Direct Sales Return Inbox

Module Guide: Direct Selling Sales Return Inbox

Module Location

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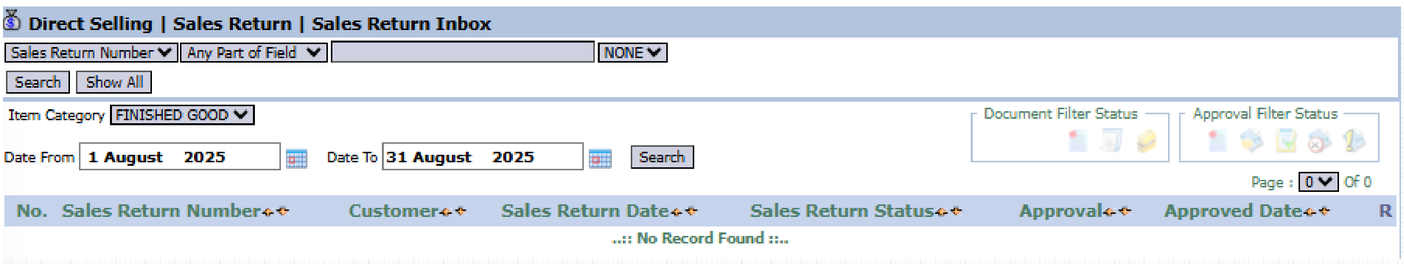
Module Objective

The **Direct Selling Sales Return Inbox** module serves as the approval center for all **Sales Return** documents that originate from the direct selling channel. This module is used by a superior or manager to conduct a review and provide approval before the return is processed further, such as with a stock adjustment or the issuance of a credit note.

1. Main View (Return List)

The main page of this module is an "inbox" that displays all Direct Selling Sales Return documents requiring your action.



View Explanation & Filters

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

- **Filters**: You can search for a specific return by **Sales Return Number**, **Item Category**, or a date range (**Date From / Date To**).

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

Column Explanation

- **Sales Return Number**: The unique number of the submitted Sales Return document.

- **Customer**: The name of the customer making the return.

- **Sales Return Date**: The date the return document was created.

- **Sales Return 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 **Direct Selling Sales Return Inbox** module to see the list of returns that require approval.

Step 2: Review the Return 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 the returned products, the quantity, and the reason for the return.

Step 3: Provide Approval

After you open and review the return 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

1. **Submission**: A user creates a document in the **Direct Selling Sales Return** module and clicks **[Confirm]**.

2. **Entering the Queue**: The confirmed return automatically enters the queue in this **Direct Selling Sales Return Inbox** module.

3. **Review & Approval**: A manager or approver opens this module, reviews, and provides approval.

4. **Further Processing**: After approval, the return document becomes the valid basis for the **Warehouse team to receive the goods back** and for the **Accounting team to process the necessary financial adjustments** (e.g., a Credit Note).

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