

How to Purge Closed Orders and A/R Transactions for Specific Customer

A number of Tag-n-Trak users do not purge Point-of-Sale orders, preferring to keep all orders on file for future reference. Others tend to purge only those Point-of-Sale orders older than three or five years. Saving all orders may present a problem if you attempt to delete a particular customer you no longer want in the system because Tag-n-Trak does not allow the deletion of a customer master IF the customer has ANY point of sale orders on file (even if they are all closed). Also, customers may not be deleted if they have ANY accounts receivable transactions (even if they have been paid).

To address this issue, there is an Action Menu function accessible from the Customer Master screen. This function allows you to PURGE closed or deleted point of sale orders as well as paid accounts receivable transactions in a BATCH process for a specific Customer ID. After purging closed orders and A/R transactions, F6 Delete can be used to delete the customer master record.

To use this feature, select Customer Master from the Accounts Receivable Menu. Enter the customer ID to be deleted. Press F12 for the Action Box and select P for Purge data.

The program will display a range of POS Orders to be deleted, oldest to newest, along with the closed dates. If the customer has accounts receivable transactions, the program will display a range of A/R Transaction numbers to be deleted, oldest to newest, along with the transaction dates. Please refer to the sample screen below.

DELETE ALL ORDERS AND TRANSACTIONS

POS ORDERS	11383	02/22/2012
THROUGH	12473	08/22/2012
A/R TRANSACTIONS	12464	07/14/2012
THROUGH	12464	07/14/2012

ARE YOU SURE YOU WANT TO DELETE? N

If you are certain that all closed orders and all paid A/R transactions for this customer should be deleted, press Y at the 'Are you sure you want to delete?' prompt. **(Please use caution. Once the records are deleted, they CANNOT be retrieved.)** If you do not want to delete all orders and A/R transactions for this customer, press N for No.

Following a 'Y'es response, the program will clear the popup screen and display a listing of the order numbers as they are deleted. All line items and sales notes associated with the orders are deleted. After the Point of Sale orders are deleted, the program begins processing the A/R transactions, displaying the transaction numbers as they are deleted. Finally, the program will remove the accounts receivable audit trail records. The transaction numbers for the audit trail records are displayed as they are deleted.

Once all the records have been purged, the program returns to the customer master screen. At this point, you should be able to delete the customer master record with the F6 function key. You will be prompted with "OK TO DELETE THIS RECORD? (Y OR N)." Respond 'Y'es to delete the customer master. Respond 'N'o if you do not wish to delete the customer master.

Please note the following:

- (1) All orders must be closed or deleted prior to purging. If you press **F12** and **P** to Purge data and the customer has open or hold orders on file, the following message will display:

CUSTOMER HAS OPEN ORDERS. CAN NOT PURGE DATA. PRESS ANY KEY

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This same message will display if the customer has closed orders that have not been through at least TWO daily closes.

If you have OPEN orders for the customer you wish to delete, go to Point of Sale, read up each open order and press F6 to delete. After two daily closes have been run, follow the instructions in this document to purge data by reading up the customer master and using F12 and P.

- (2) If you press **F12** and **P** to Purge data for a customer that has open accounts receivable transactions, the following message will display:

CUSTOMER HAS OPEN TRANSACTIONS. CAN NOT PURGE DATA. PRESS ANY KEY

- (3) If you press **F6** from the customer master screen and attempt to delete a customer before purging data, the following message will display:

CUSTOMER STILL HAS TRANSACTIONS OR ORDERS IN THE SYSTEM.