Credit Controls Overview

Clerk:

I'm sorry, your card has been declined…

Narrator:

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.

The good news is, you, and the customer, have some options.

Let's explore them in the topic list here.

We recommend starting at the top of the list, and working your way through the topics.

Topics

- Account Holds and Credit Limits
- Putting an Order on Hold
- Options

Account Holds and Credit Limits

You can manage credit limits and account holds. Use the Next button to move through the images. You can restart the topic at any time selecting the Reset button. When you're finished, select the right arrow icon see the Putting an Order on Hold topic.

The system displays a status icon for customers whose accounts are on hold or have exceeded their credit limit.

Selecting either of the icons displays a message that explains the status.

You can find and set account holds and credit limits in Customer Properties.

When an account is on hold, you'll see a flag at the top of the pane that shows the account is on hold, and the Net Balance for the account.

You can change the status by enabling or disabling the account on hold check box.

You can see the customer's credit limit on the Accounts tab and you can change it if you have the right permissions. To review this topic, select the rest button. Select the right arrow icon to move to the next topic.

Putting an Order on Hold

Use the Next button to move to the next image. You can restart the topic at any time with the Reset Button.

Whenever you start a new sales document for an account customer, the system shows their credit limit on the status bar.

A positive value shows that the customer has credit available.

A negative value means that they are over their credit limit.

When an order amount exceeds the customer's credit limit, the system displays a status warning.

When you complete the order, you're given options on how to deal with the over limit status.

By default, the system puts orders that exceed credit limits on hold until cleared by a Credit Controller.

You cannot pick, deliver, or make the order available for pickup until it's cleared.

In Find Documents, the system flags documents on credit control with a Document icon and annotations for Status and Sub Status.

Select the right arrow icon to move to the next topic.

Options

Use the Next button to move to the next image. You can restart the topic at any time with the Reset Button. You have options for how to manage credit limits and account holds.

Recall that when you Complete a Sales Order for a customer that's over their credit limit, the system puts the order on Hold until it's cleared by a Credit Controller.

You have several options to help the customer clear this hurdle.

Your first option is to get a release code.

Selecting this option opens an Order – Credit Control Release window with instructions to contact the Credit Controller for a randomized Release Code.

Once you enter the code and select OK, you can complete the order with no credit restrictions.

Note: The customer remains over their credit limit and the system reflects that accordingly.

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