Review the Customer Change History Report

How to Review the Customer Change History Report in Muhasib ERP

Overview

This guide will help you identify when, how, and by whom a customer master record changed.

You get an audit trail or a focused gap where a change is not logged.

Who can do this

You need access to Customer Change History Report and authorized customer/user scope.

Before you start

Have customer, suspected date range, changed field/value, user, or business incident.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Sales & Customers → Customer Change History Report.

Review the Customer Change History Report

Step 1: Set company and date range

Step 2: Filter by customer/user/field where supported

Step 3: Review old value, new value, timestamp, and user

Step 4: Compare with current customer master

Step 5: Correlate with source evidence and User Activity

Step 6: Preserve filtered output for authorized review

Check your work

History sequence explains the current customer value and agrees with authorized evidence.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Absence from this report does not prove no change occurred.
- Protect personal data in exported history.

Related guides

- Create a Customer
- Review User Activity
- Correct or Reverse a Customer or Agent Transaction

What to do next

> **Create a Customer**.

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