

Automatic Credit Hold Setup

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This article explains the process of automating credit holds for past-due accounts. **It's crucial to ensure compliance with local and regional regulations** when applying credit holds and managing charges for accounts under such restrictions.

49111 Example Account 49111001

1234 W Beverly Blvd
Houston, TX 90640-4145
US
(O) +1 555-555-6324

TERMS Net 20
INVOICE DELIVERY Printed

Credit Hold

DIVISION QAWASTE
ACCOUNT MGR Aliena Somers - Admin-NS (Admin)
CLASS COMMERCIAL
BILL GROUP QA Billing Cycle
ADVANCE - MONTHLY Billed Thru Date Jul 31, 2024

CURRENT	1-30	31-60	61-90	91-120	120+	TOTAL
0.00	0.00	0.00	0.00	380.00	0.00	380.00

Auto Pay Not Enabled

HIGHLIGHTS Account is past due

PENDING

- 1557 Customer Request Test2 Dispatcher User -
- 1559 Customer Request Test2 Dispatcher User -

ACTIVE SERVICES (1) Notes TOTAL RECURRING \$ 60.00

QTY	SERVICE CODE	SERVICE ID	FREQUENCY	SCHEDULE
1	96 Gal Trash - Comm	6BCF	1x per week	

TXLENDAR October, 2024 **EVENTS** Appointment, AR, TXncellation, Complaint, Ei

SUN	MON	TUE	WED
Sep 29	Sep 30	Oct 1	

Permissions

The following permissions are required to set up an automatic credit hold:

Permission ID	Permission Name
22	Setup \ Accounting
120	Setup \ System and Security

Account Class Setup

Pathway: Setup > Accounting > Account Class

Automating credit hold status is managed at the account class level. Review the settings in both the Status Management and Finance Charges & Other Fees tabs when configuring auto-credit hold.

Status Management

The screenshot shows the 'ACCOUNT CLASS SETUP' page with a table of account classes. A modal window titled 'ADD ACCOUNT CLASS' is open, displaying configuration options for account status management. The 'Status Management' tab is selected, showing fields for enabling automatic status updates, setting auto-credit hold parameters (days, minimum amount, placement, removal), and specifying the status update time and daily auto-apply setting.

Configuration Fields

Field	Description
Enable Automatic Status Update	Select 'Yes' to enable the system to automatically update an account's status. This setting applies to both applying and removing auto-credit hold and other automatic status updates.
Auto Credit Hold Past Due Days	Specifies how many days a single invoice must be past due before auto-credit hold is applied. An account requires just one past-due invoice for the credit hold to take effect. Note: 'Auto Credit Hold Placement' must be enabled for settings here to apply.
Auto Credit Hold Minimum Past Due Amount	Specifies the monetary amount an account must be past due before an auto-credit hold is applied. Note: 'Auto Credit Hold Placement' must be enabled for settings here to apply.
Auto Credit Hold Placement	Setting that directly applies to placing a past-due account on credit hold. Select 'Yes' to allow. Note: This field must be enabled for 'Auto Credit Hold Past Due Days' and 'Auto Credit Hold Minimum Past Due Amount'.
Auto Credit Hold Removal	Setting that directly applies to removing an account from a credit hold status after the past-due balance has been paid.
Status Update Time	Indicates the time the system will process status updates. It's recommended to schedule this during off-hours when system activity is low and to avoid disrupting operations.
Run Daily Auto Apply	Enables a daily check for unapplied payments and credits on an account and applies them to the account's oldest invoice balances first.

Finance Charges and Other Fees

Configuration Fields

Field	Description
Credit Hold Placement Fee	If a fee should be applied when an account is placed on credit hold, enter the fee amount here.
Credit Hold Placement Fee Charge Code	If a credit hold fee is applied, select the charge code to be used for billing. Additional information about charge codes can be found here: Charge Code Setup .

System Options Setup

Pathway: *Setup > System > System Options*

If an account is placed on credit hold, an automatic notification can be sent to account contacts based on system settings. This is an optional feature that can be enabled as needed.

Account

In the Account tab, select the credit hold notification template customers will receive when their account is placed on credit hold. More information about notification templates can be reviewed here: [Notification Template Setup](#).



The **Credit Hold Notification Template** field only displays 'Account Notification' template types created in Notification Template Setup. Templates are configured in *Setup > System > Notification Template*.

SYSTEM OPTIONS SETUP								
System	Sales	Integration	Account	Operations	Customer Portal	Broker	Online Order	
THRESHOLD DISCOUNT LAB TEST ID							CREDIT HOLD NOTIFICATION TEMPLATE	Acct Notify Template
API GRAVITY LAB TEST ID							ENABLE ONLINE SIGNATURE MESSAGING	No
SPECIFIC GRAVITY LAB TEST ID							LIMIT PAYMENT BATCH TO SINGLE DIVISION	No
ENABLE SITE BILLING ADDRESS	No						LIMIT BILL GROUP TO SINGLE DIVISION	No
ENABLE SITE BILL GROUP	Yes						ACCOUNT AND SITE DIVISION MUST MATCH	Yes
ENABLE AGING BY SITE	No						SMS DEFAULT TASK TYPE	Customer Support
SERVICES GRID DEFAULT VIEW	Notes						SMS UNKNOWN USER RESPONSE	
DEFAULT GENERATOR TYPE	Not Applicable							
CREDIT HOLD REASON CODE	Credit Hold							
VACATION HOLD REASON CODE	Vacation Hold							
AUDITOR ACCOUNT LABEL	Collection Agent							
WRITE OFF CHARGE CODE								
REQUIRE SITE SOURCE	No							
REQUIRE BROKER GROUP FOR BROKER ACCOUNT CLASS TYPE	Yes							

Service Code Setup

Pathway: Setup > Services > Service Code

In Service Code Setup, the default setting for 'Bill While on Credit Hold' is 'Yes.' To prevent billing specific services while on credit hold, review and update the relevant service codes to 'No.'

ADD SERVICE CODE			
Service Code			
SERVICE CODE		ACTIVE	Yes
NAME		ENABLE ROUTING	No
LINE OF BUSINESS		REQUIRE FREQUENCY	Yes
EQUIPMENT TYPE		ENABLE DRIVER UPDATE	No
MATERIAL TYPE		ENABLE ACCOUNT SIGNATURE	No
UOM		ENABLE DRIVER SIGNATURE	No
TAXABLE	No	ENABLE WORK ORDER MINIMUM	No
GL ACCOUNT		ENABLE RENTAL FEE	No
TEMPORARY SERVICE GL ACCOUNT		ENABLE DEFAULT DESTINATION	No
PRORATION METHOD	Calendar Days - Start and End	ENABLE NEGATIVE AMOUNT	No
VACATION HOLD PRORATION METHOD	Do Not Prorate	ENABLE ESTIMATES TRACKING	No
BILL WHILE ON CREDIT HOLD	Yes	ENABLE EQUIPMENT OWNERSHIP	No
IS AP TRANSACTION	No	ENABLE SHARE	No
EST MONTHLY HOLD DATE		ENABLE VENDOR	No

SAVE

