Correct or Reverse a Customer or Agent Transaction

Correct or Reverse a Customer or Agent Transaction

Overview

This guide will help you correct an allowed customer or commission-agent transaction with a traceable audit trail.

Muhasib updates or reverses the record and its dependent balances according to transaction rules.

Who can do this

You need access to Update/reverse permission for the transaction type and affected accounting period.

Before you start

Identify the original record, error, correct values, downstream allocations, period status, evidence, and approver.

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

Where to find it

Open the relevant customer or agent transaction list and locate the original document.

Correct or Reverse a Customer or Agent Transaction

Step 1: Open the original transaction by document number

Step 2: Review allocations, references, ledger entries, and later dependencies

Step 3: Use Update only for fields the application permits without changing

Use Update only for fields the application permits without changing economic substance.

Step 4: Use the approved reverse/cancel action when amount, party, account, or

Use the approved reverse/cancel action when amount, party, account, or posting is wrong.

Step 5: Enter reason and approval reference

Step 6: Create the corrected replacement once if required

Check your work

Confirm original status, reversal/correction link, replacement record, customer/agent ledger, allocations, and general ledger.

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

If something goes wrong

- Never hide an error with an undocumented offset.

- Resolve closed-period and downstream-allocation constraints through authorized accounting procedure.

Related guides

- Receive a Customer Payment
- Pay or Refund a Customer
- Pay a Commission Agent

What to do next

> **Receive a Customer Payment**.

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