Business Process Procedure - Customer Credit

# Contents

CONTENTS	1
PURPOSE	2
TRIGGER(S)	2
PREREQUISITES	2
HELPFUL HINTS	2
Procedure	.3
Menu Path	.3
Menu Path	3
Billing – Credit – Credit Detail	. 3

# Customer Credit 10.1.600

### 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
  Customer...

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.

Type:	Customer	•

- 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

## Crawford Software

Business Process Procedure - Customer Credit 10.1.doc © 2017 Crawford Software Consulting, Inc. This document is proprietary and the contents are the exclusive property of CSCI. This document may not be reproduced in any form without written permission from CSCI.

## Customer Credit 10.1.600

#### 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  $\Rightarrow$  Accounts Receivable  $\Rightarrow$  Setup  $\Rightarrow$  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

Customer Maintenance	
Customer Billing Contacts Attributes Ship To	Documents Tax Exemptions Banks Industry Classes Mandates Integrations
Detail Bill To Address Format National Account	Price Lists Discount Price Lists Credit Alternates GL Controls

### Crawford Software

Business Process Procedure - Customer Credit 10.1.doc

 $\odot$  2017 Crawford Software Consulting, Inc. This document is proprietary and the contents are the exclusive property of CSCI. This document may not be reproduced in any form without written permission from CSCI.

# Customer Credit 10.1.600

andit Tatala					
Invoice Credit:	0.00	Open Invoices:	0	Global Invoices:	0.00
Order Credit:	0.00	Open Orders:	0	Global Orders:	0.00
PI Credit:	0.00	Open Pls:	0	Global Pls:	0.00
Credit Total:	0.00			Global Credit Total:	0.00
Ustomer Credit Credit Limit PI Credit Limit Review Date:		100,000 0	100,000 Include Open Order 0 Include Open Pl C		s in Credi <mark>t: 🔽</mark> s in Credit: 🗔 credi <mark>t Hold: 📃</mark>
etter of Credit	Open LC Cred	jit. 0.00		Total LC/ECG Used:	0.00
	Open Order Credit against L	C: 0.00		Open LC/ECGs:	0.00
					0.00
Cumulati	ve Invoice Amount against L	C: 0.00	Ope	en Orders against LCs:	0.00

Field Name	R/O/D	Description
Credit Limit	0	Specifies the total amount of credit available to this customer.
Pl Credit Limit	0	This field specifies the maximum credit this customer may have for non-traditional payments like postdated checks and bank drafts.
Review Date	0	The date that the next credit check should be made for this customer. This date is only for your reference.
Include Open Order	0	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.	0	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	0	When checked this customer may not receive any more credit from your company. By default all new customer are automatically placed on credit hold.

#### Crawford Software "Bringing Software and Manufacturing Together"

Business Process Procedure - Customer Credit 10.1.doc © 2017 Crawford Software Consulting, Inc. This document is proprietary and the contents are the exclusive property of CSCI. This document may not be reproduced in any form without written permission from CSCI.