

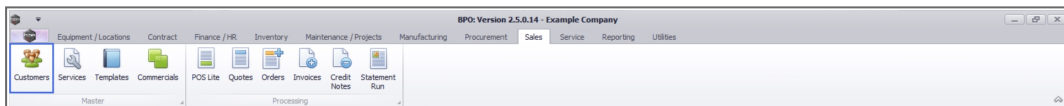
## SALES

### CUSTOMERS - REACTIVATE CUSTOMER

Reactivating a customer changes an inactive customer record in BPO to **Active**; all assets linked against the customer must be presented for reactivation and placed into customer warehouse if selected.

If *BPO* is integrated with *Evolution*, the customer record will update from **On Hold=1** to **On Hold=0**.

**Ribbon** Select **Sales > Customers**



The **Customer Listing** screen will be displayed.

#### Select the Site

Your employee user record should be linked to a default site. In this case, the site will auto populate with this default, otherwise the site must be manually selected.

Another site can be selected, if required, and if you have the security rights to access the site.

If **All Sites** displays here, then you do not have a default site configured on your user record, and need to select the required site.

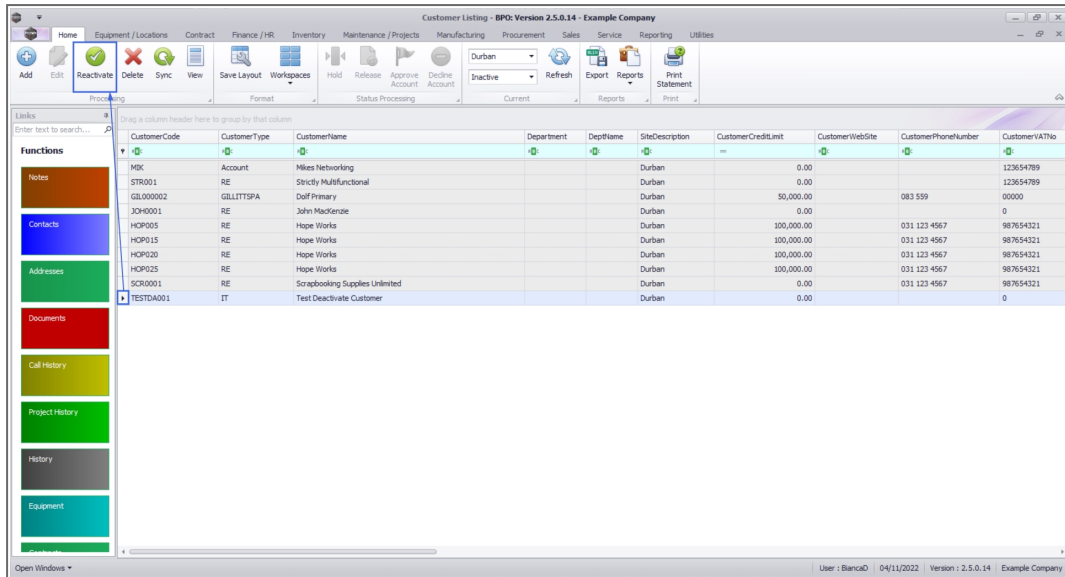
Upon opening, this screen will default to the **Active** status, listing all the **Active** contracts for the selected site.

CustomerCode	CustomerType	CustomerName	Department	DepName	SiteDescription	CustomerCreditLimit	CustomerWebSite	CustomerPhoneLumber	CustomerIATNo
HOP001	RE	Hope Works (Pty) Ltd			Durban	1,000,000,000.00	www.hopeworks.co.za	031 123 4567	987654321
DER001	RE	Derton / Technologies			Durban	250,000.00	www.dertonweb.co.za	031 123 4785	987654321
OFF001	RE	Office Supplies Unlimited			Durban	75,000.00	www.off.co.za	031 789 4561	987654321
YES001	CO	Young Electric			Durban	100,000.00	0825555555	2314687641	123456789
WES001	RE	Westwood Dynamic			Durban	100,000.00	www.web.co.za	031 789 4561	123456789
TIAN001	RE	Tian Group			Durban	100,000.00	www.web.co.za	031 852 9632	12328741369
BOT0001	IT	Bothas Networking Inc			Durban	50,000.00	www.web.co.za	031 789 4563	9874563201
SAM001	RE	Samanthas Diner			Durban	45,000.00	www.samsdiner.co.za	031 123 4567	123456789
DAN001	IT	Danny Storm IT Cafe			Durban	75,000.00	031 789 4785	12364789	12364789
STR002	IT	Springfield Internet Cafe			Durban	75,000.00	031 456 7894	12364789	12364789
HACK001	IT	Hack PC - IT Shop			Durban	0.00	031 789 4561	6654321355	0
PINK001	GV	Pink Shoes			Durban	0.00	031 456 7894	1234	0
HIL00001	HILCRESTP	Mary Conbrary			Durban	0.00	083 559	00000	0
JUST001	RE	Just In Time			Durban	50,000.00	www.justintime.co.za	031 123 4567	123456789
LIT0001	RE	Little Bee Honey			Durban	0.00	www.bee.co.za	031 123 4567	123456789
GRE001	RE	Green Tea Supplies			Durban	75,000.00	031 456 7891	123456789	123456789
FIN0001	RE	Fine Hair Salon			Durban	0.00	www.finehair.co.za	031 123 4567	1234
BET0001	RE	Bettes Summer Shop at the Beach			Durban	0.00	0.00	1234	0
blancad	RE	North West Branch			Durban	0.00	0.00	0	0
DAN002	IT	Dancing Shoes			Durban	10,000.00	031 123 4567	123456789	123456789
BIG0001	CO	Big Bargains			Durban	10,000.00	031 456 7897	123456789	0
MAN0001	RE	Mandy Norton			Durban	0.00	0.00	0	0
DAN0003	IT	Dance Shoes			Durban	0.00	0.00	123456789	0
BL0001	CO	Billys Barn			Durban	0.00	0.00	0	0
AN0001	ACC	Another new customer			Durban	0.00	www.newcust.co.za	0.00	123456789
APP0001	RE	Apple Juice Inc			Durban	0.00	0.00	013 123 4567	123456789
APR0001	TD	APR Game P...			Durban	0.00	0.00	0876543210	0

- Select the **Inactive** status.
- Select the **row** of the **customer** that you wish to process.

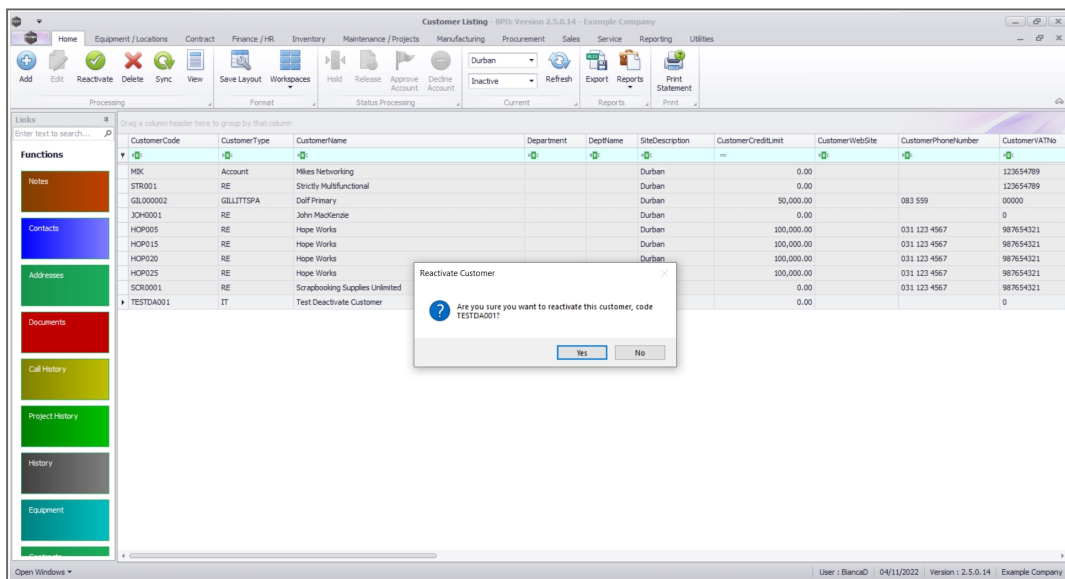
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SAM001	RE	Samanthas Diner			Durban	45,000.00	www.samsdiner.co.za	031 123 4567	123456789
DAN001	IT	Danny Storm IT Cafe			Durban	75,000.00	031 789 4785	12364789	12364789
STR002	IT	Springfield Internet Cafe			Durban	75,000.00	031 456 7894	12364789	12364789
HACK001	IT	Hack PC - IT Shop			Durban	0.00	031 789 4561	6654321355	0
PINK001	GV	Pink Shoes			Durban	0.00	031 456 7894	1234	0
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GRE001	RE	Green Tea Supplies			Durban	75,000.00	031 456 7891	123456789	123456789
FIN0001	RE	Fine Hair Salon			Durban	0.00	www.finehair.co.za	031 123 4567	1234
BET0001	RE	Bettes Summer Shop at the Beach			Durban	0.00	0.00	1234	0
blancad	RE	North West Branch			Durban	0.00	0.00	0	0
DAN002	IT	Dancing Shoes			Durban	10,000.00	031 123 4567	123456789	123456789
BIG0001	CO	Big Bargains			Durban	10,000.00	031 456 7897	123456789	0
MAN0001	RE	Mandy Norton			Durban	0.00	0.00	0	0
DAN0003	IT	Dance Shoes			Durban	0.00	0.00	123456789	0
BL0001	CO	Billys Barn			Durban	0.00	0.00	0	0
AN0001	ACC	Another new customer			Durban	0.00	www.newcust.co.za	0.00	123456789
APP0001	RE	Apple Juice Inc			Durban	0.00	0.00	013 123 4567	123456789
APR0001	TD	APR Game P...			Durban	0.00	0.00	0876543210	0

- Click on the **Reactivate** button.



A message box will come up, asking: **Are you sure you want to reactivate this customer, code [customer code]?**

- Click on the **Yes** button.



The customer will be reactivated and can be found by selecting the **Active** status.

The screenshot shows the 'Customer Listing - BPD: Version 2.5.0.14 - Example Company' window. The interface includes a top menu bar with options like Home, Equipment/Locations, Contract, Finance/HR, Inventory, Maintenance/Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Reactivate, Delete, Sync, View, Save Layout, Workspaces, Hold, Release, Approve Account, Decline Account, Inactive, Refresh, Export, Reports, and Print Statement. A dropdown menu is open over the 'Inactive' button, showing 'Current' and 'Refresh' options. A blue arrow points to the 'Inactive' button.

On the left side, there is a sidebar with 'Links' and 'Functions' sections. The 'Functions' section includes: Notes, Contacts, Addresses, Documents, Call History, Project History, History, and Equipment.

CustomerCode	CustomerType	CustomerName	Department	DepName	SiteDescription	CustomerCreditLimit	CustomerWebSite	CustomerPhoneNumber	CustomerVATNo
WIK	Account	Miles Networking			Durban	0.00			123654789
STR001	RE	Strictly Multifunctional			Durban	0.00			123654789
GLO00002	GILLITSPA	Doff Primary			Durban	50,000.00		083 559	00000
JCH0001	RE	John Mackenzie			Durban	0.00			0
HQP005	RE	Hope Works			Durban	100,000.00		031 123 4567	987654321
HQP015	RE	Hope Works			Durban	100,000.00		031 123 4567	987654321
HQP020	RE	Hope Works			Durban	100,000.00		031 123 4567	987654321
HQP025	RE	Hope Works			Durban	100,000.00		031 123 4567	987654321
SCR0001	RE	Scrapbooking Supplies Unlimited			Durban	0.00		031 123 4567	987654321
TESTDA001	IT	Test Deactivate Customer			Durban	0.00			0

At the bottom of the window, it shows 'User: BiancaD | 04/11/2022 | Version: 2.5.0.14 | Example Company'.

MNU.061.020