QNE KNOWLEDGE BASE

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## 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:
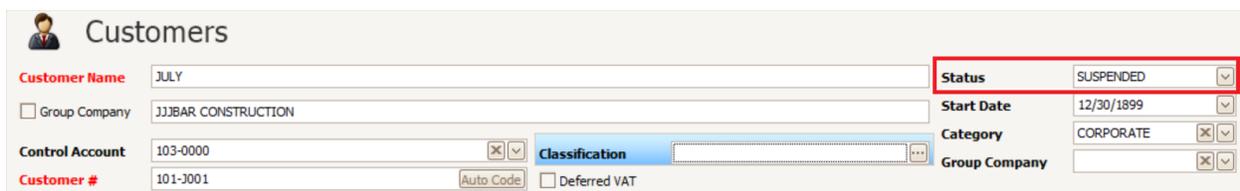
**Resolution:**

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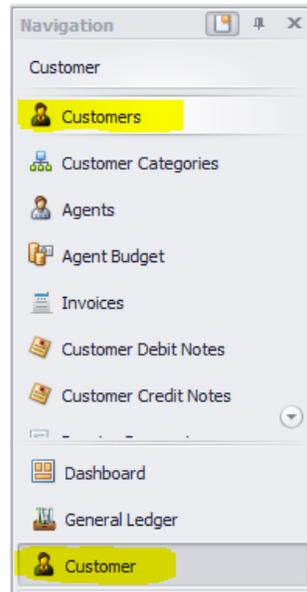


Under **Customers** > Search for the suspended customer and notice the **Status** selection > Change **Suspended to Active** and save it.
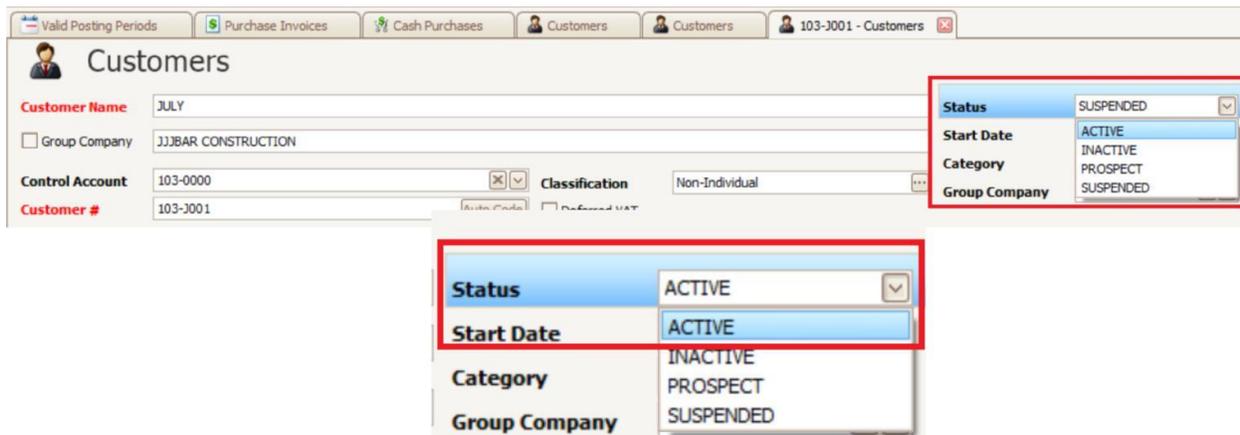


**NOTE:**



**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