

### Check/Unchecked Active button

1. Open a Customer record you need to deactivate, then navigate to **Customer tab | Misc tab**.
2. Check the **Active check box** button if the Customer is still active, and unchecked it if not. Note that inactive customers will not be displayed on any customer related combo list box.

### Delete Record

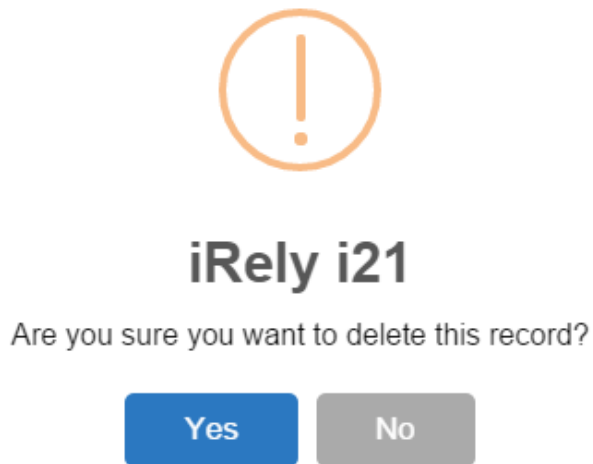
1. Open the customer record you need to deactivate.
2. Click **Delete button**.

Entity - ABC Reseller

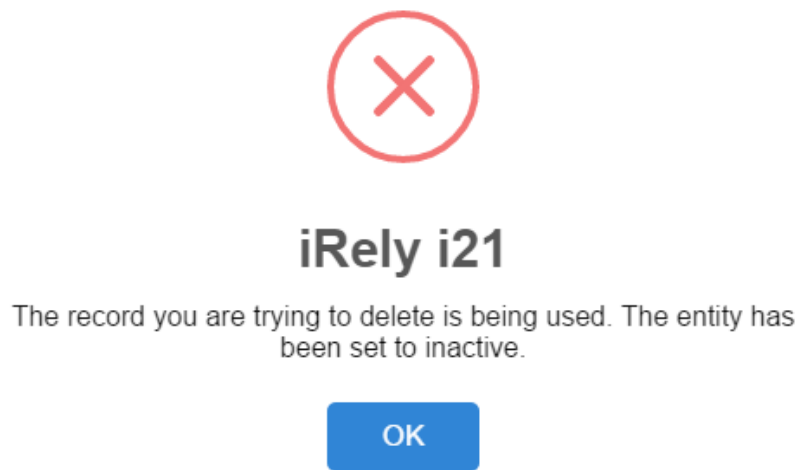
New Save Search Refresh **Delete** Undo Additional ▾ Close

Entity Customer Split Farm Locations Contacts Comments (0)

3. Click **Yes** on the confirmation message.



4. If the record is not being used in another part of i21, it will be deleted. Else, below message will be displayed and the record will get deactivated.



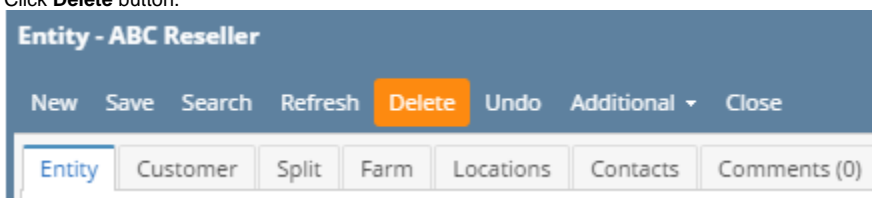
#### Check/Unchecked Active button

1. Open a Customer record you need to deactivate, then navigate to **Customer tab | Detail tab**.
2. Check the **Active check box** button if the Customer is still active, and unchecked it if not. Note that inactive customers will not be displayed on any customer related combo list box.

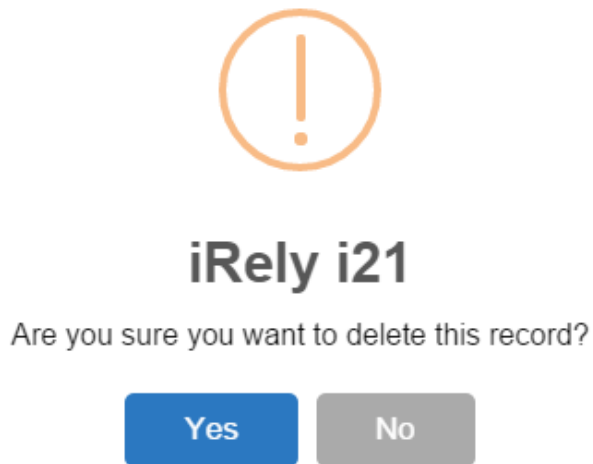
A screenshot of the "Entity - ABC Reseller" form. The "Customer" tab is selected, and the "Detail" sub-tab is active. The form contains various fields for customer information, including Type, Account No., Currency, Credit Limit, Terms, Ship Via, Bill To, Ship To, Tax No., Exempt All Taxes, County, and Print 1099. On the right side, there is an "Options" section with several checkboxes. The "Active" checkbox is highlighted with a red box and is currently unchecked. Other options include Prospect, PO Required, and Credit Hold.

#### Delete Record

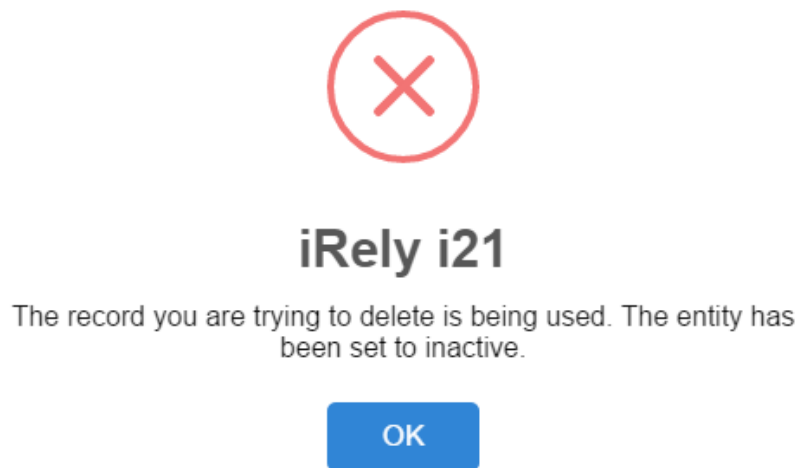
1. Open the customer record you need to deactivate.
2. Click **Delete** button.



3. Click **Yes** on the confirmation message.



4. If the record is not being used in another part of i21, it will be deleted. Else, below message will be displayed and the record will get deactivated.



#### Check/Unchecked Active button

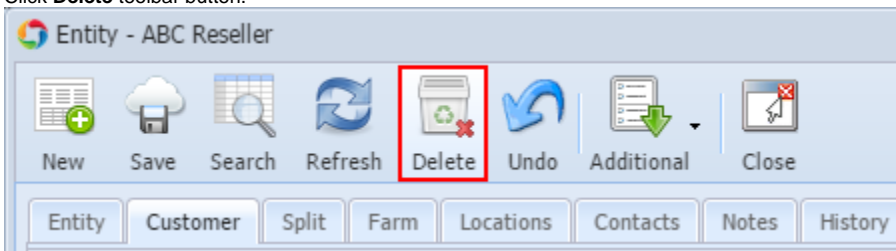
1. Open a Customer record you need to deactivate, then navigate to **Customer tab | Detail tab**.
2. Check the **Active check box** button if the Customer is still active, and unchecked it if not. Note that inactive customers will not be displayed on any customer related combo list box.

A screenshot of the iRely i21 software interface showing a Customer record for "ABC Reseller". The "Customer" tab is selected in the top navigation bar, and the "Detail" sub-tab is active. The form contains various fields for customer information, including "Type", "Account No.", "Currency", "Credit Limit", "Terms", "Ship Via", "Bill To", "Ship To", "Tax No.", "Exempt All Taxes", "County", and "Print 1099". On the right side, there is an "Options" section with several checkboxes. The "Active" checkbox is checked and highlighted with a red box. Other options include "Prospect", "PO Required", and "Credit Hold".

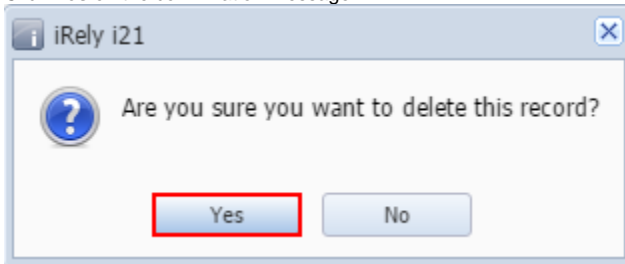
#### Delete Record

1. Open the customer record you need to deactivate.

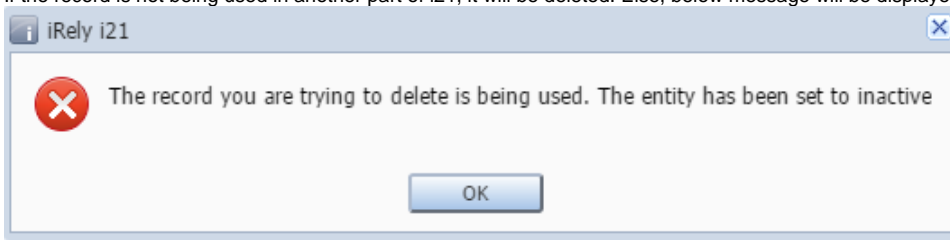
2. Click **Delete** toolbar button.



3. Click **Yes** on the confirmation message.



4. If the record is not being used in another part of i21, it will be deleted. Else, below message will be displayed and the record will get deactivated.



1. Open a Customer record, then navigate to **Customer tab | Detail tab**.
2. Check the **Active** check box button if the Customer is still active, and unchecked it if not. Note that inactive customers will not be displayed on any customer related combo list box.

