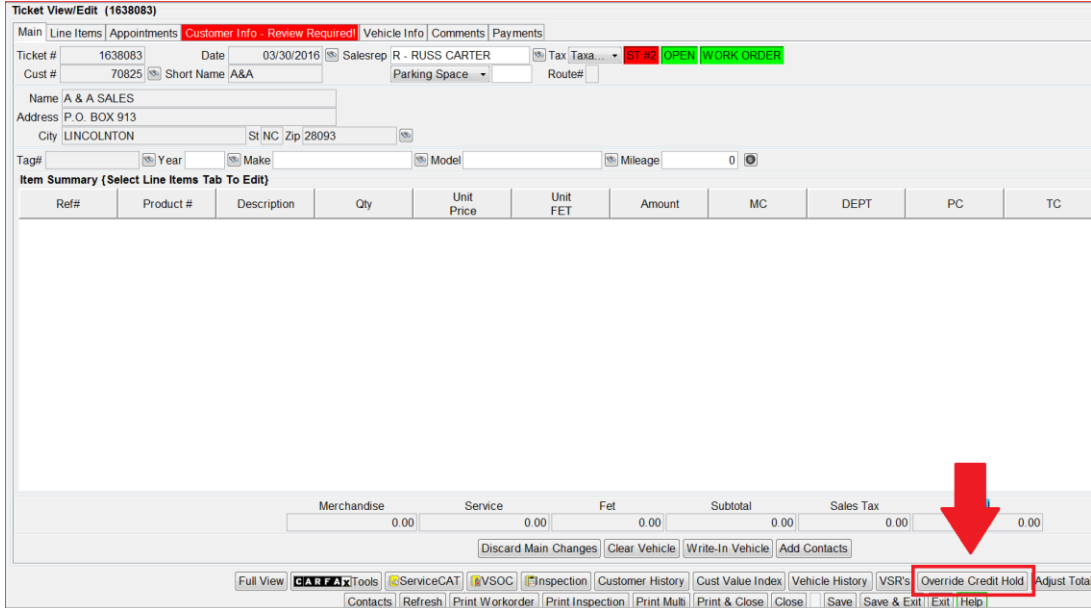


## Invoice – Override Credit Hold AV Ref # 553

To override an invoice on Credit Hold:

1. Review the account to determine whether the customer will be allowed to charge or if you will allow the sale to proceed but the customer must pay for the invoice with cash, check or credit card.
2. If you determine the sale can proceed, access the invoice that is on credit hold.
3. Click on the **Override Credit Hold** button in the lower right 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... **BT #2 OPEN WORK ORDER**

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

Name A & A SALES

Address P.O. BOX 913

City UNCOLNTON 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

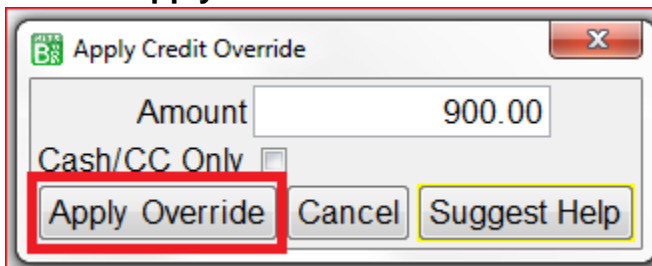
Merchandise 0.00 Service 0.00 Fet 0.00 Subtotal 0.00 Sales Tax 0.00 0.00

Discard Main Changes Clear Vehicle Write-In Vehicle Add Contacts

Full View **CARFAX** Tools ServiceCAT VSOCS Inspection Customer History Cust Value Index Vehicle History VSR's **Override Credit Hold** Adjust Total

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

4. 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.*
5. If you determine the customer must pay for this transaction with cash, check or credit card, check the box for **Cash/CC Only**.
6. Click on **Apply Override**.



**Apply Credit Override**

Amount 900.00

Cash/CC Only ☒

**Apply Override** Cancel Suggest Help

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

**\*\*Note** – User must have password permission to override a credit hold. If you need to give a user password permission to access this function, please contact the HITS Technical Support Center. (P55)

**HITS Technical Support:** Mon-Fri : 8:30am-4:30pm EST

**Phone:** (800) 422-2032 **Email:** [tech@aasys.com](mailto:tech@aasys.com)

**Note:** For after-hours emergency support - Use the 24/7 number provided with your software