

## SALES

### CUSTOMERS - DECLINE CRM CUSTOMER

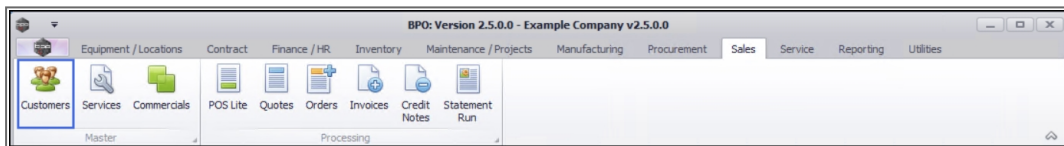
CRM customer details can only be *viewed* in the **New - CRM** status. The customer has to be **Released for approval** in **CRM** once the customer details and information have been checked and validated.

Once this has been done, the new customer can be **Approved** and will then be **Active** in BPO2 and will move to the **Released** status.

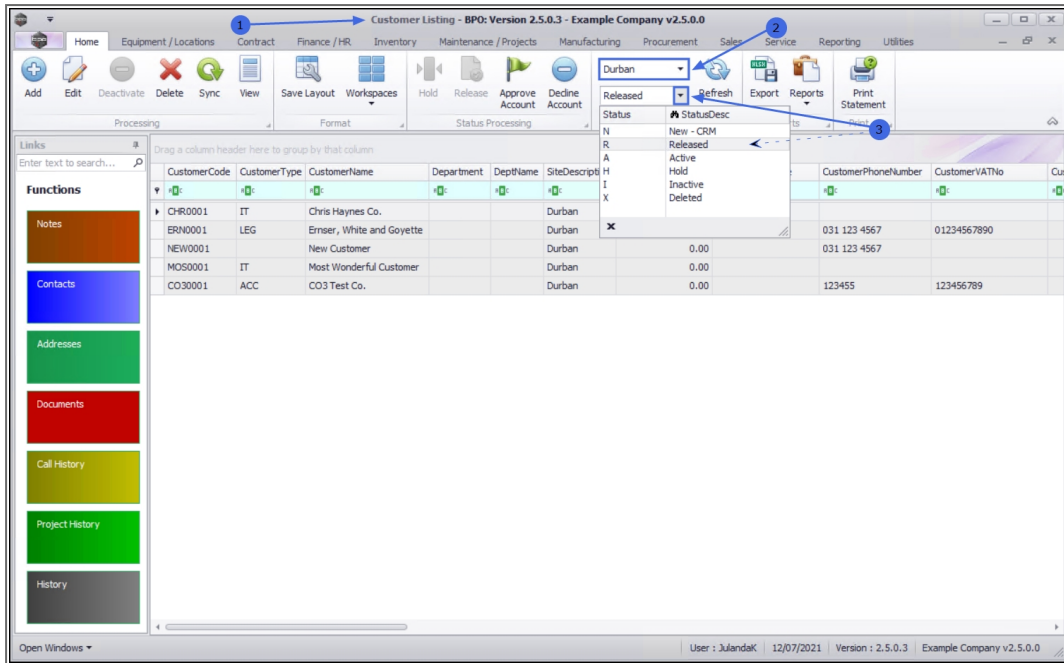
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**Ribbon Access:** *Sales > Customers*

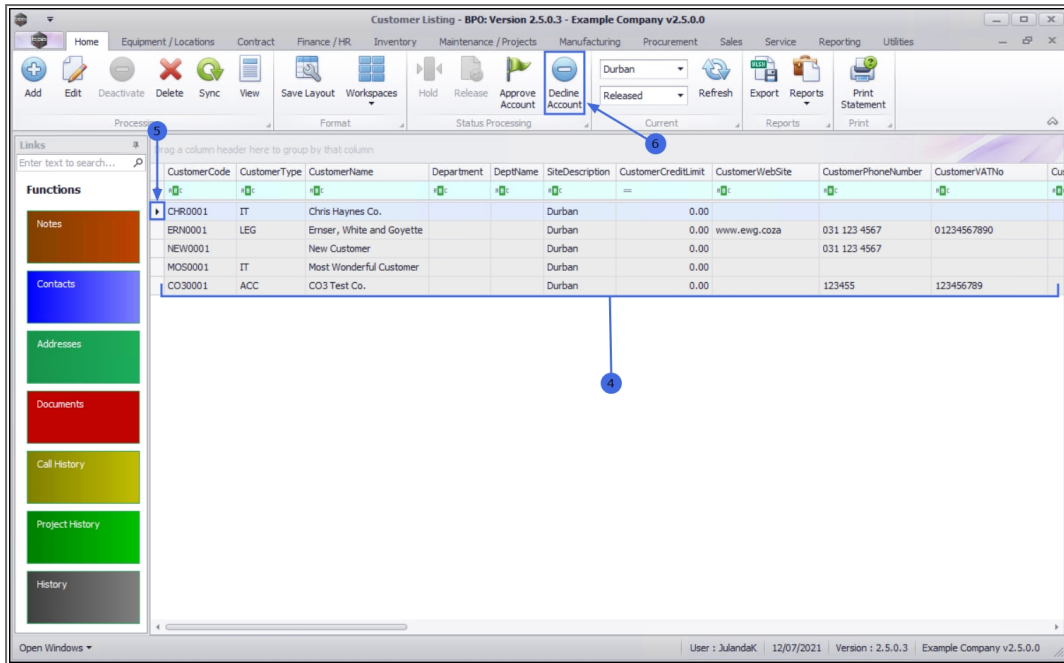
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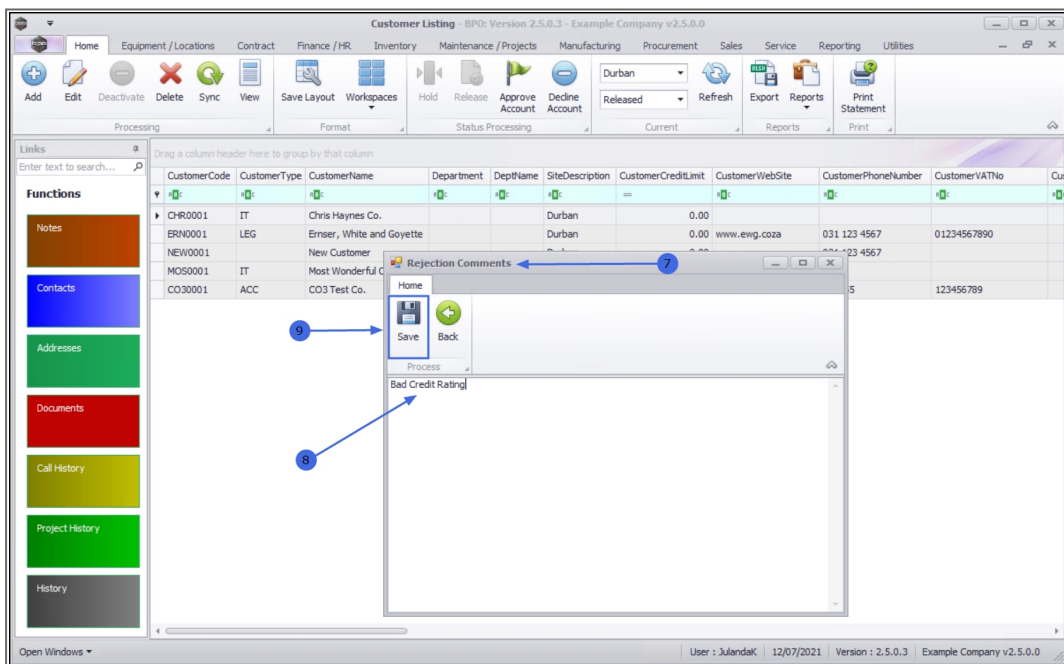
1. The **Customer Listing** screen will be displayed.
2. Select the **Site** where the Customer can be located.
  - The example has **Durban** selected.
3. Change the **Status** to **Released**.



4. The **Customer Listing** screen will be updated using the Status filter selected to display all the Customers waiting for **Approval**.
5. Select the **row** of the **Customer** that you wish to **decline** the account for.
6. Click on **Decline Account**.



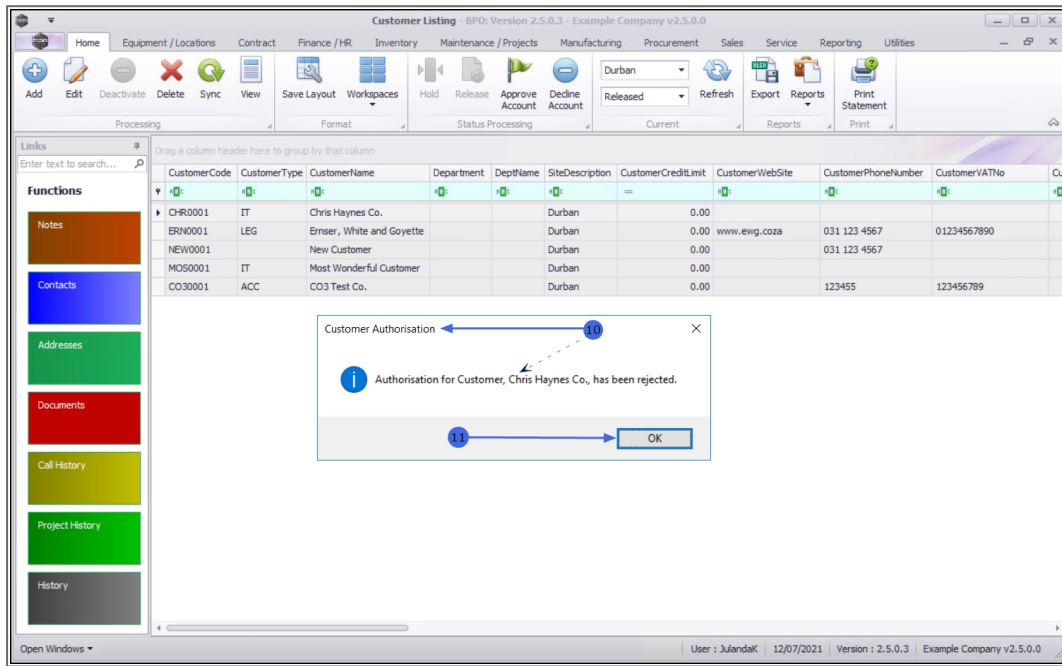
7. The **Rejection Comments** text box will display.
8. Click in the text area to type in the rejection comment against the Customer.
9. Click on **Save**.



10. When you receive the **Customer Authorisation** message to confirm that;

- **Authorisation for Customer, [customer code] has been rejected.**

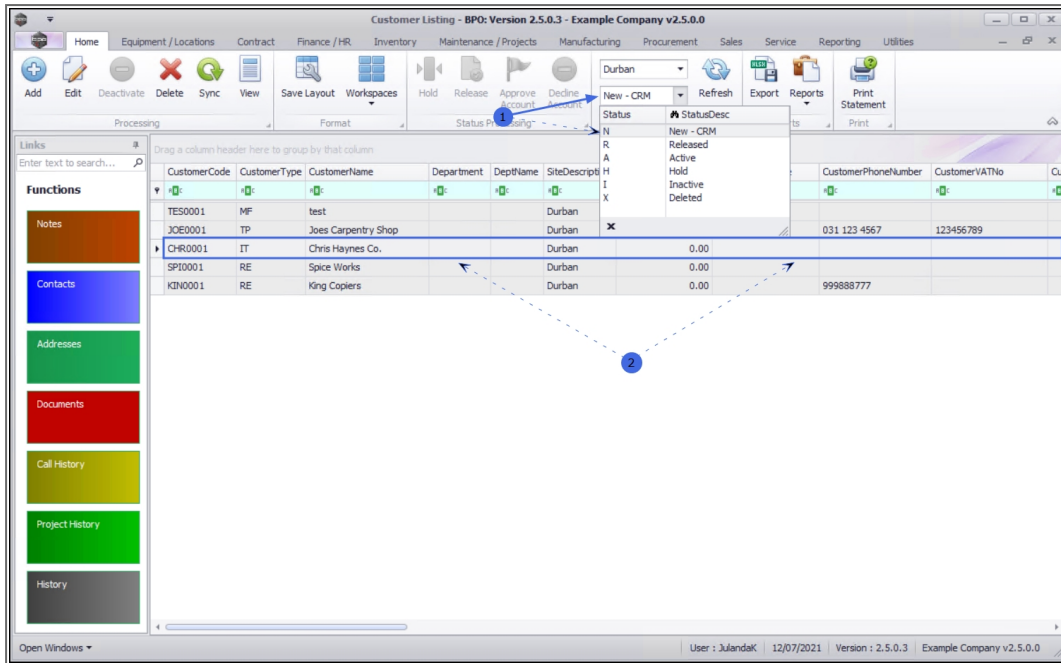
11. Click on **OK**.



## VIEW DECLINED CUSTOMER

The Customer will be *removed* from the Customer Listing screen where the status is set to *Released*.

1. Change the Status to **New - CRM** using the Status drop-down list.
2. You can now view the declined Customer on the Customer Listing screen.



The customer will need to be re-checked and validated in CRM before they can be re-released.

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