

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:

	Infomation
	Customer has been suspended. Transaction are not allowed for this Customer
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This is because the customer status has been tagged as Suspended in the Customer Maintenance:

Customers										
Customer Name	JULY				Status	SUSPENDED	\sim			
Group Company	JJJBAR CONSTRUCTION				Start Date	12/30/1899	\checkmark			
Control Account	103-0000				Category	CORPORATE	×v			
Control Account	101 1001		Classification		Group Company		×v			
Customer #	101-3001	Auto Code	Deferred VAT							



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.

Valid Posting Period	ds 🚺 Purchase Invoices 🕅 🕺 C	Cash Purchases	Customers 🔒 103-J001 - Custome	rs 🗵	
🧟 Cust	omers				
Customer Name	JULY		Status	SUSPENDED	
Group Company	JJJBAR CONSTRUCTION	Start Date	ACTIVE INACTIVE		
Control Account	103-0000	Classification	Non-Individual	Category	PROSPECT SUSPENDED
Customer #	103-J001	Auto Code Defend VAT		Group Company	
				1	
		Status	ACTIVE 🔽		
		Start Date	ACTIVE		
		Category	INACTIVE PROSPECT		
		Group Company	SUSPENDED		



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 <u>https://qnesupportph.freshdesk.com</u>

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