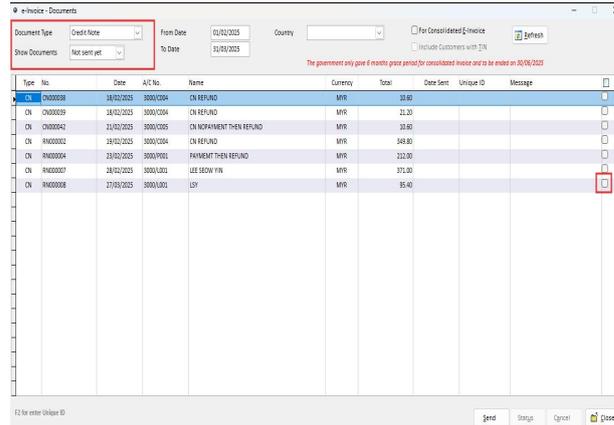
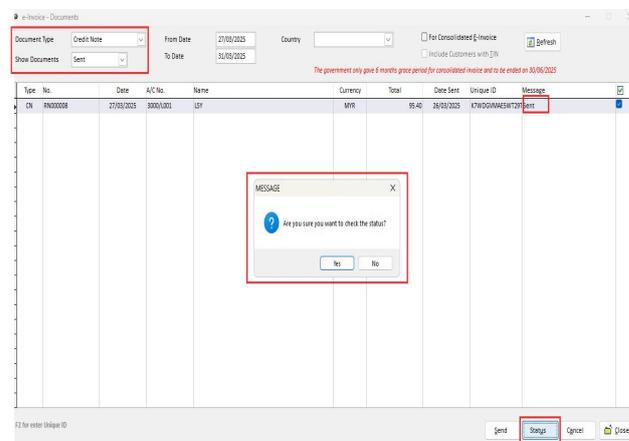


How does the system process a return and refund request from the customer?



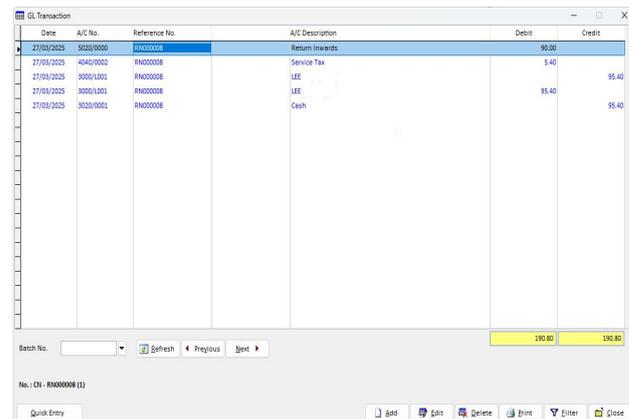
Step 4: Select Credit Note and not sent yet. Tick the refund that you want submit it to IRBM for validation and click send.



Step 5: Under 'Show Documents,' select 'Sent.'

You will see a message displaying 'Sent.' Then, click on 'Status'.

If the upload to the MyTax portal is successful, the message will change to 'Validate'



System will automatically generate a journal for the refund and display at GL transaction