AR.08 – Update a Customer’s AR Balance

**Department Admin**
- Receive request from customer

**Central Finance Accounting User**
- Receive request from customer
  - Grants/Correct
  - Direct customer to appropriate department contact
  - Access the invoice and create a line adjustment for the appropriate amount
  - Review customer’s request for an updated AR balance
  - Negative Adjustment?
    - Yes: Refund customer?
      - Yes: Issue refund from receipt
      - No: End
    - No: End
  - In approval range?
    - Yes: Notify approver(s) to review transaction
    - No: End

**Adjustment Approver**
- Notify adjustment preparer
  - Reject adjustment with comments
  - Approve with comments
  - Request Additional Info
    - Request additional info and add comments
  - Approve?
    - Yes: Access transaction adjustment from billing dashboard
    - No: End
  - Update customer account balances
  - Refund customer?
    - Yes: Issue refund from receipt
    - No: End

**Comments**
- Decreases to the customer’s AR balance must begin with a negative sign.
- Comments must be entered to justify the adjustment.
- Request must include customer information, invoice information, adjustment amount, and reason for adjustment.
- Dollar Thresholds are configured in AR:
  - Senior Accountant: Approval up to $1M.
  - Controller, Assistant Controller up to $50M.
  - OCGA Accountants: Approval up to $1B.