CA CloudDesk®

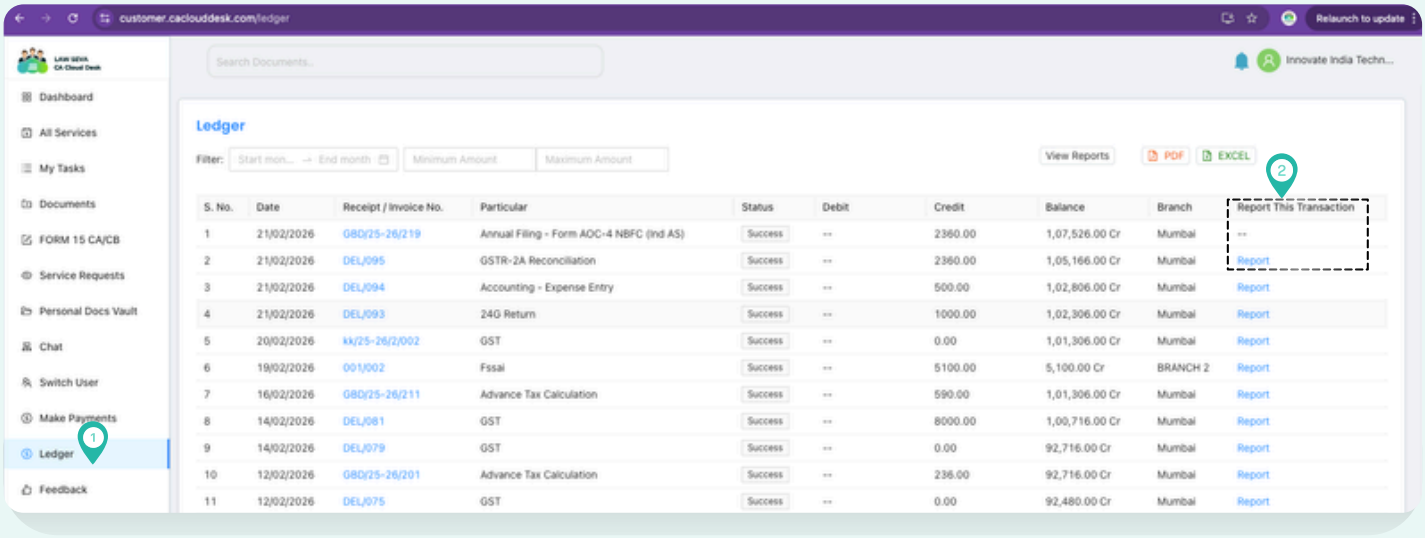
Reported Transaction

CA CloudDesk

Step 1: Login Customer portal

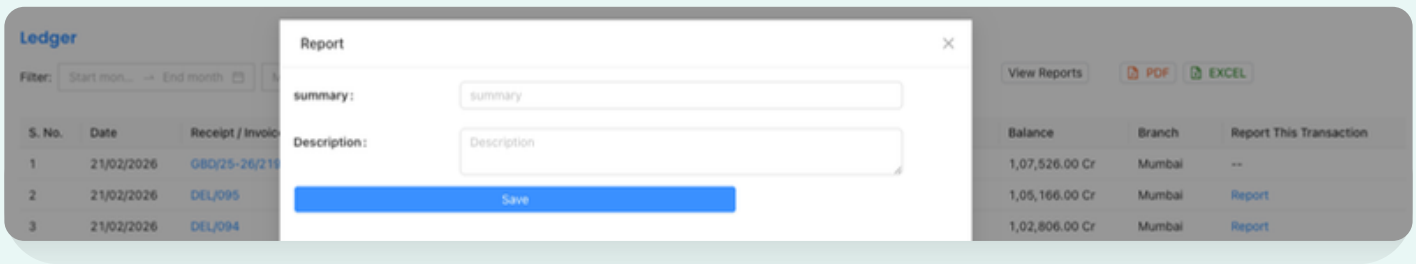
Go to Ledger → Report this Transaction

1. Click on Ledger.
2. Click on Report this Transaction.



Step 2: Report Transaction

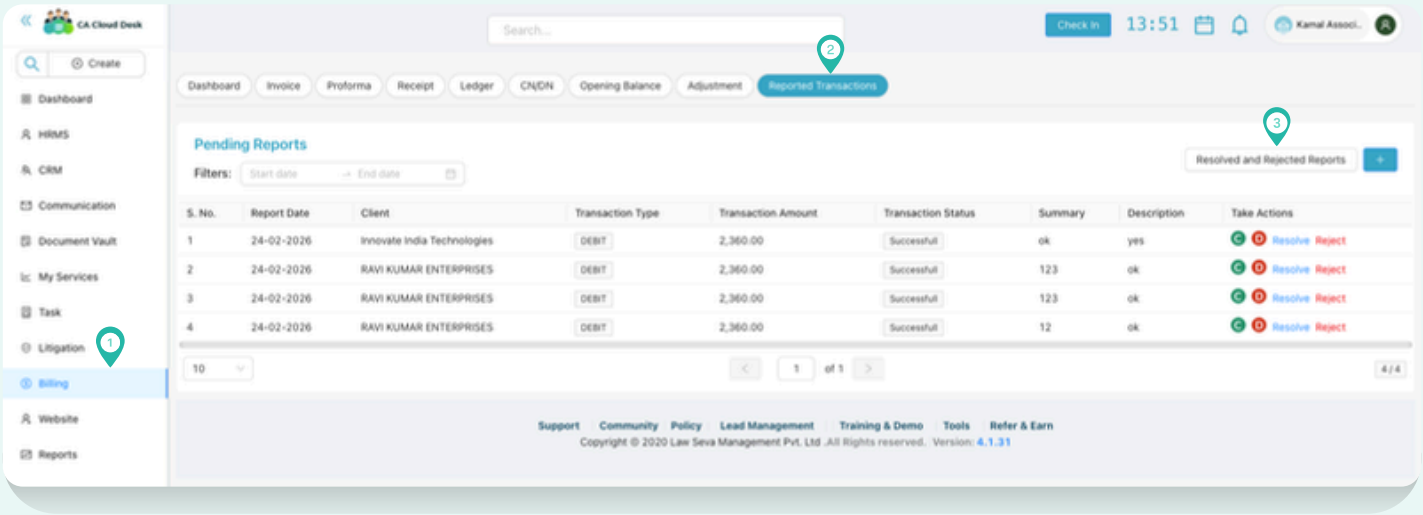
Report Transaction by writing Summary and description for the given Transaction.



STEP 3: OPEN BILLING MODULE

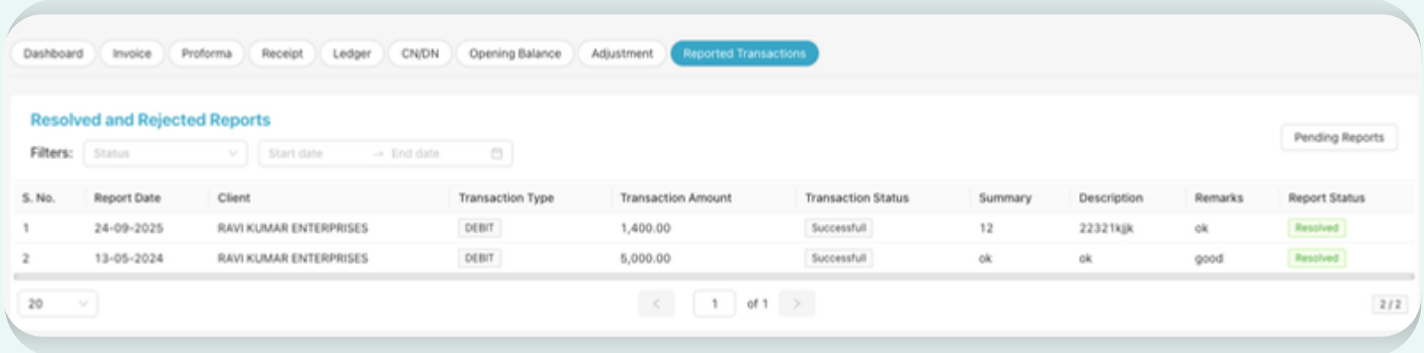
Go to Billing → Reported Transaction and click on the ➕ (Plus) icon to add a new ledger adjustment.

1. Click on Billing.
2. Click on Reported Transactions.
3. Click on Resolved & Rejected .



STEP 4: VIEW PENDING REPORTS

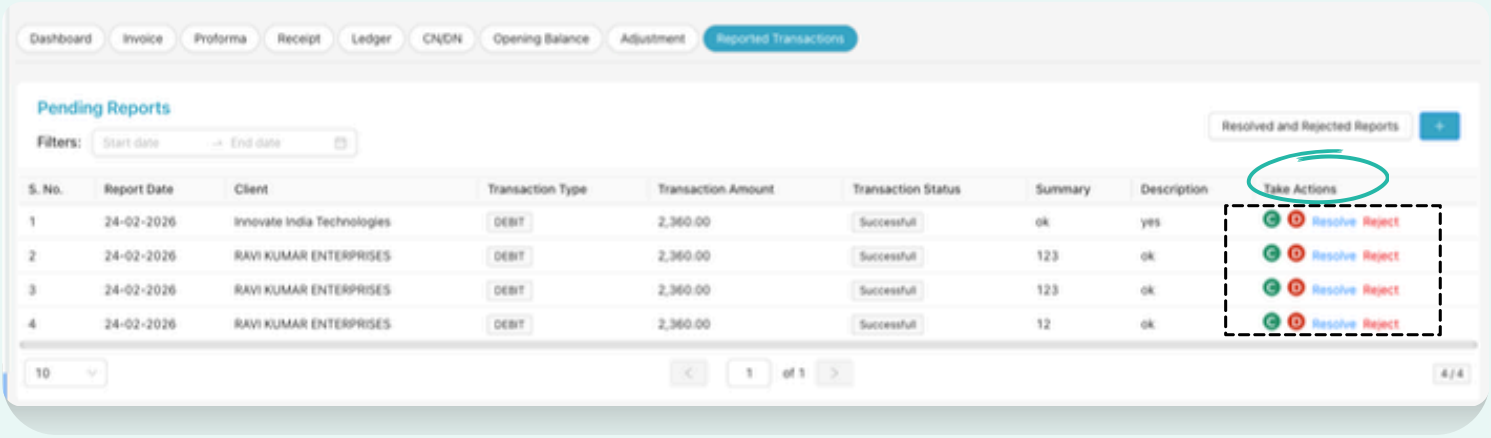
- The Pending Reports section shows all transactions reported by clients that require action.
- Use the Date Filter to narrow records by a specific period.



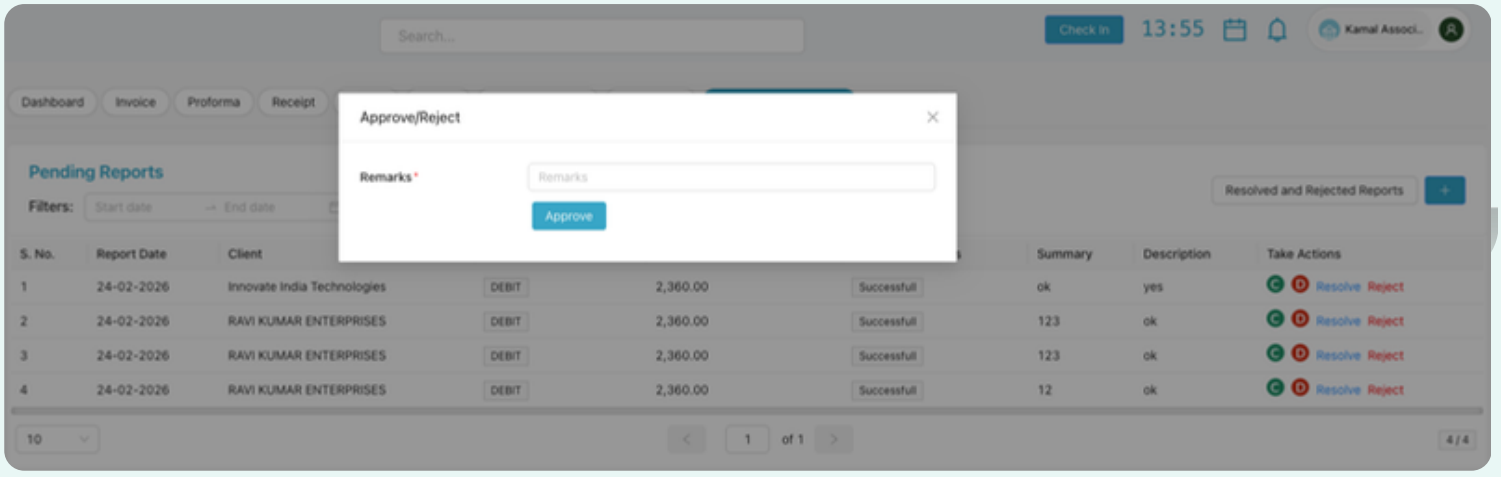
STEP 5: TAKE ACTION ON A REPORT

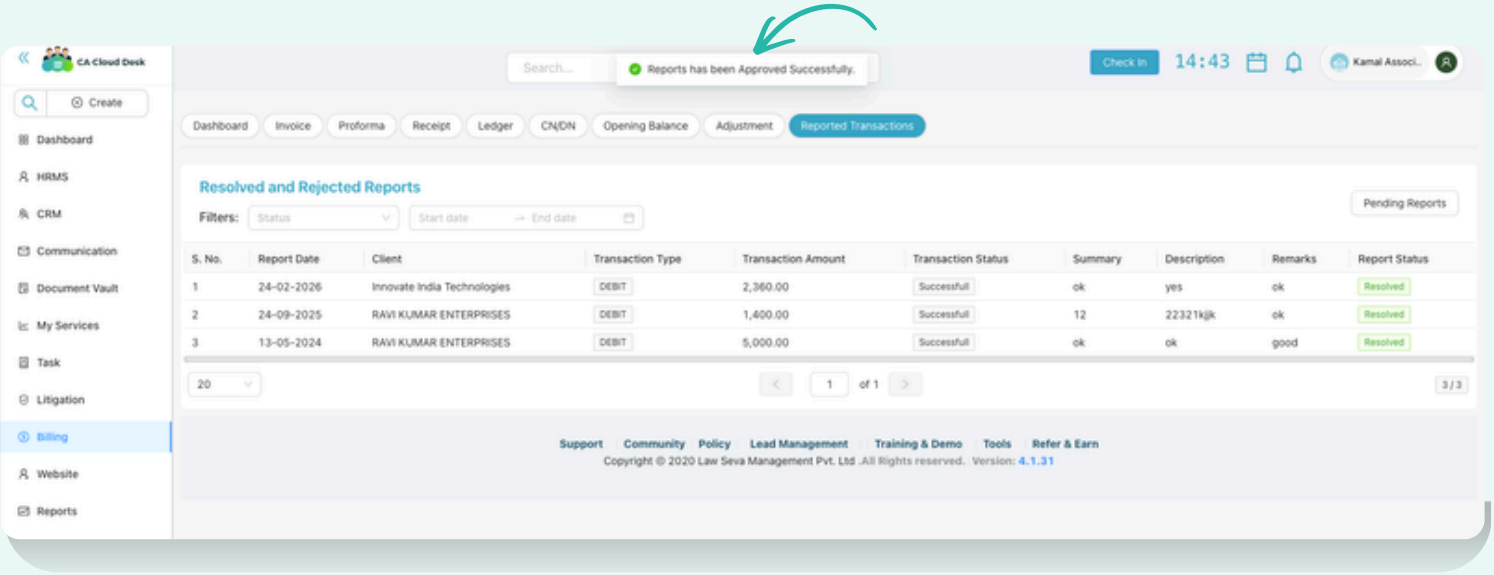
From the Take Actions column, you can:

- Resolve the reported transaction
- Reject the reported transaction



From Take Actions, you can Resolve or Reject the Transaction by writing the suitable remarks and also create credit and Debit Note as per the requirement.



Step 6: Approval or Rejection pop up

After Successfully approving or rejecting the transaction a message will appear.