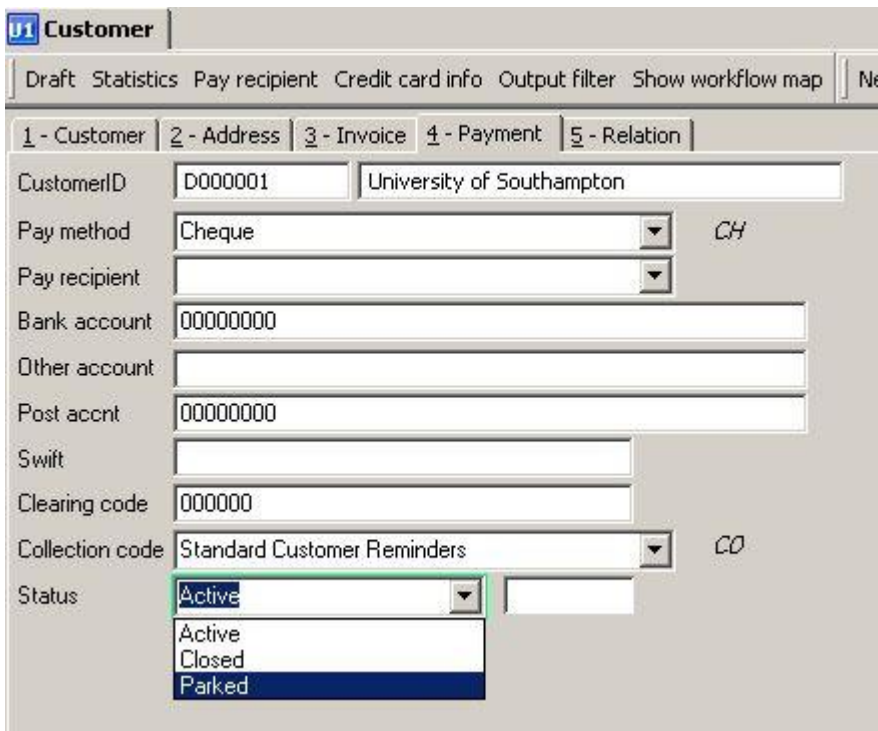


## FING-102 How to put a customer (debtor) account on hold

Put on hold a debtor to stop departments using the debtor to issue further invoices.

You can put a customer on hold by changing its status to either Parked or Closed from the Payment tab of the Customer Masterfile. (The preferred option is to use **Parked**)



The screenshot shows the 'Customer' form in a software application. The form is titled 'Customer' and has a tabbed interface with tabs for 'Draft', 'Statistics', 'Pay recipient', 'Credit card info', 'Output filter', and 'Show workflow map'. The 'Payment' tab is selected. The form contains several fields: 'CustomerID' (D000001), 'University of Southampton', 'Pay method' (Cheque), 'Pay recipient', 'Bank account' (00000000), 'Other account', 'Post acct' (00000000), 'Swift', 'Clearing code' (000000), 'Collection code' (Standard Customer Reminders), and 'Status' (Active). The 'Status' dropdown menu is open, showing options: Active, Closed, and Parked. The 'Status' field is highlighted with a green border.

**Closing** will stop any any further transactions against the customer including sales orders and payments. The field to the right will be populated with today's date by default.

If an Agresso user attempts to raise a sales order for this customer, they will receive an *'illegal id'* message.

**Parking** will also stop the customer from being used but gives the more friendly message of *"Customer is parked"*.