

Debtors 'Auto Credit Hold'

This document will explain:
How to set up and implement 'Auto Credit Hold'

Auto Credit hold will automatically put customers (Debtors) on credit hold if they have invoices that are overdue by a certain number of days, or the debtor has exceeded their credit limit. You can select at a CardFile level if a Customer is subject 'Auto Hold'.

Setting up Auto Credit Hold

Auto Credit Hold must first be enabled via Tools > Options > Accounts.
Tick the 'Enable automatic daily credit hold check' checkbox.
Select 'When outside terms by (Days)' and enter your 'grace' period – the default is zero.

- Allow to delete General Journal entries
- Allow to delete Payments
- Force General Journal comments
- First financial year has been rolled
- Enable automatic daily credit hold check

When outside terms by (days)

When changing these options, once you refresh the Debtors List, and at the start of each day, Jim2 will automatically check each Debtor and place them on Auto Hold if required.

Adjusting a Customer's Credit Hold status

By default all Customers are set to 'Auto Off' credit hold.
After setting the Credit Hold options as above, credit hold checking is enabled. To change a customer's credit hold setting, edit their CardFile, and on the Customer tab set their credit hold status as follows:

CardFile Credit Hold settings:

Credit Hold	Description
Off (Auto)	The customer is currently not on credit hold
On (Auto)	The customer has been placed on automatic credit hold
Off (Manual)	The customer is OFF credit hold and is not affected by auto credit hold checking
On (Manual)	The customer is ON credit hold and is not affected by auto credit hold checking

NOTE: The 'Manual' credit hold settings exclude customers from automatic credit hold checks.

For example, you may wish to place a Customer on 'On (Manual)' if you are currently in dispute with them, or they are in receivership, etc. You may place a 'good' customer, or a customer who always pays but simply not within your terms (local school for example), to 'Off (Manual)' credit hold status.

What happens when I receive payments?

When a payment is received and applied to invoices, Jim2 will automatically check the Debtor record and update their auto credit status, if appropriate.

Debtors List – How do I know who's on Auto Hold?

You can filter and run a Debtors list to check which Debtors are on Credit Hold.

At the top right of the Debtors List select which 'type' of credit hold you require and click Run.

Credit Hold Filter	Description
Off (Auto)	Debtors OFF auto credit hold
On (Auto)	Debtors ON auto credit hold
Off (Manual)	Debtors OFF manual credit hold
On (Manual)	Debtors ON manual credit hold
ALL ON	Debtors ON either auto or manual credit hold
ALL OFF	Debtors OFF either auto or manual credit hold
ALL	All debtors regardless of their credit hold status (default)

For further assistance or information please call Happen support on 02 9570 4696 or email support@happen.biz