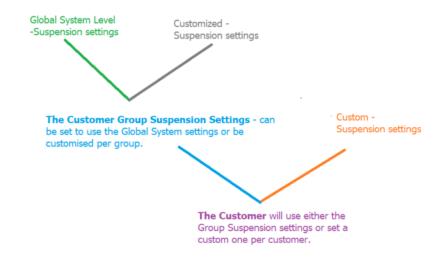


Webinar: Customer Suspensions

Included in version 1.3.01

1 Customer Group Suspension settings will now pull through to its linked customers.

2 Account Suspension settings have now been removed from the Billing tab when editing a customer. This functionality has been improved to be set either on a Customer Grouping level or a Global System Level. Refer to the diagram below.



Edit Customer popup:



| Edit | Customer | #4 - Master C | ompany | | | | | | | × |
|------|--------------|---|------------------------|------------------|-------------|-------------------|--------------|---------|--------------|-----|
| | | | | This is a | Master | Account | | | | |
| Acc | count Detail | Address Detail | Contacts | Portal Login | Billing | SageOne | Cancellation | Master | Sub Accounts | |
| | Use Defau | ult Due Date settings | Yes Use the default | invoice due date | settings de | fined for the cut | stomer group | | | |
| | here. | nsion sett This has b nsion Wid n. | een co | nsolidate | ed to t | the | | | | |
| C | ose | U | | | Pa | ssword Rese | t Delete | Disable | Save Chang | jes |

Suspension Widget popup:



| Use Group Settings | No | | | | | |
|----------------------------|--|--|--|--|--|--|
| | Use the default suspension settings defined for the customer group | | | | | |
| Suspension Disabled | No | | | | | |
| | If enabled then this customer will never be suspended | | | | | |
| Days till Overdue | 7 | | | | | |
| | Number of days after invoice due date before invoice becomes overdue and 1st notification is sent | | | | | |
| Days till 2nd Notification | 2 | | | | | |
| | Number of days (after 1st notification) before a second notification is sent to customers | | | | | |
| Days till Suspension | 1 | | | | | |
| | Number of days past due date to auto suspend customers | | | | | |