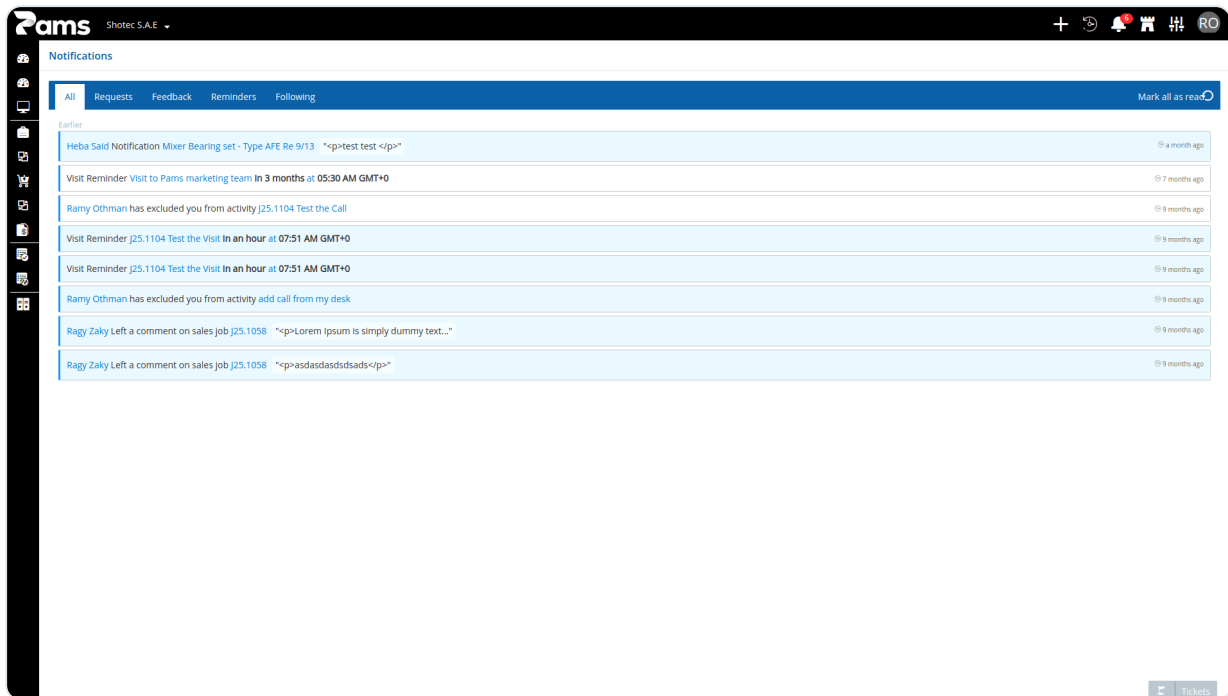


Notifications

July 31, 2026

Notifications

Applications > Notifications

Notifications

Overview

Use Notifications to review notification-related items, attach supporting files when required, and acknowledge completion. This feature is relevant to users who need to retain documentation with a notification, including Sales representatives, Project managers, Purchasing officers, Warehouse managers, Finance accountants, and Accounts receivable/payments officers.

The available actions on the Notifications screen support file attachment and confirmation. Use the available ticket-related action only when it is appropriate to the notification you are handling.

Workflow

1. Open the Notifications workspace and review the actions available for the notification you need to handle.

The screen provides **all**, **Tickets**, **Attach**, and **Ok**. No status field or separate lifecycle stages are displayed, so complete the notification using the actions required for its current context.

Note: The Notifications screen does not display a separate record status. Treat **Ok** as the completion or acknowledgement action only after you have reviewed the notification and added any required supporting file.

2. Decide whether the notification requires supporting documentation.
 - If no document is required, proceed to the acknowledgement decision in step 4.
 - If you must include a document, select **Attach** to add it to the notification.

3. Add the required file before acknowledging the notification.

After selecting **Attach**, use the **files[]** field to provide the file or files that must be retained with the notification. Confirm that the intended document has been selected before continuing.

Use files that are relevant to the business activity, such as supplier pricing received for an RFQ, a purchase-related document for a buyout, a delivery or stock document, a QC-related file, or a finance-related supporting document.

Tip: Use a clear file name before attaching a document. A meaningful file name makes it easier for other users to identify supporting material when reviewing the notification later.

4. Decide whether the notification is ready to be acknowledged.
 - If the notification is complete and all required files have been attached, select **Ok**.
 - If you still need to obtain or verify documentation, do not select **Ok** yet. Complete the required review or attachment first.
 - If the notification requires ticket-related handling, select **Tickets** as appropriate for the item being processed. The screen does not provide additional field

guidance for this action, so use it according to your organisation's notification process.

5. Use **all** when you need to return to the complete available notification view.

This action is available on the Notifications screen alongside **Tickets**, **Attach**, and **Ok**. Use it to return to the general notification context before selecting or completing another item.

Warning: Do not acknowledge a notification with **Ok** before attaching required supporting files. Once you have confirmed the item, another user may assume that the notification has been fully reviewed.

Examples

A Purchasing officer receives a notification that supplier documentation must be retained for a project buyout.

1. The Purchasing officer opens Notifications and reviews the available actions.
2. Because the supplier document must be retained with the notification, the officer selects **Attach**.
3. In **files[]**, the officer selects the file `RFQ-2026-0148-Supplier-Quotation.pdf`. The file name identifies the RFQ reference and the document type, making it suitable for later review by the Project manager or Finance accountant.
4. The officer confirms that the selected file is the supplier quotation required for the buyout. The notification now contains the necessary supporting document.
5. The officer selects **Ok** to acknowledge the completed notification.

The notification has been handled with its supporting file attached and its acknowledgement completed.

Tips

Tip: Attach documents before selecting **Ok** whenever the notification requires evidence, correspondence, quotations, or other supporting material.

Note: Use **Tickets** only for notifications that require ticket-related handling. The available screen information does not define ticket fields or ticket states.

Warning: Avoid attaching unrelated files. The **files[]** field should contain only documents relevant to the notification being processed.

Troubleshooting

Symptom	Likely cause	Fix
You need to retain a document but have not added it to the notification.	The attachment action has not been used.	Select Attach , then add the required document in files[] before selecting Ok .
You are not ready to acknowledge the notification.	Supporting information or a required file is still missing.	Do not select Ok . Complete the review or attach the required file first.
You need to handle a ticket-related item but cannot identify additional ticket details on this screen.	The Notifications screen provides Tickets but does not display ticket fields or guidance.	Select Tickets only according to your organisation's established process; do not assume a ticket status or action that is not displayed.
You need to return to the general notification view.	You are working in a specific notification context.	Use all to return to the complete available notification view.

Related pages

- [Notifications — Overview](#)
- [Notifications — Learning Path](#)