



Customer Credit Policy Procedures

Open Credit and customer balance does not exceed credit limit or 60 days payment terms. The customer has open credit and the parts, service or rental can be released without any further information from the credit department. Refer to the **Payment Terms Code, Over 60 Days** and **Difference** fields on the **Credit Management Screen***(access to this screen shown below this paragraph). A negative amount in the Difference field indicates that the customer has exceeded their credit limit (as shown in Example 1 below).

- To access **Credit Management** screen in Advantage, select **Financial Management (large box)** then **Receivables** then **Credit Management**. From there, utilize “up arrow” and access account as normal.

COD The parts and rentals need to be paid for at the time of delivery. Service work is to be paid for at completion. We strongly recommend that a credit card number be obtained prior to delivery or service. It is the department’s responsibility to make sure their staff or shipping company collects the money due. **All COD accounts with a balance must be checked with credit prior to service.** Refer to the **Balance field** on the Credit Management Screen.

Credit Review. A credit approval must be obtained. If credit is denied, the suggested response to the customer is *“your account has been placed in credit review, our credit department is in touch with your accounting staff and is trying to resolve the situation. You can either contact your accounting department or I can transfer you to our credit department personnel who can further help you in this transaction”*. Refer to the **Payments Terms Code** field on the Credit Management Screen.

Do Not Sell Do No Sell to This Customer, call the credit department. In general, a credit release will not be done for a Do Not Sell Customer. Refer to the **Payment Terms Code** field on the Credit Management Screen.

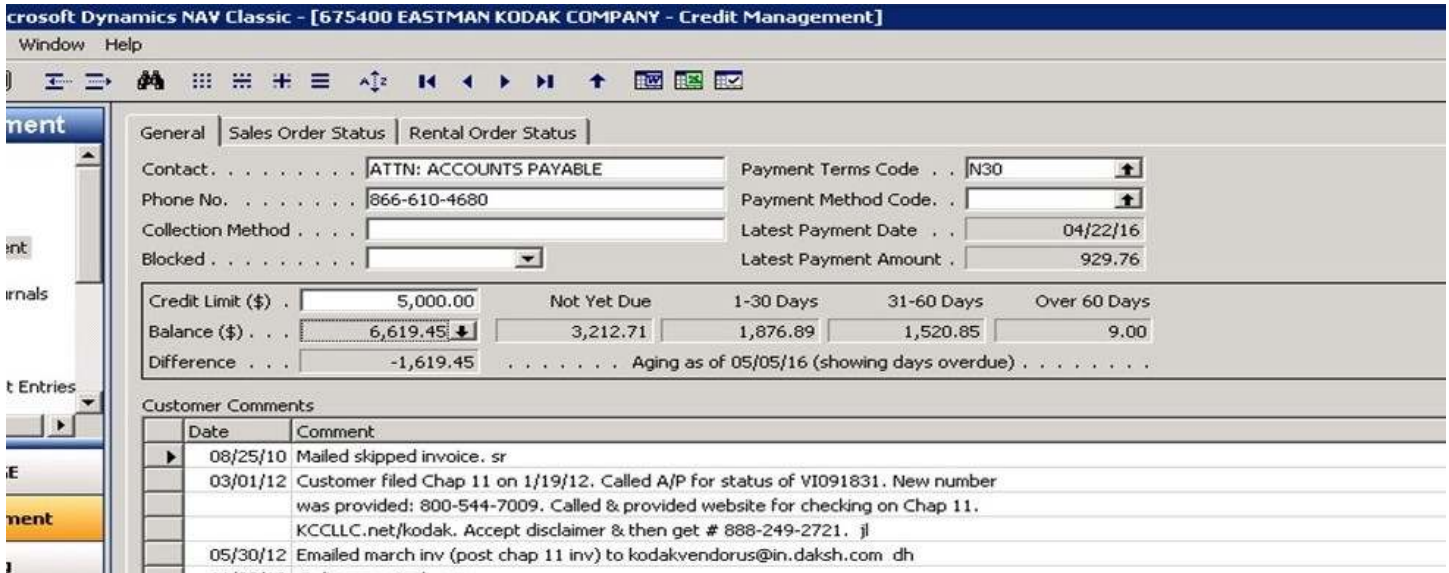
To summarize:

Payment Terms Code of Credit Review or Do Not Sell- Contact Credit

Balance over 60 days- Contact Credit

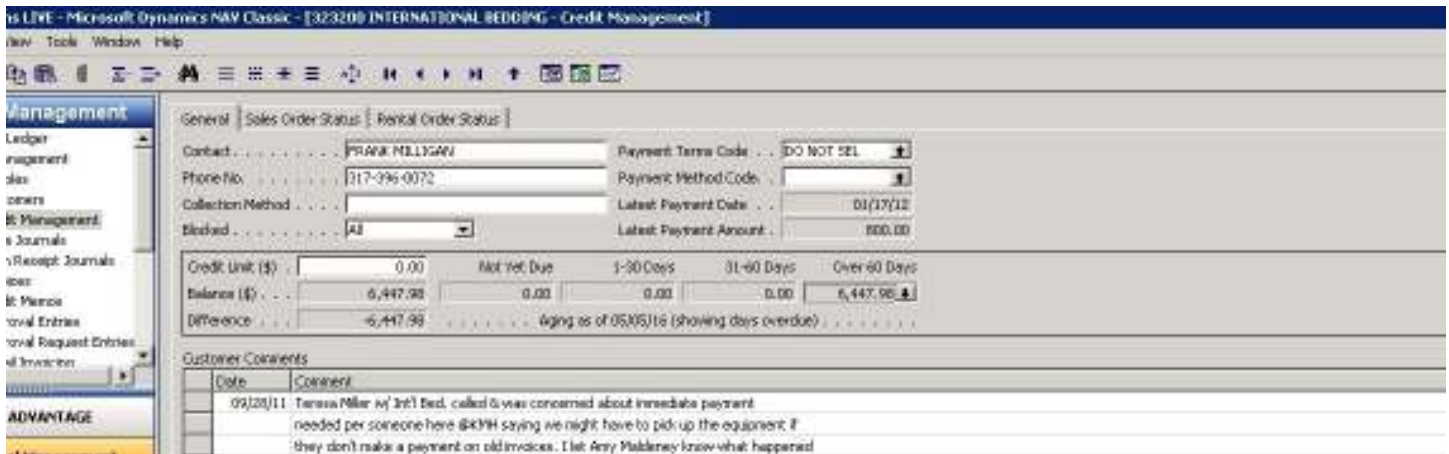
Negative Balance in the Difference Field- Contact Credit (indicates over credit limit)

Balance due on COD account- Contact Credit



Example 1

In the example above, the Payment Terms Code is N30. This would indicate an open account. However, upon further review the Over 60 Days field indicates a balance. This account would require credit approval.



Example 2

In the example above, the Payment Terms Code indicates DO NOT SELL. We will no longer sell to this customer due to previous credit history.