Customer Credit Control

This document will assist you in understanding the Design and Setup of Credit Control in Palladium.

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Overview

The Palladium Credit Control is managed in 2 separate stages in the form of Sales Order Level and Sales Invoice level. There is no credit management for Sales Quotes of Freehand Quotes.

Sales Invoices

There are 2 ways in which we control and setup the Credit Management for invoices in the form of Over Credit Limit, and Overdue Invoices.

Over Credit Limit

To use Credit Limit Control you first need to activate the function "Default Credit Control for New Customers" above and insert a default Credit Limit for New Customer creation. The Credit limits are set at customer level as seen below – and governs / limits the total amount of goods or services invoiced to clients. In the screen below you will see that we will activate the Credit Control function at Customer Level. Once the credit limit has been reached, the user will be unable to invoice the client further.

In addition to this you can set the system to Allow / Block or Warn on Customers over their Credit Limits for added flexibility.

Temporary Credit Limits

Should users wish to exceed customer credit limits but still exercise control and discretion by using the Temporary Credit Limit function as seen above. The temporary credit limit is supported by an expiration date for greater control.

Overdue Invoices

The credit block on Overdue Invoices manages the ability to process invoices on Customer accounts with overdue invoices. An overdue account is classified as an account with invoices over their due credit terms. Ie if an invoice was due to be paid at the end of January, the system will disallow invoices processed in February until these overdue invoices are paid. Note that there is an option for the discretionary management for credit control on overdue invoices with the option settings to Allow / Block or Warn on generating sales on accounts with overdue invoices.

User Overrides

We have the option to allow for user / managerial overrides on Credit Block on accounts with overdue invoices at time of processing the Invoice.

Sales Orders

Credit Block On Overdue Invoices

This function allows you to Control the processing of sales orders where clients have overdue invoices. You also have the ability to set the function to Allow / Block or Warn on processing orders for clients with Overdue Invoices, as well as the ability to convert these to Sales Quotes on the fly.

Credit Block On Over Credit Limit

This function allows you to Control the processing of sales orders where clients are over their credit limits. You also have the ability to set the function to Allow / Block or Warn on processing orders as required, as well as the ability to convert these to Sales Quotes on the fly.

Include Open Sales Orders in Available Credit

This function sets the available credit display on all Sales Document Processing screens to factor in the value of open Sales Orders for clients who want to view the credit limit as the total exposure to the client. In the screen below you will see we have created a Customer with a credit limit of R2,000 and a Temporary credit limit of R2,500 where we have included the open Sales Order in the available Credit value.
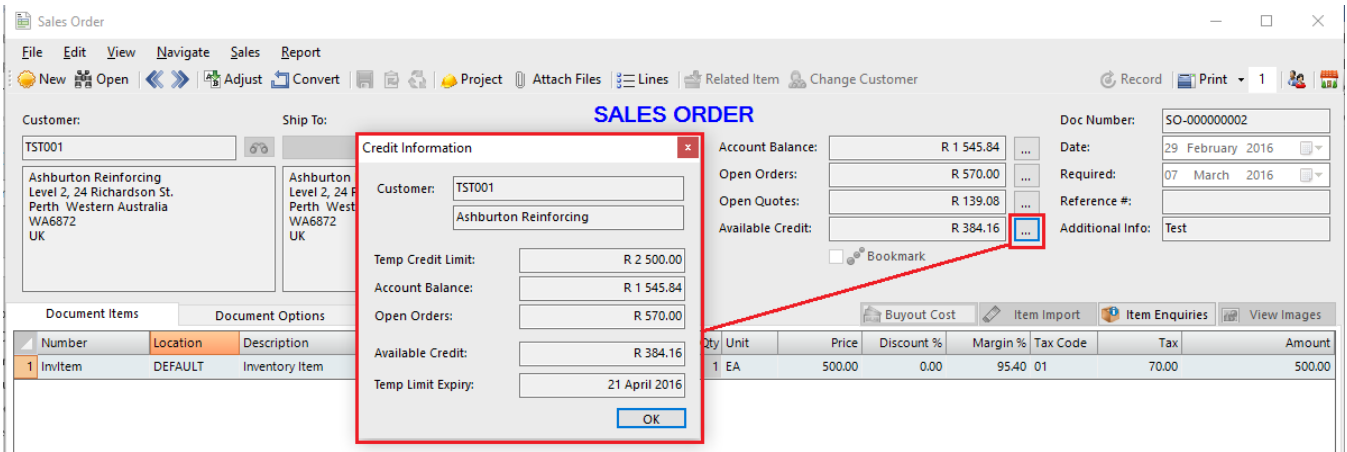
User Overrides

We have the option to allow for user / managerial overrides on Credit Block on accounts with overdue invoices at time of processing the order.

☑ ✅ Orders		
☑ ✅ Change Customer		
☑ ✅ Cancel Orders	Cancel Open Order Quantities	
☑ ✅ Adjustment Approval	Has Authorization to Adjust Orders / Approve Order Adjustments	
☑ ✅ Credit Block Approval	Appove Credit Block on Overdue Accounts on Sales Order Processing	