Credit Controls Overview

Challenging situations occur when a customer wants to place an order but their account has been put on hold or is over the credit limit.

In this course we will introduce the 4 methods for handling credit control situations.

These include putting the order 'On Hold', getting an immediate 'Release', turning the order into a 'Cash sale', and finally entering a 'Payment on Account' to release credit.

Account Holds and Credit Limits are set within Customer properties.

Find and select the Customer, and right-click.

Select 'Properties'.

The 'General' tab contains the option to place an 'Account on hold'.

Checking the box turns the hold on and off.

'Credit limits' are set on the 'Accounts' tab. [pause]

The ability to change this field is limited by User.

'Save and close' the Customer properties to save the credit settings.

Customers 'On Hold' or over their limit are flagged on the 'Customers' view.

Clicking on the icon displays a pop-up box describing the status as 'over their credit limit' or 'on hold'.

Each time you start a new sales document for an Account customer, their available credit is shown on the status bar.

A positive ‘Credit’ value indicates they have remaining credit.

A negative amount indicates the amount they are over their limit.

When the amount of an order takes a Customer over their limit a ‘Status’ warning is shown.

Selecting to complete the order, shows the options for handling the situation.

By default, the order is put hold and can only proceed when cleared by a credit controller.

Clicking ‘Finish’ completes the order.

This order is flagged as on hold; noted by the document icon, the ‘Status’ and ‘Sub status’.

It is not possible to proceed through picking, delivery or pick up of this order until an authorized Credit Controller releases it.

The second option available on the ‘Credit Control Warning’ is to ‘Get Release Code’.

Clicking the button displays a window for entry of the code.

Contact the Credit Manager and provide them with the ‘Order code’ displayed.

From their workstation, the Credit Manager accesses an option called ‘Get Credit Control Release Code’.

When the Credit Manager enters the ‘Order code’ their system issues a ‘Release code’.

You will enter that code here and click ‘OK’.

The ‘Release code’ is random and changes every time a request is made for one.

The order is completed with no credit restrictions.

The Customer is still over their credit limit and flagged as such.

When a Customer that is on ‘Account Hold’ is selected for an order, the only option available is to turn it into a ‘Cash Sale’.

If they are not on hold, you can opt to select the ‘Make Cash Sale’ box.

The ‘Payment Details’ window opens for you to enter the method of payment and complete the transaction.

The final option is to enter a ‘Payment on Account’ to release sufficient credit for the order.

The ‘Receive Account Payment’ window opens with most fields already entered including the Customer, Address, Branch and Date.

The ‘Payment method’ is selected from the drop down.

The ‘Amount paid’ and ‘Amount applied’ is automatically calculated.

It is the difference between the sales order amount and the credit limit balance remaining prior to entering the order.

The Customer can pay the amount shown or a higher amount.

The ‘Remittance advice’ and ‘Notes’ dialog boxes are automatically filled in with information from the sales order.

Clicking ‘Ok’ completes the payment on account and the sales order.

The order is then completed with no credit restrictions.

You should now have an understanding of the streamlined options BisTrack provides for handling Customer credit situations at point of sale.

Account Holds, Credit Limits work in conjunction with the ability to place an order On Hold, obtain an Immediate Release code, turn an order into a Cash Sale, and receive a Payment on Account.

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