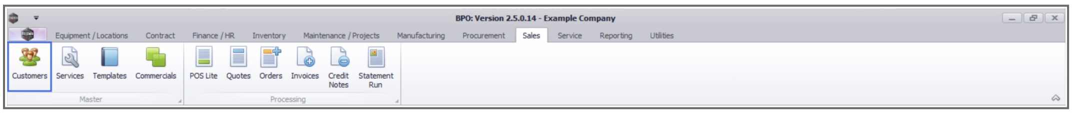
SALES

CUSTOMERS - REACTIVATE CUSTOMER

Reactivating a customer changes an inactive customer record in BPO to ***Act-ive***; 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.

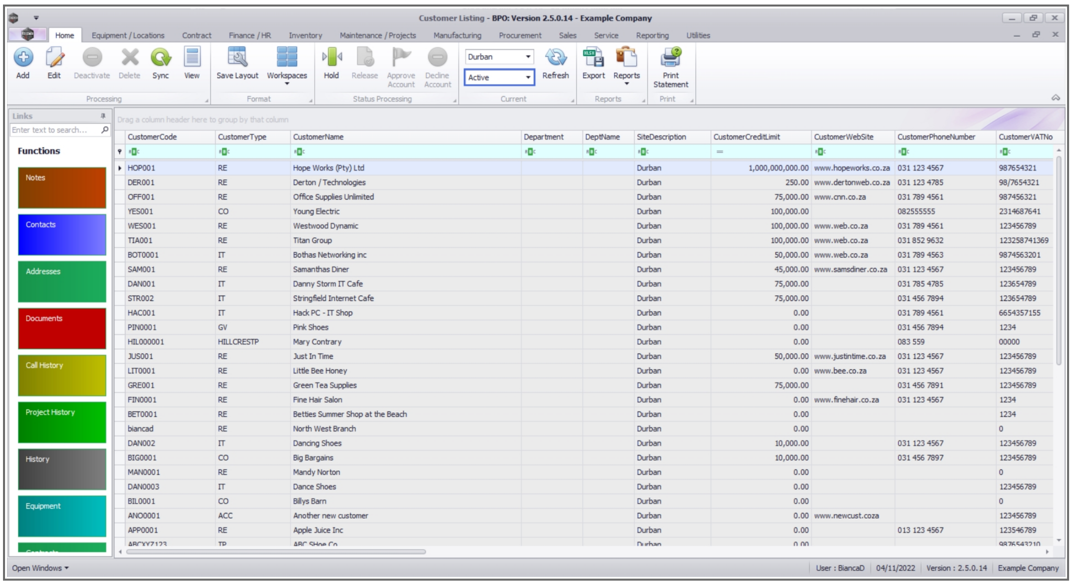
Select the Site

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.

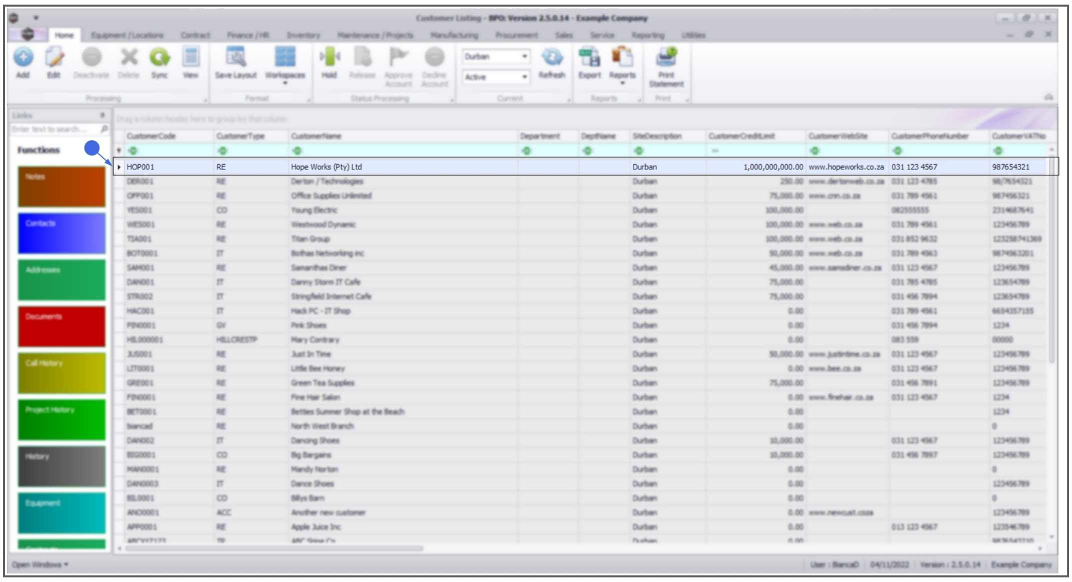
Another site can be selected, if required, and if you have the security rights to access the site.

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.

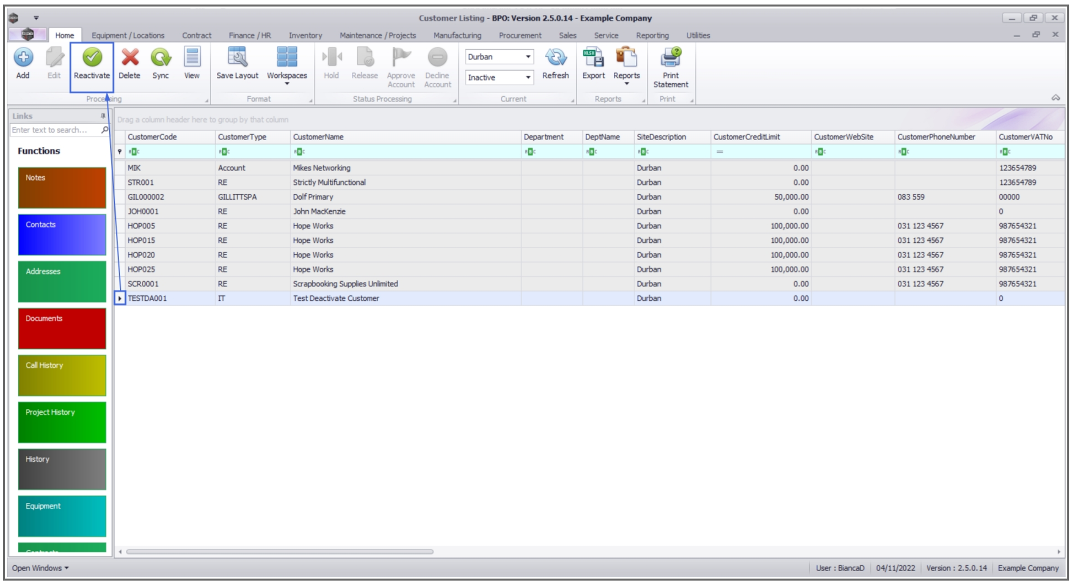
Upon opening, this screen will default to the ***Active*** status, listing all the ***Act-ive*** contracts for the selected site.



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

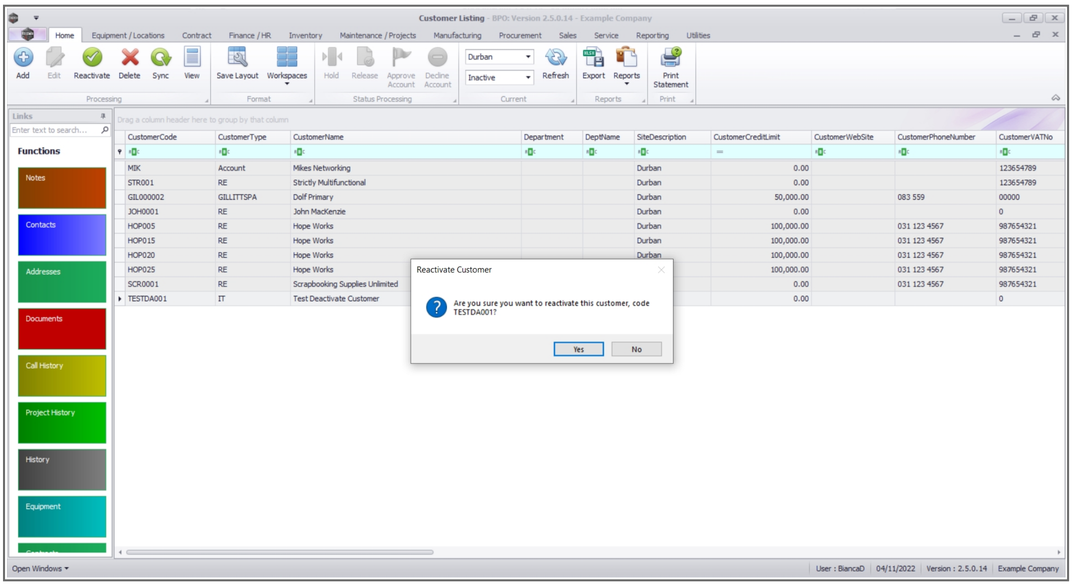


- Click on the ***Reactivate*** button.

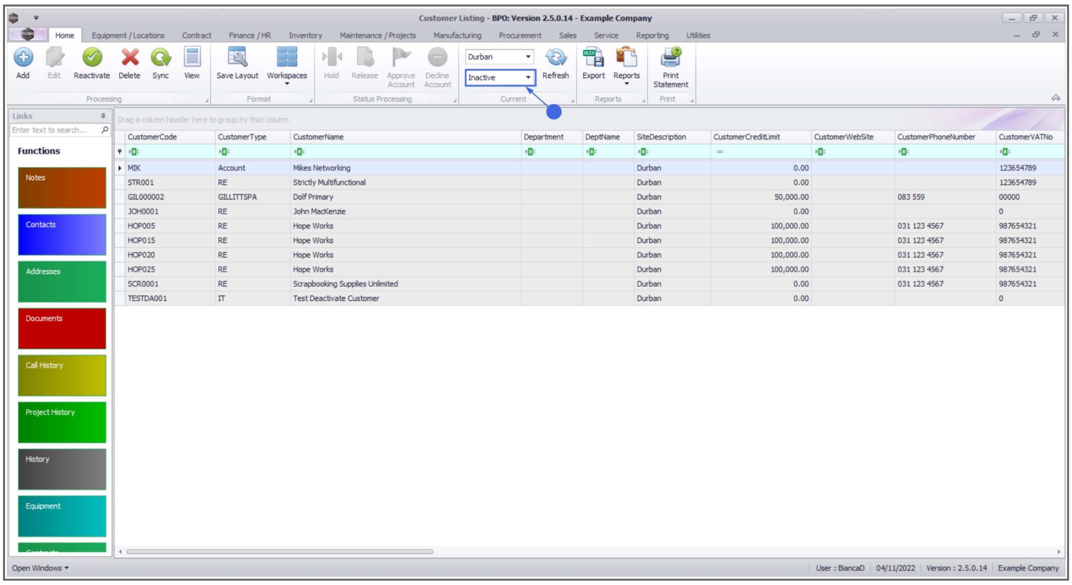


A message box will come up, asking: ***Are you sure you want to reactivate this customer, code [customer code]?***

- Click on the ***Yes*** button.



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



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