Credit Notes Inbox

Module Guide: Credit Notes Inbox

Module Location

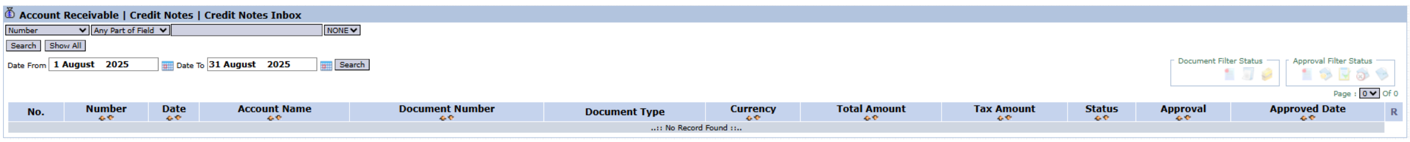
Accounts Receivable > Credit Notes > Credit Notes Inbox

Module Objective

The **Credit Notes Inbox** module serves as the approval center for all Credit Note documents that have been created and submitted. This module is used by a superior or manager who is authorized to conduct a final review before the Credit Note is officially posted and reduces a customer's receivable balance.

1. Main View (Credit Note List)

The main page of this module is an "inbox" that displays all Credit Notes requiring your action.



View Explanation

This page provides a summary of all Credit Notes that are awaiting approval.

- **Filters**: You can search for a specific Credit Note by its document number (**Number**) or a date range (**Date From / Date To**). You can also filter by **Document Filter Status** and **Approval Filter Status**.

- **Request List**: The table below will display all Credit Notes awaiting action. The table currently shows "...No Record Found...".

Column Explanation

- **Number / Document Number**: The unique number of the submitted Credit Note document.

- **Date**: The date the Credit Note was created.

- **Account Name**: The name of the customer associated with the Credit Note.

- **Total Amount**: The total value of the Credit Note.

- **Status / Approval**: Icons that indicate the document's status and the approval process status.

2. Approval Process Steps

The following is the standard workflow for an approver.

Step 1: Access the Inbox

Open the **Credit Notes Inbox** module to see the list of Credit Notes that require approval.

Step 2: Review the Credit Note Details

Click on one of the rows in the table to open its detail view. In the detail view, you can check all the information that has been input, such as the details of returned goods, prices, and the reason for the Credit Note's creation.

Step 3: Provide Approval

After you open and review the Credit Note details in Step 2, you will find the buttons to grant approval (e.g., **"Approve"** or **"Reject"** buttons) **within that detail page**. Click the appropriate button to complete the review process.

3. Workflow & Integrated Business Process

This module is an important part of the internal control workflow.

1. **Submission**: A user (e.g., AR staff) creates an entry in the **Credit Notes** module and clicks **[Confirm]**.
2. **Entering the Queue**: The confirmed Credit Note automatically enters the queue in this **Credit Notes Inbox** module.
3. **Review & Approval**: A manager or approver opens this module, reviews, and provides approval from within the detail page.
4. **Finalization**: After approval, the Credit Note becomes an official document, reduces the customer's receivable balance, and is ready for further processing.

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