



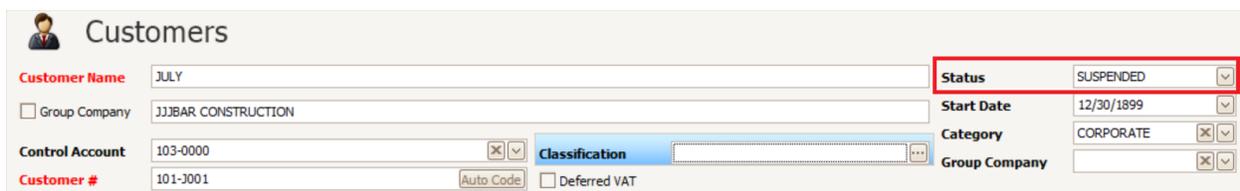
MESSAGE PROMPT WHEN CREATING TRANSACTION AND CUSTOMER HAS BEEN SUSPENDED

Problem Scenario:

There are instances that an information window will prompt when Customer called in transactions such as Quotation, Sales Order, Sales Invoice, Delivery Orders, and Invoices:



This is because the customer status has been tagged as Suspended in the Customer Maintenance:

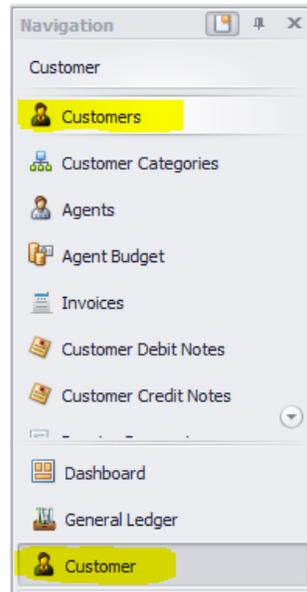


The image shows a screenshot of the "Customers" maintenance form. The form contains several fields and controls:

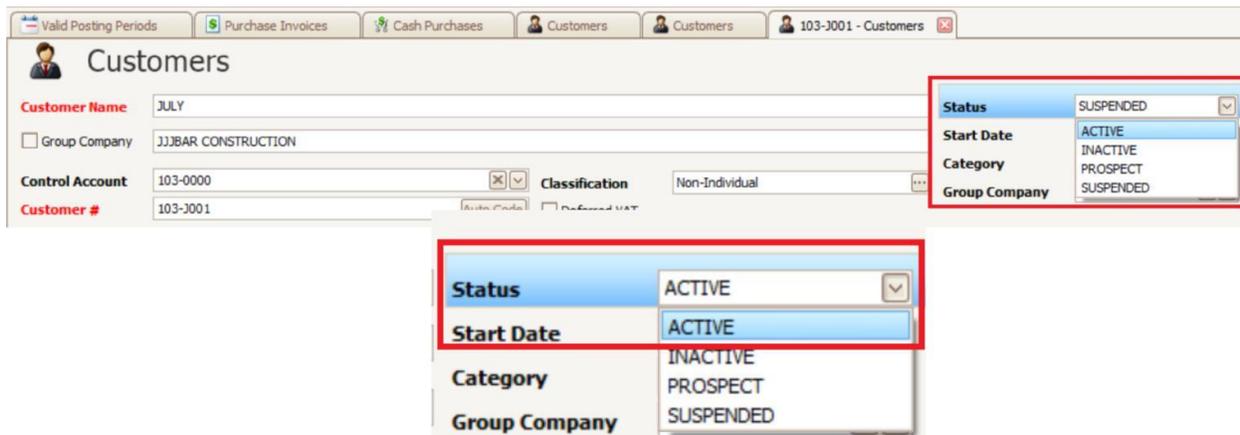
- Customer Name:** JULY
- Group Company:** JJJBAR CONSTRUCTION
- Control Account:** 103-0000
- Customer #:** 101-3001
- Classification:** [Dropdown menu]
- Deferred VAT:**
- Status:** SUSPENDED (highlighted with a red box)
- Start Date:** 12/30/1899
- Category:** CORPORATE
- Group Company:** [Dropdown menu]

Resolution:

To set the Customer as Active, go in Navigation Pane > Customer > Customers



Under **Customers** > Search for the suspended customer and notice the **Status** selection > Change **Suspended to Active** and save it.

**NOTE:**

After doing the procedure, try to re-open again the QNE System.

If problem still occurs, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>