Review the Service Staff Recovery Report

How to Review the Service Staff Recovery Report in Muhasib ERP

Overview

This guide will help you analyze amounts attributed as recoveries to service staff and trace them to source transactions.

You get an explained recovery total without assuming it is commission or cash collected until verified.

Who can do this

You need access to Service Staff Recovery Report and authorized staff/sales/payment scope.

Before you start

Confirm the deployment's definition of recovery, period, staff, locations, source transaction types, and expected controls.

> 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 → Service Staff Recovery Report.

Review the Service Staff Recovery Report

Step 1: Set company, dates, locations, and staff

Step 2: Generate the report

Step 3: Identify each recovery row's transaction type, reference, customer, and amount

Step 4: Confirm sign and status treatment

Step 5: Drill to source sale/payment

Step 6: Compare staff totals with related staff and payment reports

Check your work

Representative rows compare and confirm to source transactions and the product-owner-confirmed recovery definition.

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

If something goes wrong

- Do not use this report operationally until “recovery” is defined for the target deployment.
- Check staff assignment and payment status.

Related guides

- Review the Service Staff Sales Summary Report
- Review the Invoice-Wise Service Staff Report
- Review Payment Channels and Transaction Summaries

What to do next

> **Review the Service Staff Sales Summary Report**.

Revision #0
Created 2026-09-04 09:20:56 UTC by Shah Rukh Saeed
Updated 2026-09-07 10:14:00 UTC by Shah Rukh Saeed