Contents

Purpose

Use this procedure to establish Credit information for a new or existing customer.

Use the **Billing > Credit > Credit Detail** sheet to enter and update credit information (such as defining credit limits) for the current customer. You can also define other credit options such as whether you receive non-traditional payment instruments from them.
This procedure will outline the create process, since both create and the change process use the same menu paths and procedures.

Trigger(s)

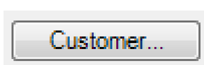
A company has called you to have you work up a quote or buy a product that you sell that you have not had any dealings with in the past.

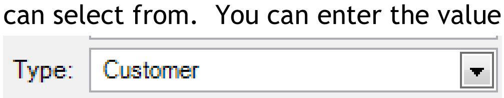
Prerequisites

Setup Customer

Proper menu security (usually someone in Accounting)

Helpful Hints

- Remember that you can right click on a field to drill into more details.
- Buttons like 

 are used to perform a search for a valid value.
- Fields that have a pull down beside them indicate that there is a valid list of values that you can select from. You can enter the value by typing if you already know the value.


- Clicking on the small upside down triangle on the New Icon  will provide a pull down menu for creating new portions of the part, such as adding a plant, warehouse or location.
- Remember to use field help to find out more detail about a field that is not defined in this manual. Help ⇨ **Field Help**

Procedure

- Set Credit Limit on Customer
- Remove Customer from Credit Hold – if appropriate.

Menu Path

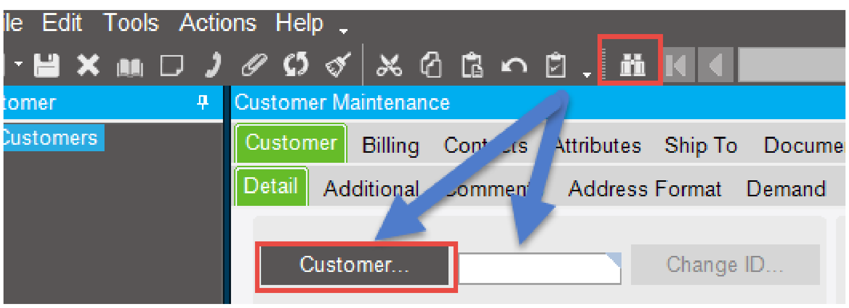
Access the customer menus using one of the following menu paths:

Financial Management ⇨ Accounts Receivable ⇨ Setup ⇨ Customer
Production Management ⇨ Material Requirements Planning ⇨Setup ⇨ Customer
Sales Management ⇨ Order Management ⇨ Setup ⇨ Customer
Sales Management ⇨ Quote Management ⇨ Setup ⇨ Customer

Menu Path

Financial Management ⇨ Accounts Receivable ⇨ Setup ⇨ Customer

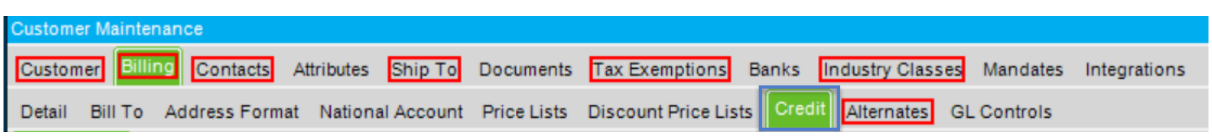
Search using the binoculars or click on the customer button for a current customer

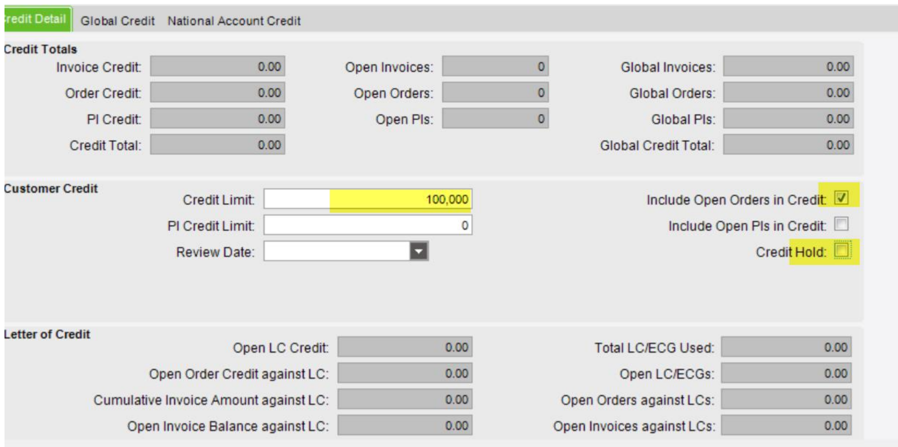


Use the **Billing > Credit > Credit Detail** sheet to enter and update credit information (such as defining credit limits) for the current customer. You can also define other credit options such as whether you receive non-traditional payment instruments from them. The accompanying **Billing > Credit > National Account Credit** sheet allows you to check credit for customers in national account relationships. This is demonstrated using a different document as the credit setup is a global setting.

Billing – Credit – Credit Detail

Move to the Billing – Credit – Credit Detail Tab





Field Name	R/O/D	Description
Credit Limit	O	Specifies the total amount of credit available to this customer.
PI Credit Limit	O	This field specifies the maximum credit this customer may have for non-traditional payments like postdated checks and bank drafts.
Review Date	O	The date that the next credit check should be made for this customer. This date is only for your reference.
Include Open Order	O	Enabling this checkbox indicates that the system should use open order amounts in addition to the AR balance to calculate the Credit Total.
Include Payment Inst.	O	Enabling this checkbox indicates that you want to receive non-traditional payment information such as postdated checks and bank drafts for this customer and use them in calculating the credit limit
Credit Hold	O	When checked this customer may not receive any more credit from your company. By default all new customer are automatically placed on credit hold.