

Role/Division (Setup) - Logic Updated for Invoice Adjustment Limit and Approval Limit (17607, 17740)

Last Modified on 01/16/2025 8:01 am PST

The rules for *Invoice Adjustment Limit*, *Adjustment Approval Limit*, and *Amount Requiring Two Approvals* have been updated to clarify which limit applies where.

Invoice Adjustment

Pathway: *Customer Service (screen) > AR History > View Details / Adjust Invoice*

The screenshot shows the 'AR HISTORY' interface with a pop-up window for 'INVOICE ADJUSTMENT - 903631 - 5/1/24 - \$ 10,265.10 - CREATED BY ALIENA SOMERS ON 1/6/25 12:04 PM'. The window includes a 'REASON CODE' dropdown set to 'Incorrect Price', a 'PERIOD' dropdown set to '2025-01', and a 'NOTE' field. Below this is a table of adjustments:

DATE	SITE ID	SITE NAME	WO #	QUANTITY	DESCRIPTION	INVOICE AMOUNT	PREVIOUS ADJUSTME...	PENDING ADJUSTME...	REJECTED ADJUSTME...	ADJUSTMENT AMOUNT
05/01/24	43358001	888 CHINESE RES...			TEXAS STATE	\$ 4.28	\$ 0.00	\$ 0.00	\$ 0.00	
03/01/23 - 03/31...	43358001	888 CHINESE RES...		1	6 Yard Trash Serv...	\$ 435.74	\$ 0.00	\$ 0.00	\$ 0.00	\$(400.00)
05/01/24	43358001	888 CHINESE RES...			BRAZORIA COUN...	\$ 2.18	\$ 0.00	\$ 0.00	\$ 0.00	\$(2.01)
05/01/24	43358001	888 CHINESE RES...			PEARLAND CITY	\$ 6.54	\$ 0.00	\$ 0.00	\$ 0.00	\$(6.02)
05/01/24	43358001	888 CHINESE RES...			TEXAS STATE	\$ 27.23	\$ 0.00	\$ 0.00	\$ 0.00	\$(25.05)
03/01/23 - 03/31...	43358001	888 CHINESE RES...		1	Enclosure	\$ 68.46	\$ 0.00	\$ 0.00	\$ 0.00	
05/01/24	43358001	888 CHINESE RES...			BRAZORIA COUN...	\$ 0.34	\$ 0.00	\$ 0.00	\$ 0.00	
05/01/24	43358001	888 CHINESE RES...			PEARLAND CITY	\$ 1.03	\$ 0.00	\$ 0.00	\$ 0.00	
05/01/24	43358001	888 CHINESE RES...			TEXAS STATE	\$ 4.28	\$ 0.00	\$ 0.00	\$ 0.00	
04/01/23 - 04/30...	43358001	888 CHINESE RES...		1	6 Yard Trash Serv...	\$ 435.74	\$ 0.00	\$ 0.00	\$ 0.00	
05/01/24	43358001	888 CHINESE RES...			BRAZORIA COUN...	\$ 2.18	\$ 0.00	\$ 0.00	\$ 0.00	
05/01/24	43358001	888 CHINESE RES...			PEARLAND CITY	\$ 6.54	\$ 0.00	\$ 0.00	\$ 0.00	
TOTAL										\$(433.08)

A 'POST' button is visible at the bottom of the window.

Logic Update

In the Invoice Adjustment screen of AR History, invoice adjustments will only use the following two settings in Role and Division setup:

- 1. Role Setup: Automatically Post Adjustment Limit**
 - Sets the maximum amount a user can post for an invoice adjustment. If this field is left empty, no limit applies. If an entered adjustment meets or exceeds this value, a message will notify the user of the limit, and the adjustment will not be posted.
- 2. Division Setup: Adjustment Amount Requiring 2 Approvals**
 - Requires 2 approvals for posted adjustments that are equal to or greater than the amount entered here. If a user enters an adjustment within the posting limits defined in Role Setup and meets or exceeds this threshold, the post option will be available. However, a notification will alert the user that two approvals are required before posting. The second approval is captured in *Accounting > Invoice Adjustment - Pending Approval and History*.

Adjustment History and Pending Approval

Pathway: Accounting > Invoice Adjustment - Pending Approval and History



Logic updates here also extended to the [Pre-Billing Workflow's Pending Approval Adjustments](#) screen in Accounting > Billing.

ADJUSTMENT HISTORY AND PENDING APPROVAL								ACCOUNTING > INVOICE ADJUSTMENT - PENDING APPROVAL AND HISTORY	
ADJUSTMENT ID	DIVISION	ACCOUNT	ACCOUNT NAME	INVOICE	AMOUNT	REASON CODE	DATE	USER	
Count: 6				Total Amount:	\$(1,960.27)				
11428	CORPUS	33246	WASTE MGMT - HEB ST...	837056	\$(102.07)	COURTESY	11/06/24	Matthew Van ...	Edit ✓ ✗
Requires 2 Approvals Note: notes									
11370	QAWASTE	49050	Nothing Bundt Cakes	895475	\$(90.00)	INV_PRICE	06/13/24	Test2 Dispatch...	Edit ✓ ✗
11473	HOUSTON	48465	RUBICON	899734	\$(898.04)	WRITE_OFF	12/17/24	Aliena Somers ...	Edit ✓ ✗
Requires 2 Approvals									
11453	QAWASTE	49101	IKEA	900159	\$(85.00)	ADJ-TEST	11/25/24	David Navarro ...	Edit ✓ ✗
11386	QAWASTE	49096	Food4Less	901052	\$(352.08)	ADJ-TEST	07/19/24	Aliena Somers ...	Edit ✓ ✗
Requires 2 Approvals - First Approval - Aliena Somers - Admin-NS (Admin) at 7/19/24 8:23 am									
11485	QAWASTE	43358	CHINESE CORPORATE	903631	\$(433.08)	INV_PRICE	01/06/25	Aliena Somers ...	Edit ✓ ✗
Requires 2 Approvals									

Logic Update

The following logic was updated to the Adjustment History and Pending Approval screen:

1. Role Setup: Adjustment Approval Limit

- Sets the maximum amount a user can **approve** an invoice adjustment by and hides the approve, deny, and edit options for pending adjustments on the Adjustment History and Pending Approval screen if the adjustment exceeds the user's approval limit set here.

- The logic for the approve button has been updated to align 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.

2. **Division Setup: Adjustment Amount Requiring 2 Approvals**

- Requires 2 approvals for posted adjustments that are equal to, or greater than the amount entered here. If no value is entered, this requirement does not apply.

UPDATE DIVISION

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

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: []

LOGO URL: Select Image... **BROWSE...** [View](#)

UPDATE DIVISION Settings:

- AUTO PROCESS SERVICE CHANGES: All
- LOCK BOX IMPORT FORMAT: Legacy Payment Import 1
- LOCK BOX NON-MATCHING DEFAULT ACCOUNT: []
- CUSTOMER PORTAL URL: []
- CUSTOMER PORTAL PAST DUE TEXT: Your Account is Past Due
- MAILCHIMP API KEY: []
- MAILCHIMP LIST ID: []
- SMS TASK DEFAULT USER: []
- RO DISPOSAL REV %: 0.00
- CAMERA EXTERNAL ID: []
- ACCOUNT CUSTOM SETTINGS CLASS: iPG Custom
- SITE CUSTOM SETTINGS CLASS: Site Custom Settings
- EXCLUDE FROM NAVU SALES: No
- ADJUSTMENT AMOUNT REQUIRING 2 APPROVALS: 300.00
- REFUND AMOUNT REQUIRING 2 APPROVALS: []
- CANCELLATION REQUEST AMOUNT REQUIRING 2 SAVE ATTEMPTS: []