InTempo

Process Documentation

Department:

Customer Support

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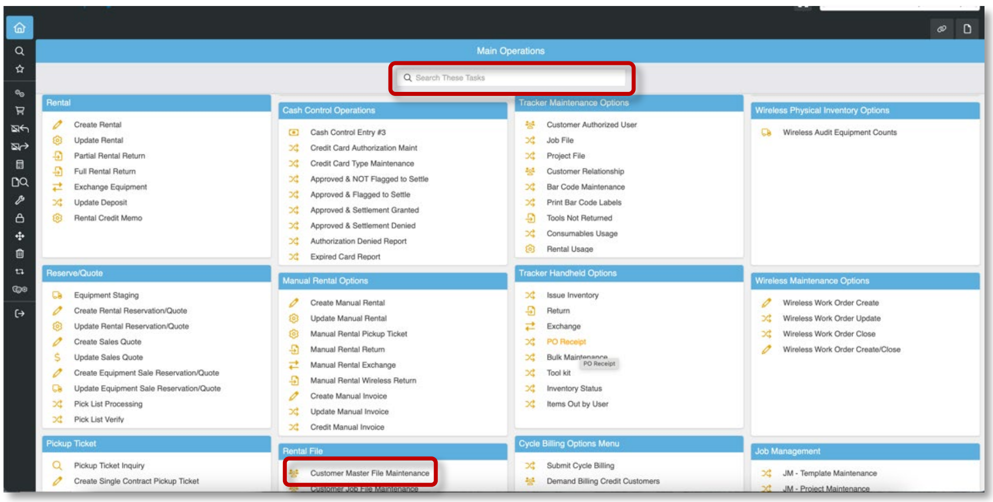
NAME OF PROCESS # Adjusting Customer Credit Limits
Use Case / Objectives
This document provides the steps on how to adjust a customer's credit limit within Roleplay. This function is typically used when a customer's purchasing activity increases or their business relationship evolves, allowing for higher credit thresholds to support ongoing transactions.
Process:
Main Operations > Rental File > Customer Master File Maintenance **Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**

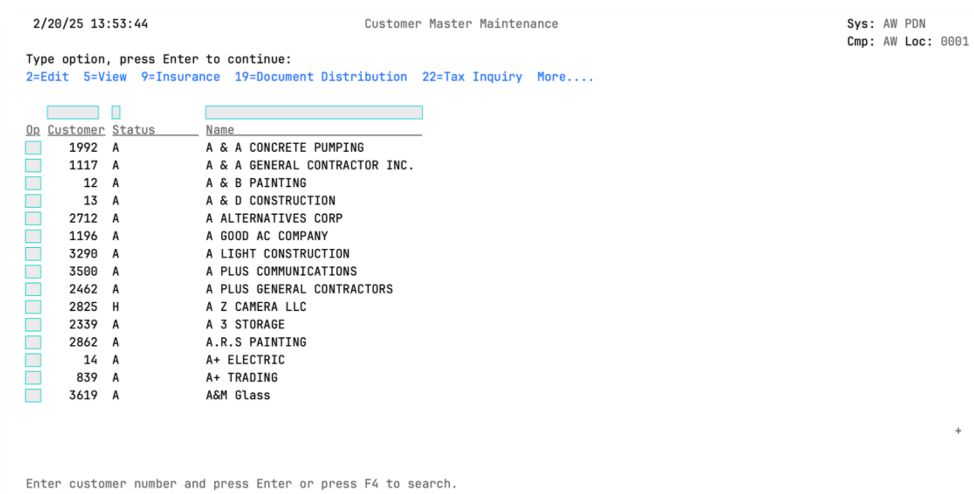
Adjusting Credit Limits

Process Steps

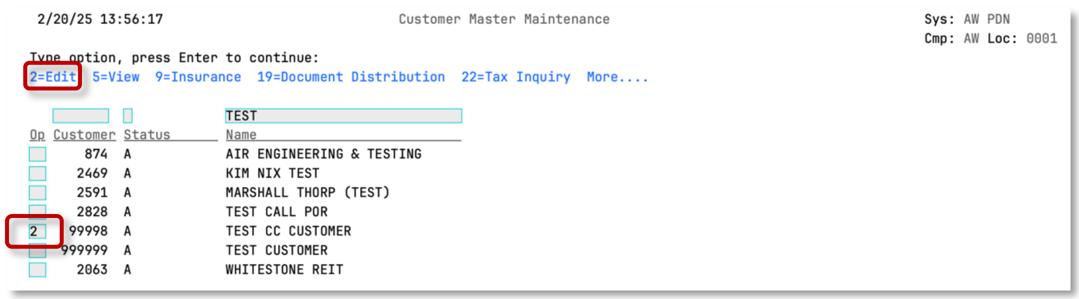
1. Log into the [Roleplay Environment]() using your credentials.
2. If the **Main Operations** screen does not appear automatically, select **Main Operations** from the left toolbar.
3. In the **Rental File** section, click on **Customer Master File Maintenance**. To quick search this task type Customer Master in the search field.



4. When the **Customer Master Maintenance** screen populates, scroll through the customer list using your mouse or search the customer's name in the *Name* field.

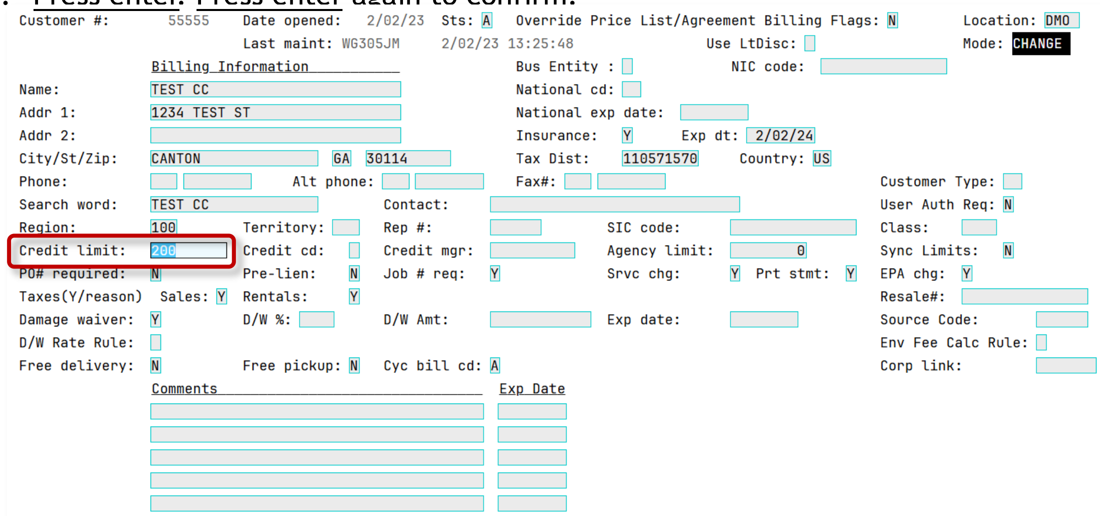


5. To edit the customer's account, type 2 next to the customer's name; press enter.



   a. The **Customer Master Maintenance - Details** screen opens.

6. To add or adjust the credit limit, click in the *Credit Limit* field. Type in the amount of credit you would like to extend; **do not use decimals**.
7. Press enter. Press enter again to confirm.



8. The customer's credit limit has been added to their account.

Reference Glossary

Field definitions for tasks

Customer Master Maintenance Screen – Customer Search

- *Customer number*: Displays the unique number assigned to the customer.
- *Status*: Displays the status of the customer. Valid status codes include:
  - **A** - Active
  - **B** - Bad debt
  - **C** - Account closed by customer
  - **D** - Account deleted by company
  - **H** - Hold
  - **I** - Inactive
  - **S** - Suspended
  - **F** - Credit denied
- *Name*: Displays the customer's name.

Customer Master Maintenance Screen – Customer Details

- *Name*: Displays the customer's name.
- *Address 1*: The first address line for the customer's billing location.
- *Address 2*: The second address line for the customer's billing location.
- *City*: The city for the customer's billing address.
- *State*: The state for the customer's billing address.
- *Zip*: The postal code for the customer's billing address.
- *Phone*: The customer's business phone number.
- *Alternate Phone*: Another phone number used to contact the customer.
- *Fax Number*: Displays the customer's fax number.
- *Business Entity*: Select the code that represents the type of business for this customer such as, Incorporated (I-Inc), Limited Liability Corporation (L-LLC), and so on.
- *NIC*: Enter the customer's National Industrial Classification code.
- *National code*: Enter the code that represents this customer's national account status.
- *National expiration date*: Enter the date that the customer's national account expires.
- *Insurance*: Indicate if the customer has special insurance for cranes or trucks. The setting here is used in conjunction with control record INSREQ that dictates if the system halts or only warns during the processing of rental transactions if the customer does not have insurance or their insurance has expired.
- *Insurance expiration date*: Enter the date that the customer's special insurance expires. The system can be set to provide a warning when a customer's insurance is close to expiration.

- *Tax district*: The tax district code for this customer. If you are integrated with a tax software package, the district is determined from the customer's full address.
- *Customer Type*: Enter the code that indicates whether the customer is a private account (PA) or corporate account (CA).
- *Search word*: Enter a descriptive word that you can use when searching for a customer record via Customer Search.
- *Contact*: Enter the name of the main contact for this customer.
- *Region*: Enter a code to place this customer into a region for analysis and reporting purposes.
- *Territory*: Enter a code to place this customer into a territory for sales representative assignment and analysis purposes.
- *Representative number*: Assign a sales representative to this customer. Use F2 Representative Split to assign more than one representative to the customer. The sales representative entered at this level is the default at the job level and the contract level, but it can be changed in those places.
- *SIC code*: Enter a code to place this customer into a standard industry classification. This setting is useful when sending out marketing information that you want to apply to a specific industry such as contractors or carpenters.
- *Class*: Enter another classification code for this customer that can be used for analysis and reporting purposes. It can also be used when setting up contract pricing.
- *Credit limit*: Enter the customer's credit limit.
- *Credit code*: Enter the code that classifies this customer's credit worthiness. This is a user-defined code that can be linked to the auto-suspend program. For example, a code of A might represent customers who should automatically be suspended when their account balance exceeds 30 days.
    - Use A/R Credit Codes Maintenance to set up these codes.
- *Credit manager*: Enter the name of the credit manager assigned to this customer. You can filter the Credit Collection Call List screen by this name.
- *Agency Limit*: Enter the credit limit suggested by the credit agency.
- *Sync Limits*: Set this flag to Y to protect the Credit Limit field and use the Agency Limit value as the effective credit limit for this customer.
- *User authorization required*: Indicate whether the customer requires a verified authorized signature for rental or sales transactions. If this is set to Y, you can press F4 at the Signature field in rental and sales transactions to access a list of authorized users for the customer. Authorized users are set up by pressing F8 from this Customer Master Maintenance screen.
    - The Customer Job Maintenance program also has this field. The setting at the job level overrides the setting made here in the Customer Master.
- *Purchase order number required*: Indicate whether a purchase order number is required from the customer in order to complete a transaction in the system.
- *Pre-lien*: Indicate whether you want to apply a pre-lien to this customer when the rental transaction exceeds a pre-set limit.

- *Job number required*: Indicate whether a job number is required for the customer for all transactions.
- *Service charge*: Indicate whether this customer should be charged late fees on past due invoices. You can generate late fees at month end from Accounts Receivable via the Create Late Charges - Month End program.
- *Print statement*: Indicate whether to print a monthly statement for this customer via Print A/R Statements.
- *EPA charge*: Indicate whether to add an environmental fee to transactions for this customer. The settings in control record EPACHG determine if EPA fees apply at all in the system.
- *Taxes: Sales*: Indicates whether to charge taxes on sales amounts (non-rental amounts) for this customer. If taxes will be charged, enter Y. If they will not be charged, press F4 to search for the applicable reason code for not charging taxes.
- *Taxes: Rentals*: Indicates whether to charge taxes on equipment rentals for this customer. If taxes will be charged, enter Y. If they will not be charged, press F4 to search for the applicable reason code for not charging taxes.
- *Resale number/VAT number*: If the customer is tax exempt for resale reasons, enter their resale number.
- *Damage waiver*: Indicate whether to calculate damage waiver charges for rentals to this customer. Damage waiver is only charged if this field contains a Y, F, or V, and the rental item has a damage waiver percent assigned to it.
    - A setting of V causes damage waiver to be charged only if the replacement value of the equipment is greater than the amount in the Damage waiver amount field. A setting of F causes damage waiver to be charged for a full week even if the customer is not charged for rentals on Saturday and Sunday.
- *Damage waiver expiration date*: Enter the expiration date of the certificate of insurance equipment rider that the customer has that exempts them from damage waiver charges.
- *Damage waiver amount*: If the Damage waiver setting is V, enter the amount above which the equipment replacement value must fall before damage waiver is charged. If the Damage waiver setting is Y or F, enter the damage waiver amount to charge.
- *Source/Routing code*: Enter a user-defined code to indicate how this customer heard about your company. Use control record SRCRQD to determine if this field is required and what the field label should be.
- *Free delivery*: Indicate whether this customer should be charged for deliveries. This can be changed on a per job or per contract basis.
- *Free pickup*: Indicate whether this customer should be charged for pickups. This can be changed on a per job or per contract basis.

- *Cycle bill code*: Enter the code to indicate how the customer will be cycle billed. Valid codes are:
    - **2** - Biweekly
    - **A** - 28 Day Cycle
    - **B** - 30 Day Cycle
    - **C** - Calendar Bill
    - **D** - Daily Bill
    - **E** - Exact Day Billing
    - **I** - Exact Day Billing Over 1 Month
    - **N** - Never Bill
    - **Q** - Quarterly Billing
    - **F** - Semi-Monthly (15th and Last Day)
    - **S** - Semi-Annual Billing
    - **T** - Bill as 30-day Month
    - **W** - Weekly Billing
    - **X** - User Defined
    - **Y** - Yearly Billing
- *Day*: When cycle bill code is E or I, enter the exact day of the month for cycle billing this customer. If you enter 31, the system cycle bills at the end of the month, even for those months with less than 31 days. If you enter 30, the system cycle bills on the 30th day of the month or at the end of the month in February.
- *Corporate link*: If applicable, this field displays the number of the customer to which the current customer is linked for credit exposure. When used in conjunction with control record CRPCRD, the system can be set to check the credit limit of all linked customers in addition to the individual customer's credit limit.