



User Manual

Inactive Customers Report

Contact us:

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Introduction:

This is Useful for the Every one of the TallyPrime Users. With the help of this Add-On **“Inactive Customers Report”** Business Man can able to track an **Inactive Customers Report helps you identify customers who haven’t purchased or transacted** with you for a certain period. This is useful for re-engagement campaigns, credit control, and analyzing customer activity. Let’s see how this Add-On will work in TallyPrime.

Features:

- Customer-wise Inactivity Tracking.
- Outstanding Balance Check of the Customers.
- Print, Export Options.
- Applicable to the **Sundry Debtors** and **Sub Groups of Sundry Debtors**

Important Alert!

Take Back up of your company Data before activating the Add-On.

Support Related Terms & Conditions

1. **One-Time Free Support:** Free support is provided **only once**, either during the trial period or after purchase add-on.
2. **Additional Support:** Any further support will be chargeable based on the duration of the support required.
3. Remote support will be provided during working hours on business days.
4. Support will be provided only after the Add-on is configured in TallyPrime. For configuration issues, please contact Tally Care.
5. For support, the customer must send an email with the purchase invoice copy and a brief description of the issue.

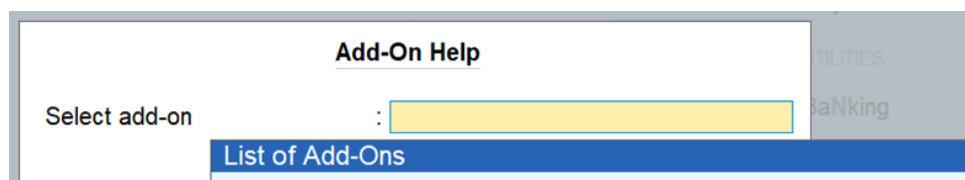
Once you try/purchase this add-on, follow this step below to configure the add-on and use it.

Setup Guide

1. Update your license by going **Gateway of tally → F1: help → Setting → License → Manage License → F5: Update**

(In Case you are using Multi-site Account, you will need to configure Tally Prime to Activate the Add-on for a particular site.)

2. Shut down and restart Tally Prime and open your company
3. Press **Ctrl + Alt + H** at any menu screen to open the user manual. In case of multiple Add-on, **Add-on help** screen will pop-up to select add-on manual.
4. Activate the Add-on



Activate the Add-on for Tally Prime

Go to **Gateway of Tally → F1: Help → TDL & Add-on**
Click on F4: Manage Local TDLs

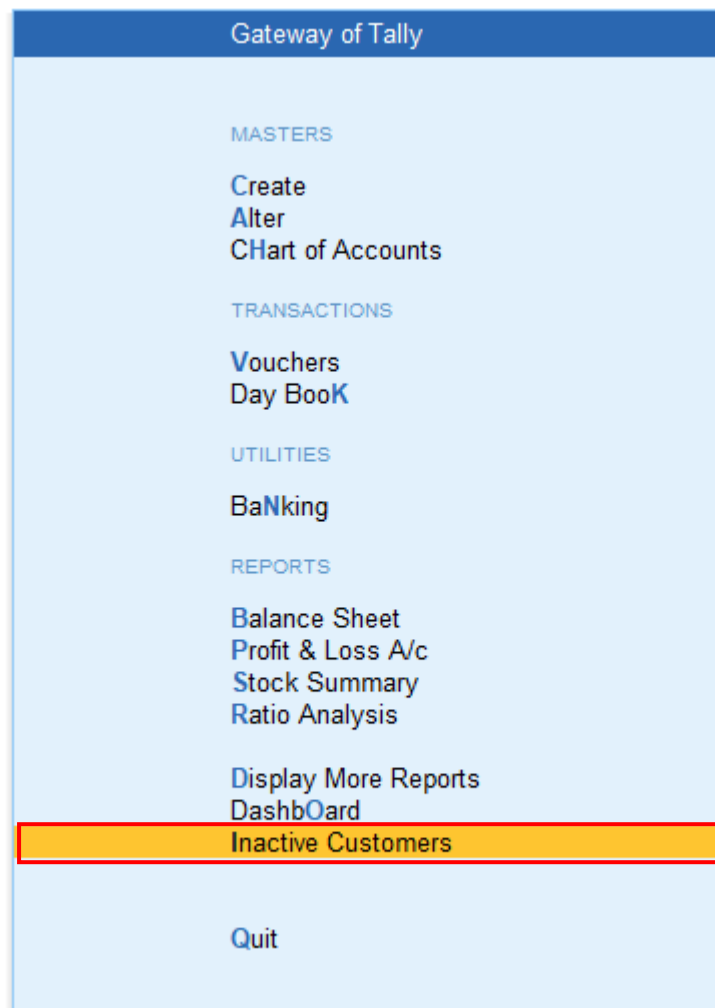
Load Selected TDL files on Start Up – Yes
Selected the TDL from the list and make it yes

Click On F6: Add-on Features
Set “Yes” to the option **“Enable Inactive Customers Report”**

Add-On Features	
Enable KGN Inactive Customers Report	? Yes

After Enabling in the Company Level option, you can able to see an additional Feature in the **Gateway of Tally** that is **"Inactive Customers"** as show in the below fig Navigate.

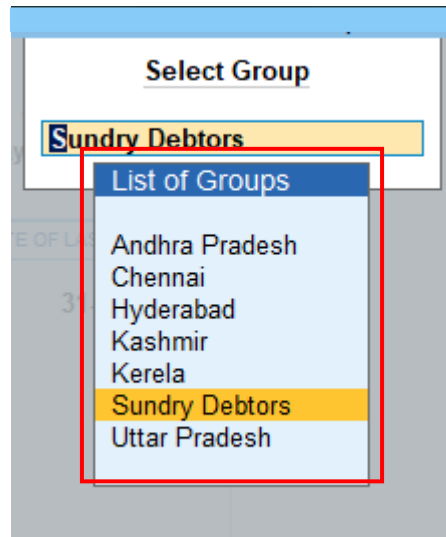
Gateway of Tally → Inactive Customers



Now open the Report by the Pressing the **Enter** key

After that select the Specified Particular **Group** as show in the below figure.

NOTE: Here you can also see the Sub Group of Sundry Debtors

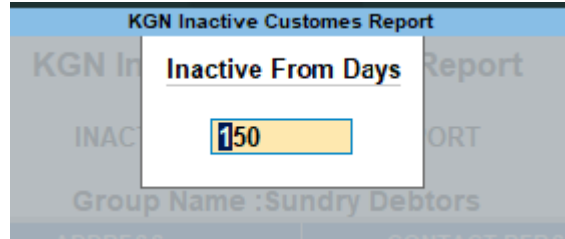


When You Selected the **Group** and Press Enter Key the Report Will Open with The Selected **Group** as show in the below figure.

KGN Inactive Customers Report (In Developer Mode)								
KGN Inactive Customers Report								
KADAPA								
INACTIVE CUSTOMERS REPORT								
31-Aug-25 to 31-Aug-26								
Group Name :Sundry Debtors								
S No.	CUSTOMER NAME	ADDRESS	CONTACT PERSON	MOBILE NO	LAST BILL DATE	LAST BILL AMOUNT	INACTIVE FROM DAYS	CURRENT BALANCE
1	Khan	Kamalapuram, Main Bazar, Kadapa	Khan	8974586321	31-8-2024	1,25,080.00	730	2,80,130.00
2	Krishna	Ravindranagar, Kadapa, 516001	Krishna	7815964875	4-5-2024	30,680.00	849	25,680.00
3	Ram	RAYACHOTI, SriNagar Colony	Ram	96328587412	31-8-2024	2,500.00	730	2,500.00
4	Ravi & Co	Kadapa			1-4-2024	9,65,840.00	882	9,15,840.00
TOTAL								12,24,150.00

Here you can see the **Last Bill Date, Last Bill Amount, Inactive from Days** and also **Current Balance** Of that Customers

In the top right side of the report, you can able to see the **Alt+ F2: Peroid** and **Inactive from Days** you can apply the filter from the Days also by clicking **Ctrl + 5** on the **Inactive from Days** and enter the Days.



After that you the report will show the Inactive Customers above the 150 Days as show in the below fig.

KGN Inactive Customers Report							
KGN Inactive Customers Report 3/59, First Floor,Main Bazar,, RS Road, Kamalapuram, 516289, E-Mail : kgnsofts@gmail.com INACTIVE CUSTOMERS REPORT For 29-Jul-24 Group Name :ANDHRA PRADESH							
S No.	CUSTOMER NAME	ADDRESS	CONTACT PERSON	MOBILE NO	LAST BILL DATE	LAST BILL AMOUNT	INACTIVE FROM DAYS
1	DRUG INSPECTOR	JAMMALAMADUGU			15-9-2022	1,794.00	683
2	JANATA PHARMA	NEAR SREENIVASA THEATRE, HINDUPUR ANANTAPUR (DIST)			7-11-2023	24,460.00	265
3	MANJULA MEDICALS	D.NO.2173/1-2,PATEL ROAD, MADAMPALLE,517325		9440912133	30-10-2023	13,093.00	273
4	NANDEESH MEDICALS	NEAR MADHUGIRI CIRCLE, MADAKA SIRA		8897319307	26-2-2024	10,308.00	154
5	S.L.V MEDICAL AND GENERAL STORE	MAIN ROAD, G.V. SATRAM, KADAPA DIST	SREENU		11-1-2024	3,374.00	200
6	TIRUMALA MEDICALS	VENKATAPURAM, ANANTAPURAM (DIST)			22-12-2023	7,576.00	220

Then you will find at the top of the Report your company and Address as show in the below figure.

KGN Inactive Customers Report	
KGN Inactive Customers Report	
3/59, First Floor,Main Bazar,, RS Road, Kamalapuram, 516289, E-Mail : kgnsofts,@gmail.com	
INACTIVE CUSTOMERS REPORT	
For 31-Aug-24	
Group Name :Sundry Debtors	

Like this with the help of this Add- Business Man can able to track an **Inactive Customers**. **This Report helps you identify customers who haven't purchased or transacted** with you for a certain period.

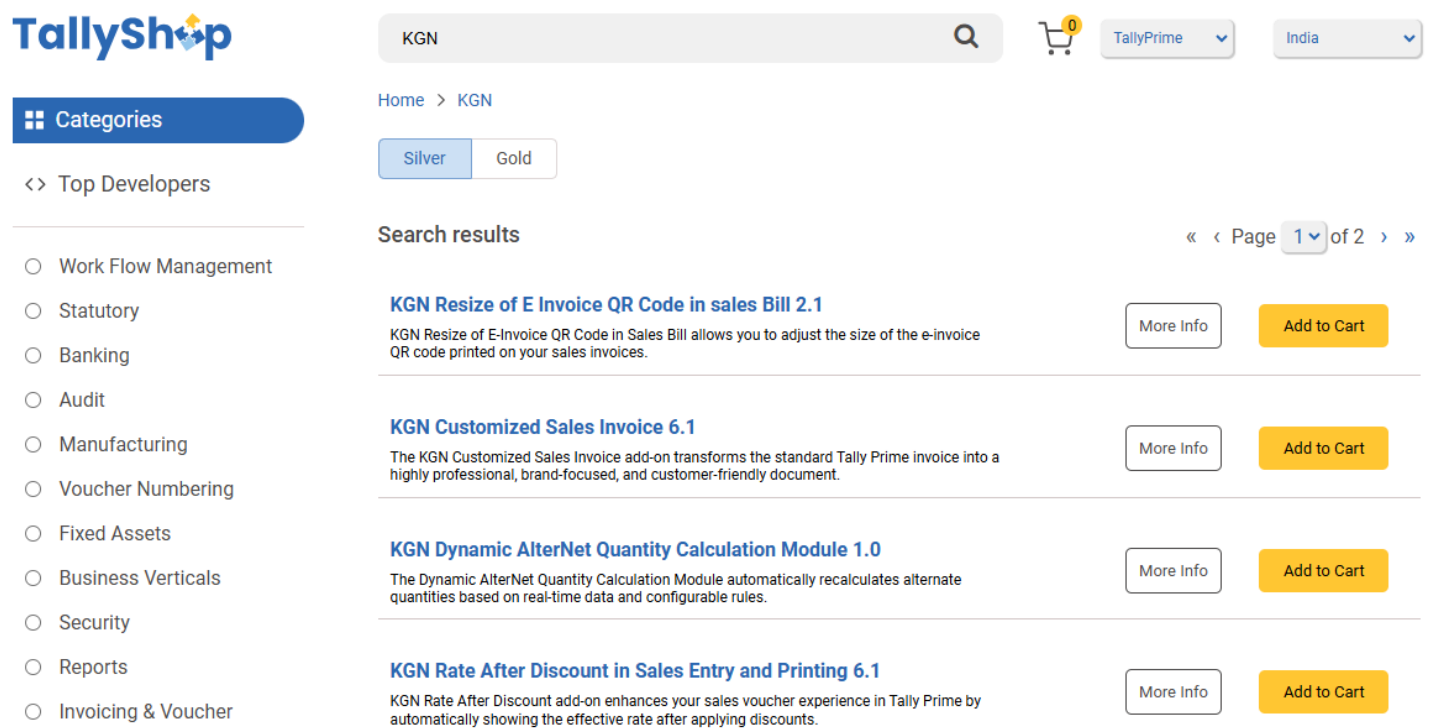
For Any Additional Customization Please Contact Our Senior Developer :

+91 9063604900/+91 7989604900

===== End of Add on =====

Find our **Other Solution** which is available at **Tally Shop** – (it may useful to your organization)

Open your **Tally Prime** > Click the **F1-Help** > then Click **Tally Shop** > then Type – (In Search Key word) > **KGN**



The screenshot shows the TallyShop website interface. At the top, there is a search bar with 'KGN' entered. Below the search bar, there are tabs for 'Silver' and 'Gold'. The search results are displayed in a list format. Each result includes a title, a brief description, and two buttons: 'More Info' and 'Add to Cart'.

Search results	More Info	Add to Cart
KGN Resize of E Invoice QR Code in sales Bill 2.1 KGN Resize of E-Invoice QR Code in Sales Bill allows you to adjust the size of the e-invoice QR code printed on your sales invoices.	More Info	Add to Cart
KGN Customized Sales Invoice 6.1 The KGN Customized Sales Invoice add-on transforms the standard Tally Prime invoice into a highly professional, brand-focused, and customer-friendly document.	More Info	Add to Cart
KGN Dynamic AlterNet Quantity Calculation Module 1.0 The Dynamic AlterNet Quantity Calculation Module automatically recalculates alternate quantities based on real-time data and configurable rules.	More Info	Add to Cart
KGN Rate After Discount in Sales Entry and Printing 6.1 KGN Rate After Discount add-on enhances your sales voucher experience in Tally Prime by automatically showing the effective rate after applying discounts.	More Info	Add to Cart

Check your Requirement and try the Demo.

All the above our Listed Add-on as **Video Tutorial** also available in our **YouTube Channel**

KGN SOFT SOLUTIONS

Click on: www.youtube.com/@kgnsoftsolutions

Ready Add-on & Modules

AlterNet Qty Change in Voucher
Auto B2C Item wise Sales posting
Auto Backup
Auto Manufacturing after Sales
Auto Posting of Bulk Vouchers
Auto Posting of Payment Vouchers
Auto Receipt From Ledger (No Bill Wise)
Auto Receipt From Ledger Report
Auto Receipts From OS Report
Batch Details in Ledger Report
Batch Number Column in Columnar Sales Register
Bill Received Details in Sales Register
Central Bank of India RTGS NEFT Form
CEO Dash Board
CREDIT CONTROL ON DAYS
DAY BOOK TOTALS

Day wise Bill Wise Collection
Doctors OP Receipts Bulk Posting
DOUBLE DISCOUNT IN SALES
Expiry Stock Report
False Date Controlling
Fixed Assets Register
Grid Lines in Sales Invoice
Group Company Reports
Groupwise Outstanding Report
GST RATES WISE INPUT OUTPUT
INNER WEAR SIZE and PCS
Item wise Profit or Loss report
Letter Head in invoice
Letterhead Format Invoice
Loading Slip with CASE-PCS
Multi Voucher Printing with Voucher no Range
Party Previous Balance
Pickup List
POS Print from Normal Sales
Qty in Profit and Loss Account
Recycle Bin
Sales to Receipt Auto Posting (Only Cash)
Scanned Signature in Invoice
Size wise billing
Grade wise Rate Setup and Quotation
Stock Item Std Rate Report

STOCK SUMMARY WITH GST INFO

System Date wise daybook

TEXTILES PCS METERS

User's Activity Tracking Report

Voucher Alteration History

Voucher Date as System Date

Voucher Number as Voucher Reference

Auto E-Mailing Module

Bill to Ship to Instead of Buyer Consignee

Daybook Totals with Cash & Bank Closing balance

GSTR-4 Generation from Tally

Inactive Stock Items

Ledger Replace

Original Invoice Date Filter

Space BW Line

TCS Setup Simplified and Sales Control

Cash Sales Register

Date wise Item wise Negative Stock

Item Details in Multi Companies

Ledger Master Report

Minimum Order Report

Std Rate Auto pick in Incl Rate

Auto Backup TSS Validity

Brokerage Module

Common Godown for All Items

Customized Ledger Interest Report

Disable Delete cancel to users

Free Qty in Sales & purchase
GST as per Books in 3B
Item Name Column in Columnar report
Ledger Blocking in Sales
Negative Stock Control
Price List Rate in Inclusive Rate
Recycle Bin Without Confirmation
Resize Of eInvoice QR Code
Salesman report
Skip Rate per Disc Amount to users
Tally2WhatsApp Module
Cmp 2 Cmp Auto Posting
Discount Amount Column in Invoice
Godown Security
Last Purchase Cost in Sales Entry