrect Price

PERIOD 2023-10

NOTE test 3

CREDIT ENTIRE INVOICE ☐

DATE	SITE ID	SITE NAME	WO #	QUANTITY	DESCRIPTION	INVOICE AMOUNT	PREVIOUS ADJUSTMENTS	PENDING ADJUSTMENTS	REJECTED ADJUSTMENTS	ADJUSTMENT AMOUNT
12/01/22	47452001	Example Site		1	2 Yard Trash Service	$ 95.00	$(1.00)	$ 0.00	$ 0.00	$(10.00)
12/01/22	47452001	Example Site			Surcharge	$ 17.30	$(1.00)	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 0.48	$(0.23)	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 0.48	$ 0.00	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 5.94	$ 0.00	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 0.09	$ 0.00	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 0.09	$ 0.00	$ 0.00	$ 0.00	
12/01/22	47452001	Example Site			Tax	$ 1.08	$ 0.00	$ 0.00	$ 0.00	

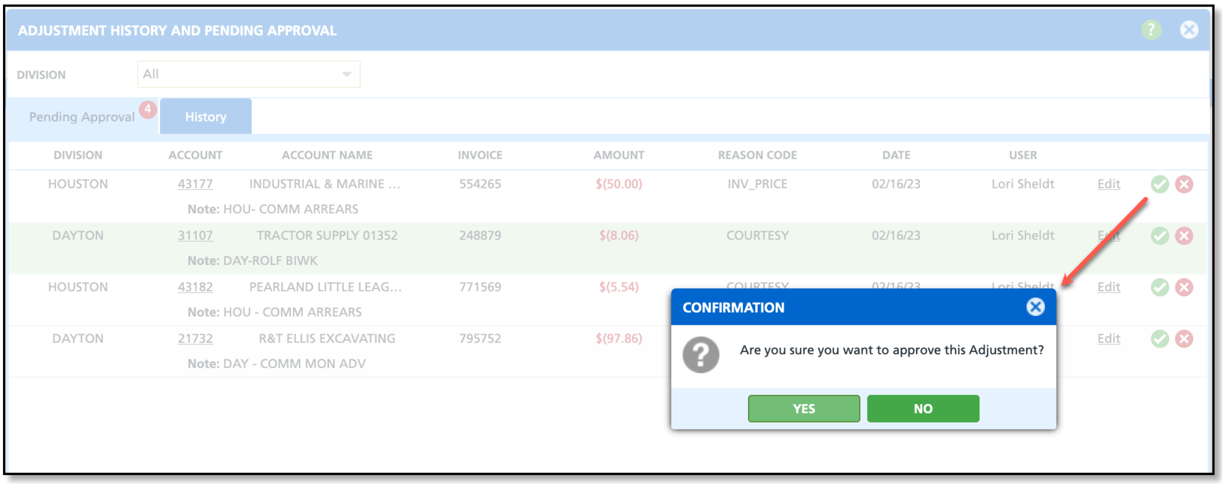
TOTAL $(10.00)

1. Select **Edit** to display the Invoice Adjustment 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. After an invoice adjustment has been approved, the following will occur:

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



DIVISION All

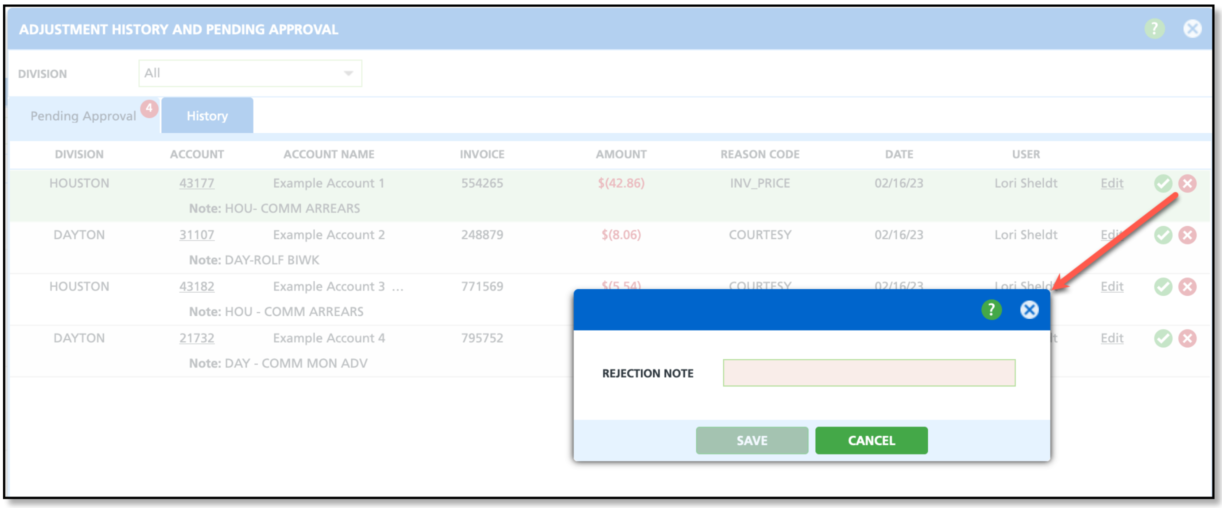
DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER
HOUSTON	43177	INDUSTRIAL & MARINE …	554265	$(50.00)	INV_PRICE	02/16/23	Lori Sheldt
	Note: HOU- COMM ARREARS						
DAYTON	31107	TRACTOR SUPPLY 01352	248879	$(8.06)	COURTESY	02/16/23	Lori Sheldt
	Note: DAY-ROLF BIWK						
HOUSTON	43182	PEARLAND LITTLE LEAG…	771569	$(5.54)	COURTESY	02/16/23	Lori Sheldt
	Note: HOU - COMM ARREARS						
DAYTON	21732	R&T ELLIS EXCAVATING	795752	$(97.86)			
	Note: DAY - COMM MON ADV						

Are you sure you want to approve this Adjustment?

Reject

Select the red 'X' icon to reject the adjusted invoice amount. After an invoice adjustment has been rejected, the following occurs:

1. The invoice will no longer display on the Pending tab's 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.



ADJUSTMENT HISTORY AND PENDING APPROVAL

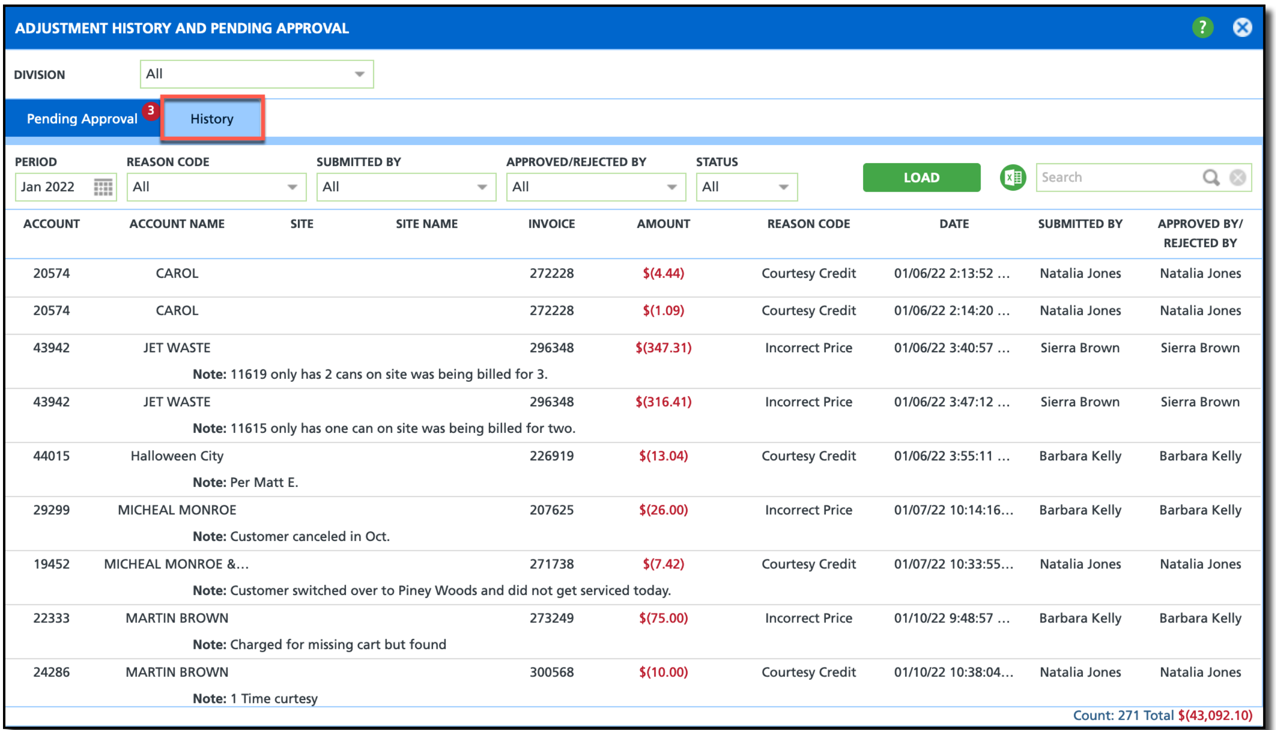
DIVISION: All

DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER	
HOUSTON	43177	Example Account 1	554265	$(42.86)	INV_PRICE	02/16/23	Lori Sheldt	Edit
		Note: HOU- COMM ARREARS						
DAYTON	31107	Example Account 2	248879	$(8.06)	COURTESY	02/16/23	Lori Sheldt	Edit
		Note: DAY-ROLF BIWK						
HOUSTON	43182	Example Account 3 …	771569	$(5.54)	COURTESY	02/16/23	Lori Sheld	Edit
		Note: HOU - COMM ARREARS						
DAYTON	21732	Example Account 4	795752					Edit
		Note: DAY - COMM MON ADV						

REJECTION NOTE

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

DIVISION: All

PERIOD: Jan 2022
REASON CODE: All
SUBMITTED BY: All
APPROVED/REJECTED BY: All
STATUS: All

ACCOUNT	ACCOUNT NAME	SITE	SITE NAME	INVOICE	AMOUNT	REASON CODE	DATE	SUBMITTED BY	APPROVED BY/ REJECTED BY
20574	CAROL			272228	$(4.44)	Courtesy Credit	01/06/22 2:13:52 …	Natalia Jones	Natalia Jones
20574	CAROL			272228	$(1.09)	Courtesy Credit	01/06/22 2:14:20 …	Natalia Jones	Natalia Jones
43942	JET WASTE			296348	$(347.31)	Incorrect Price	01/06/22 3:40:57 …	Sierra Brown	Sierra Brown
	Note: 11619 only has 2 cans on site was being billed for 3.								
43942	JET WASTE			296348	$(316.41)	Incorrect Price	01/06/22 3:47:12 …	Sierra Brown	Sierra Brown
	Note: 11615 only has one can on site was being billed for two.								
44015	Halloween City			226919	$(13.04)	Courtesy Credit	01/06/22 3:55:11 …	Barbara Kelly	Barbara Kelly
	Note: Per Matt E.								
29299	MICHEAL MONROE			207625	$(26.00)	Incorrect Price	01/07/22 10:14:16…	Barbara Kelly	Barbara Kelly
	Note: Customer canceled in Oct.								
19452	MICHEAL MONROE &…			271738	$(7.42)	Courtesy Credit	01/07/22 10:33:55…	Natalia Jones	Natalia Jones
	Note: Customer switched over to Piney Woods and did not get serviced today.								
22333	MARTIN BROWN			273249	$(75.00)	Incorrect Price	01/10/22 9:48:57 …	Barbara Kelly	Barbara Kelly
	Note: Charged for missing cart but found								
24286	MARTIN BROWN			300568	$(10.00)	Courtesy Credit	01/10/22 10:38:04…	Natalia Jones	Natalia Jones
	Note: 1 Time curtesy								

Count: 271 Total $(43,092.10)