
Bookkeeping - Credit Management Overview
AV Ref # 551

This document will explain:

- Credit Management & Overriding Credit Holds
- Setting Up Customers For Allowable Days Past Due & Credit Limit
- Setting Customers To Be Exempt From Credit Holds
- The Correct System & Password Switches That Need To Be Set

About:

Frequently, your employees will make sales to past due customers because either they don't know the customer is past due or because, as sales reps, they tend to be more focused on the actual sale than the customer. Setting up credit management can effectively put a stop to this by flagging a customer as past due/over their credit limit and, more importantly, by forcing a credit override by management in order to allow the sale to continue.

How:

Step One:

Determine if you want a default Allowable Days Past Due for all customers. If so, System Switch 64 should be set to your default days amount. This is a STORE-level setting so needs to be set for each location. Keep in mind that even if you set a default, you can always edit it for individual customers as needed. If you want all customers to have the same default allowable days past due:

1. **Views** → **Administration & Utilities** → **Store** → **System Store** (legacy Blue Screen will launch)
2. <Enter> twice to view current System Switches
3. <Enter> down to **#64** and key in your default allowable days past due number (ex. 45) and hit your **F10** key to save your changes.
4. Hit your <ESC> key to close the Blue Screen.

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Step Two:

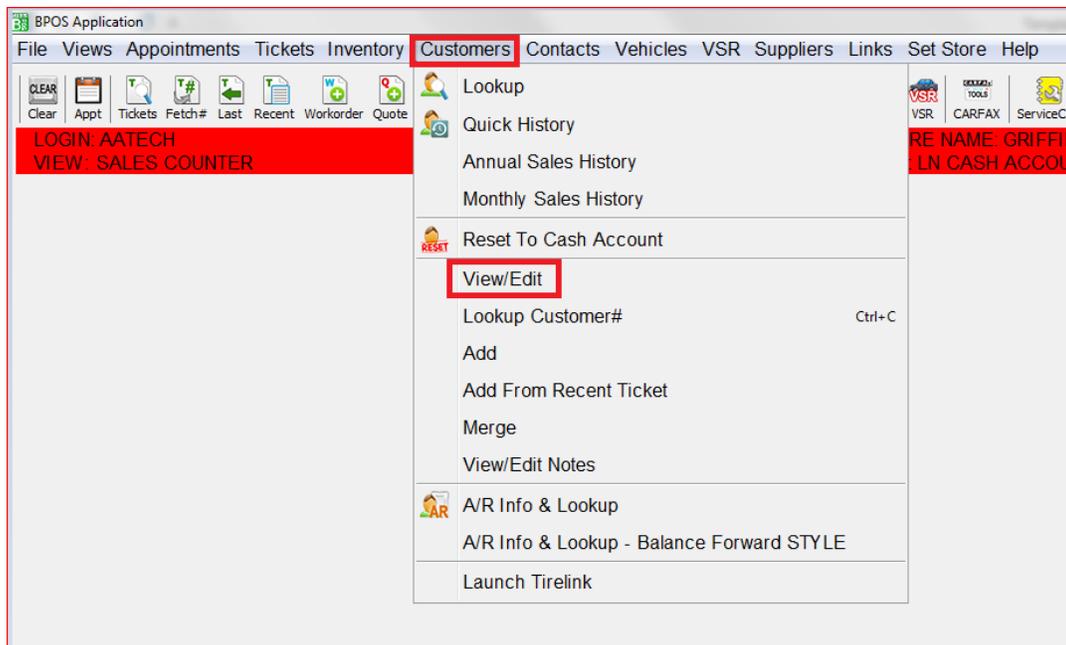
Decide how much leeway you wish to give your sales reps when it comes to creating work orders and printing those work orders. Your system can be set to block the printing of work orders entirely for past due customers Or it can be set to allow the printing of the invoices but not the closing of an invoice. This is a Corporate setting (15=X for no print/no closing or 15=C for allowed printing/no closing) and once turned on, will be on for all locations.

1. **Views → Administration & Utilities → Corporate → System Corporate**
(login Blue Screen will launch)
2. **<Enter>** once to view current Corporate System Switches
3. **<Enter>** down to **#15** and key in **X** to set the system for NO PRINT/NO CLOSE or key in a **C** for ALLOWED PRINT/NO CLOSE. Then hit your **F10** key to save your changes.
4. Hit your **<ESC>** key to close the Blue Screen.

Step Three:

Set the customer to be flagged when they are past due and/or over their credit limit OR set them to be EXEMPT from Credit Management.

1. **Views → Sales Counter.**
2. Click on the **Customer → View/Edit:**



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- Click on the **binoculars** beside **Customer #** and find your customer. Double-click on them to make them active:

Customer View & Edit

Contact Info | Account Info | Other Info | Pricing | A/R Info | Misc

Customer # 

Name

Short Name

Address

Address2

City State Zip

Contact Name

Type	Phone/Email	EXT	Text
PHONE	(704) 477-4843		
PHONE	(704) 735-3302		
EMAIL	rzimtbaum@charter.net		

*** Right-Click Table To Add/Edit/Delete Customer Contact

Track VSR

Send VSR Postcards

4. Click on the **Account Info** Tab.
5. Set your **Credit Limit** and/or your **Allowable Days Past Due**.
6. **To make a customer always be EXEMPT from Credit Management**, key in a negative 99 (-99) into the **Allowable Days Past Due** field.
7. Click on **Save** at the bottom to save your changes:

Customer View & Edit

Contact Info Account Info Other Info Pricing A/R Info Misc

Sales Type Commer...
 A/R Type Open Items
 Terms 1 - 30 Days - Net 10th
➔ Credit Limit 1500.00 ➔
 Allowable Days Past Due 45.00
 Print Ticket
 C.O.D. ▼
 Account Active Yes ▼
 Inactive Date
 Tax Exempt
 Tax Code
 FET Code ▼
 Finance 0.0000
 Billing # 0
 Customer Since 01/01/2003

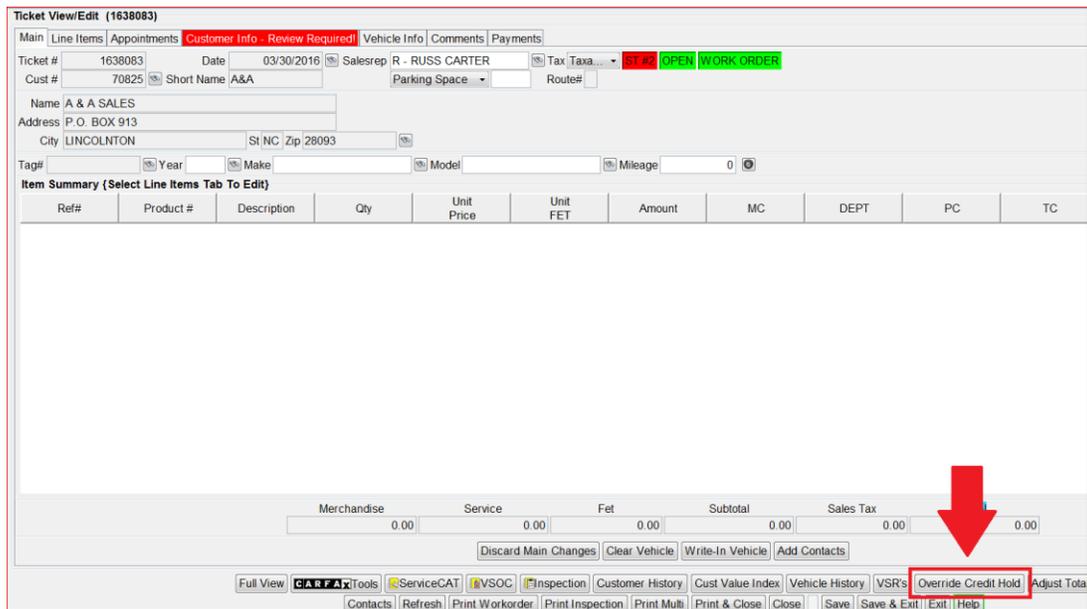
Save

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Step Four:

Performing a Credit Hold Override

1. Your sales staff will alert you that a customer is past due and they are not able to close their ticket. (When they 1st started the invoice and put the customer on the ticket, they will have gotten a big warning screen alerting them to the issue.)
2. Review the account to decide whether the customer will be allowed to charge or if you will allow the sale to proceed but they must pay for the invoice with cash credit card.
3. If you determine the sale can proceed, pull their invoice up on your screen.
4. Click on the **Override Credit Hold** button at the bottom of the screen:



Ticket View/Edit (1638083)

Main | Line Items | Appointments | **Customer Info - Review Required** | Vehicle Info | Comments | Payments

Ticket # 1638083 Date 03/30/2016 Salesrep R - RUSS CARTER Tax Taxa... **ST 92 OPEN WORK ORDER**

Cust # 70825 Short Name A&A Parking Space Route#

Name A & A SALES

Address P.O. BOX 913

City LINCOLNTON St NC Zip 28093

Tag# Year Make Model Mileage 0

Item Summary (Select Line Items Tab To Edit)

Ref#	Product #	Description	Qty	Unit Price	Unit FET	Amount	MC	DEPT	PC	TC

Merchandise 0.00 Service 0.00 Fet 0.00 Subtotal 0.00 Sales Tax 0.00 PC 0.00

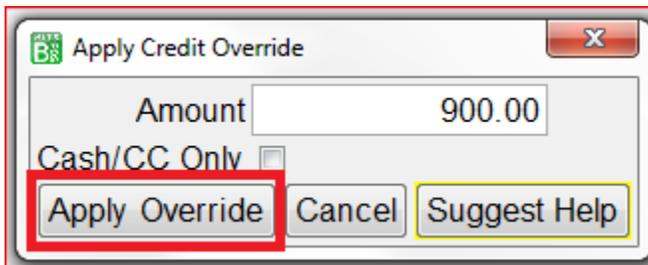
Discard Main Changes Clear Vehicle Write-In Vehicle Add Contacts

Full View **CARFAX** Tools ServiceCAT VSOC Inspection Customer History Cust Value Index Vehicle History VSRs **Override Credit Hold** Adjust Total

Contacts Refresh Print Workorder Print Inspection Print Multi Print & Close Close Save Save & Exit Exit Help

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5. You will key in the new amount they will be allowed to purchase. The amount entered on the Apply Credit Override window indicates that the invoice is not subject to credit hold restrictions and the invoice can be billed (up to the dollar amount indicated by the entry). For example, a value of 900 indicates that the invoice is not subject to credit hold restrictions but can only be processed for an invoice amount of up to \$900. Note: This is only an override to allow the current transaction to proceed and does NOT update their Customer file.
6. If you want them to have to pay for this transaction with cash or credit card, just check the box for **Cash/CC Only**.
7. Click on the **Apply Override** button:



8. At that point, the sale will be allowed to proceed as normal.

****Note** – Users must have password permission to set credit limits/ADPD and to override the credit hold (P55=1 allows user to set ADPD, P55=2 allows user to override a credit hold, P55=3 allows for both, P55=blank blocks access to all). If you need to give a user permission to perform these functions, please contact your system administrator.