

**Webinar:** [Customer Suspensions](#)

**Webinar:** [Customer Cancellations](#)

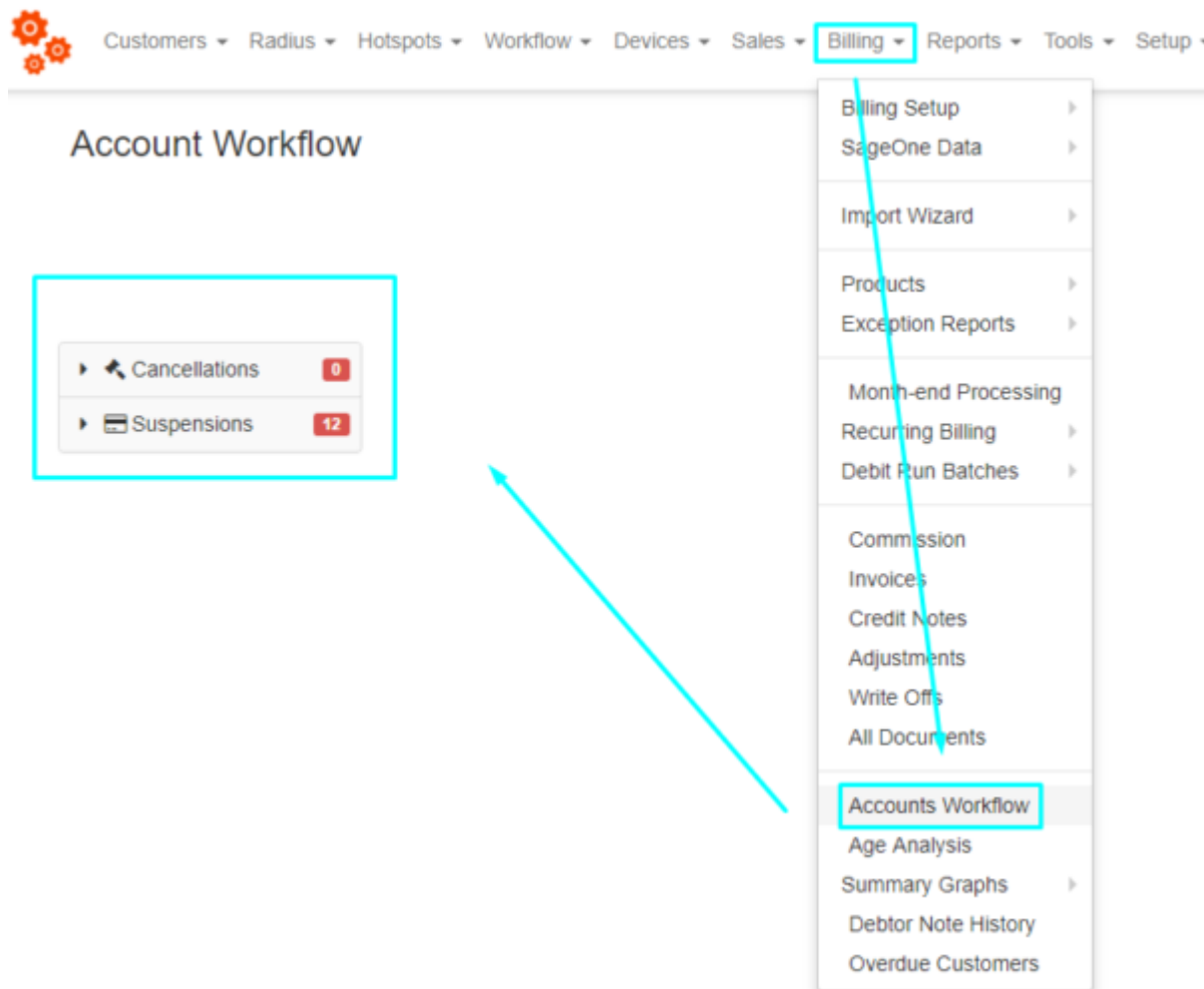
**Video:** [Suspensions Overview](#)

**Video:** [Cancellations overview](#)

Some exciting changes have been made to the Suspension and Cancellation Module. These changes will improve the user experience and make navigating through the relevant menus easier to manage.

## Menu Consolidation:

Previously under the Billing tab the Account Suspensions and Account Cancellation menu items were listed here. HeroTill has now consolidated these two menu items. It is now located under Billing > **Accounts Workflow**. Once the page loads the Cancellations and Suspensions quick filter dropdown boxes are located on the left. The user needs to click on either option to further expand the menu.



This menu can also be located by navigating to Workflow > Accounts Workflow.

## Show/Hide Columns:

### Default Payment Method

When viewing the list of Suspensions, users can now add the column to show Default Payment Method. This is done by clicking on the Show/Hide Columns button > select Default Pay Method > the page will automatically refresh to display this column with the relevant information.

Account Workflow → Customer Suspension

With selected rows: Double Suspension Enable Suspension Approve Suspension Pause Suspension Resume Suspension Train Refresh

10 records per page Search: [ ] Select all Overwrite all Days Overdue Dashboard Export Columns CSV Export Columns Best Show Help Done

Customer Group	Account Code	Customer	Total Billing	Monthly Billing	Overdue Amount	Days Overdue	Status	Status Date	Default Pay Method	Labels
Other	DEA001	Dean Test	R 5,177.54	R 200.00	R 5,177.54	61	Account Overdue		EFT	
Other	TES001	Test	R 3,273.23	R 0.00	R 3,273.23	59	Suspension Disabled		EFT	
Other	PER001	Perfect customer	R 2,797.00	R 0.00	R 2,797.00	88	Suspension Disabled		Not Defined	
Other	ALI001	Alice Liddel	R 2,699.00	R 799.00	R 2,699.00	60	Suspension Disabled		Not Defined	

Customer ID  
Customer Group ID  
Customer Group  
Account Code  
Customer  
Total Billing  
Monthly Billing  
Overdue Amount  
Days Overdue  
Status  
Status Date  
Suspension Date

## Latest Payment Date

Users can also select to show the column for Latest Payment date.

Account Workflow → Customer Suspension

With selected rows: Double Suspension Enable Suspension Approve Suspension Pause Suspension Resume Suspension Train Refresh

10 records per page Search: [ ] Select all Overwrite all Days Overdue Dashboard Export Columns CSV Export Columns Best Show Help Done

Customer Group	Account Code	Customer	Total Billing	Monthly Billing	Overdue Amount	Days Overdue	Status	Status Date	Default Pay Method	Latest Payment Date	Labels
Other	DEA001	Dean Test	R 5,177.54	R 200.00	R 5,177.54	61	Account Overdue		EFT	No Payments Found	
Other	TES001	Test	R 3,273.23	R 0.00	R 3,273.23	59	Suspension Disabled		EFT	No Payments Found	
Other	PER001	Perfect customer	R 2,797.00	R 0.00	R 2,797.00	88	Suspension Disabled		Not Defined	No Payments Found	
Other	ALI001	Alice Liddel	R 2,699.00	R 799.00	R 2,699.00	60	Suspension Disabled		Not Defined	No Payments Found	

Customer ID  
Customer Group ID  
Customer Group  
Account Code  
Customer  
Total Billing  
Monthly Billing  
Overdue Amount  
Days Overdue  
Status  
Status Date  
Suspension Date  
Latest Payment Date

## Notes and Labels

Users can now add customised labels and notes to Suspensions. To create the labels navigate to Tools > Labels > Add Label > make sure to save it to the Suspension and Cancellation type.

Add a new Label

Label Details

Label Type

Suspensions and Cancellations

Label Name

Label Name

Label Color

Enabled

Yes

Cancel

Add Label

To add these Labels and Notes to the Customer Suspension, simply edit the Suspension and users will now see the fields to choose a label(s) and add a note.

Edit Account Suspension Settings for Dean Test

Use Group Settings

Yes

Use the default suspension settings defined for the customer group

Labels

x Suspension 3

Labels to display on suspensions screens in accounts workflow for this customer.

Suspension Arrangement Note

Test Note |

Suspension arrangement note is a note that will display on the suspension approval screens in accounts workflow. Example of this is if customer has a special payment arrangement and this arrangement should be taken into account in automatic suspension approvals.

Close

Save Changes

Once these labels and notes have been saved they can now be viewed on the table. Users can add the columns by clicking on the Show/Hide Column button and select the Label and Notes options. The page will automatically refresh to display this columns with the relevant information.

			JANUARY	FEBRUARY	MARCH	SUSPENSION			
<input type="checkbox"/> Other	TES001	Telcoms Reseller	R 2,198.00	R 400.00	R 2,198.00	60	Suspension Disabled		
<input checked="" type="checkbox"/> Other	BES001	Best testers ever	R 1,997.50	R 799.00	R 1,997.50	80	Account Overdue	Suspension 2	
<input type="checkbox"/> Other	MA001	Main Reseller	R 1,596.00	R 799.00	R 1,596.00	60	Account Overdue	Suspension label test by Sine	
<input type="checkbox"/> Other	VAS001	Vasilos Timmothy Vermeulen	R 1,078.70	R 719.10	R 1,078.70	60	Account Overdue		
<input type="checkbox"/> Other	GNS01	Gana Bergh	R 799.00	R 799.00	R 799.00	60	Account Overdue		
<input type="checkbox"/> New group for suspension testing	SHE001	Sherlock Holmes	R 673.33	R 0.00	R 673.33	14	Account Overdue	Suspension 3	Testing note for suspension arrangements

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