

Overdue account onhold

Setup the system to automatically put a customer account on hold.

Setup a schedule to check customer accounts to put any customer on hold that has any amount overdue.

The customer will be flagged on hold and a note put in as "Account Overdue".

If the account has been settled, the system will check if the account is On-hold with the Reason "Account Overdue".

When the criteria is met and there is no overdue amount, the account will be deselected with On hold and the On Hold Reason cleared.

Edit Debtor

Debtors Details

AttachmentMemoCreate ReminderDebtor EnquiryView AttachmentsFunctionStandardAlertsClose

Code :ABC0010Debtors Name :ABC CompanyOutstanding Balance:620,899.94

DetailsAddressContactsAccount DetailsGen DetailsStatutoryInfoCustom FieldsActivity

Default Currency:NZ Dollar

Price Level:Default - DEFAULT

Line Discount:0

Line Markup cost plus:0

Discount Matrix:

Document Discount:0

Override Lock Pricing:

Over Due:642,745.43

Last Payment & Date:2024-11-041,500.00

Last Invoiced & Date:2025-04-1634.88

Ageing:Date Of StatementDate Of Invoice

Account Terms:20Net 20th after EOM

Forex Tax Type Override:

Payment Terms:

On Hold:☒

On Hold Reason:Account Overdue

Legal Hand Over:☐Hand Over Details

Enable Statement Note:☐

Statement Note:0

Statement Type:Standard

Statement Stationery:

Credit Limit:0.00Enforce Credit Limit:

T/C Invoice:

T/C Credit Note:

Exclude From Bank Exports:☐

Vendor No:

Customer Payment:☐Head Office Contra:☐

Payment Journal Action:

Save & NewSave & CloseSaveClose

Activate Schedule

Activate the Customer account on hold with overdue amount.

Go to System Configuration, Company Profiles, schedule setup

The screenshot shows the 'Edit Company Profile Info' window. The left sidebar is titled 'Administration' and lists various system configuration options. The 'Company Profiles' option is highlighted with a red box. The main window has a 'Branch Name' field and a 'Functions' dropdown. Below this, there are tabs for 'Basic Settings' and 'Advanced Settings', with 'Advanced Settings' being the active tab. The 'Advanced Settings' tab contains several sections: 'Decimal Places' with fields for Debtors Cost Value, Creditor Cost Value, Inventory Cost Value, Debtors Sell Value, and GL Decimal Values; 'Debtors Settings' with a Password Expiry dropdown and checkboxes for 'Allow GRV Item to Asset Man.', 'Allow Quote to Debtor leads', and 'Block SO'; 'Job Costing' with a Job Invoice Type dropdown and checkboxes for 'Use Build Task', 'Allow to Exceed', 'Process GRV to job', 'Setup Service Zero Cost', and 'Block Printing Notes'; and 'Manage Task Scheduling And Email Recipients' with a 'Schedule Setup' button highlighted by a red box. Below the 'Schedule Setup' button, there are fields for 'Days Prior', 'GST Category', 'Tax Reporting Method', and 'VSDC ID'. The bottom of the window has 'Save' and 'Close' buttons.

Activate the schedule for Customer account on hold

When setting up email list, then the system will email those on the email list an email to inform which accounts have been put on hold or accounts that have be reactivated.

Scheduled Tasks Search

Add Schedule

Edit Schedule

Delete Schedule

View Schedule Tasks Log

Start Schedule

Stop Schedule

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#	Task Name	Task Code	Active	Status	Email List	Recipients	Run Now
1	API Stock import	API Stock import		Has not been schedul...		0	
2	Asset Tracker Send Available Ret...	AssetTrackerSendAvailableReturn...		Has not been schedul...		0	
3	Auto Badger Import	Auto Badger Import		Has not been schedul...		0	
4	Auto Bulk Emailing Processed Inv...	Auto Bulk Emailing Processed Inv...		Has not been schedul...		0	
5	Automatic Invoice Processing	Automatic Invoice Processing		Has not been schedul...		1	
6	Below Max Level Report	Below Max Level Report		Has not been schedul...		0	
7	Below Min Level Report	Below Min Level Report		Has not been schedul...		1	
8	Cancel Expired Quotes	Cancel Expired Quotes		Has not been schedul...		0	
9	Cancel TrackIT Warranty	Cancel TrackIT Warranty		Has not been schedul...		0	
10	Change Recurring Transaction St...	Change Recurring Transaction St...		Has not been schedul...		1	
11	Check PO To GRV Intervals	PO_GRV		Has not been schedul...		0	
12	Check PO To GRV Intervals	PO_GRV		Has not been schedul...		0	
13	Creditors Payment Batch Update	Creditors Payment Batch Update		Has not been schedul...		0	
14	Customer account on hold	Customer account on hold		Has not been schedul...		0	
15	Daily Inventory Valuation Report	Daily Inventory Valuation Report		Has not been schedul...		1	
16	Daily Stock Control Report (WIP ...	Daily Stock Control Report (WIP ...		Has not been schedul...		0	
17	Daily Time Log Figures	Daily Time Log Figures		Has not been schedul...		0	
18	Daily WIP Journal	Daily WIP Journal		Has not been schedul...		0	
19	Debit Order pending message	Debit Order pending message		Has not been schedul...		0	
20	Email Daily Reminders	Email Daily Reminders		Has not been schedul...		0	
21	Email In Progress Sales Leads Al...	Email In Progress Sales Leads Al...		Has not been schedul...		0	
22	Email Open Service Requests	Email Open Service Requests		Has not been schedul...		0	
23	Emailing Schedule	Emailing Schedule		Has not been schedul...		0	
24	Escalate outstanding reminders	Escalation of Reminders		Has not been schedul...		0	

Close

Automatic email report

Email report sent to users setup in email will receive a report as below

Customer Accounts on hold system report

Customer Accounts with overdue amounts put on hold

Customers on hold - 2

Acc No	Customer Name	On hold
ABC001	ABC company	Yes
DEF001	DEF Company	Yes

On hold removed

Acc No	Customer Name	Activated
GHI001	GHI company	Yes
JKL001	JKL Company	Yes