

Webinar: [Customer Suspensions](#)

Webinar: [Customer Cancellations](#)

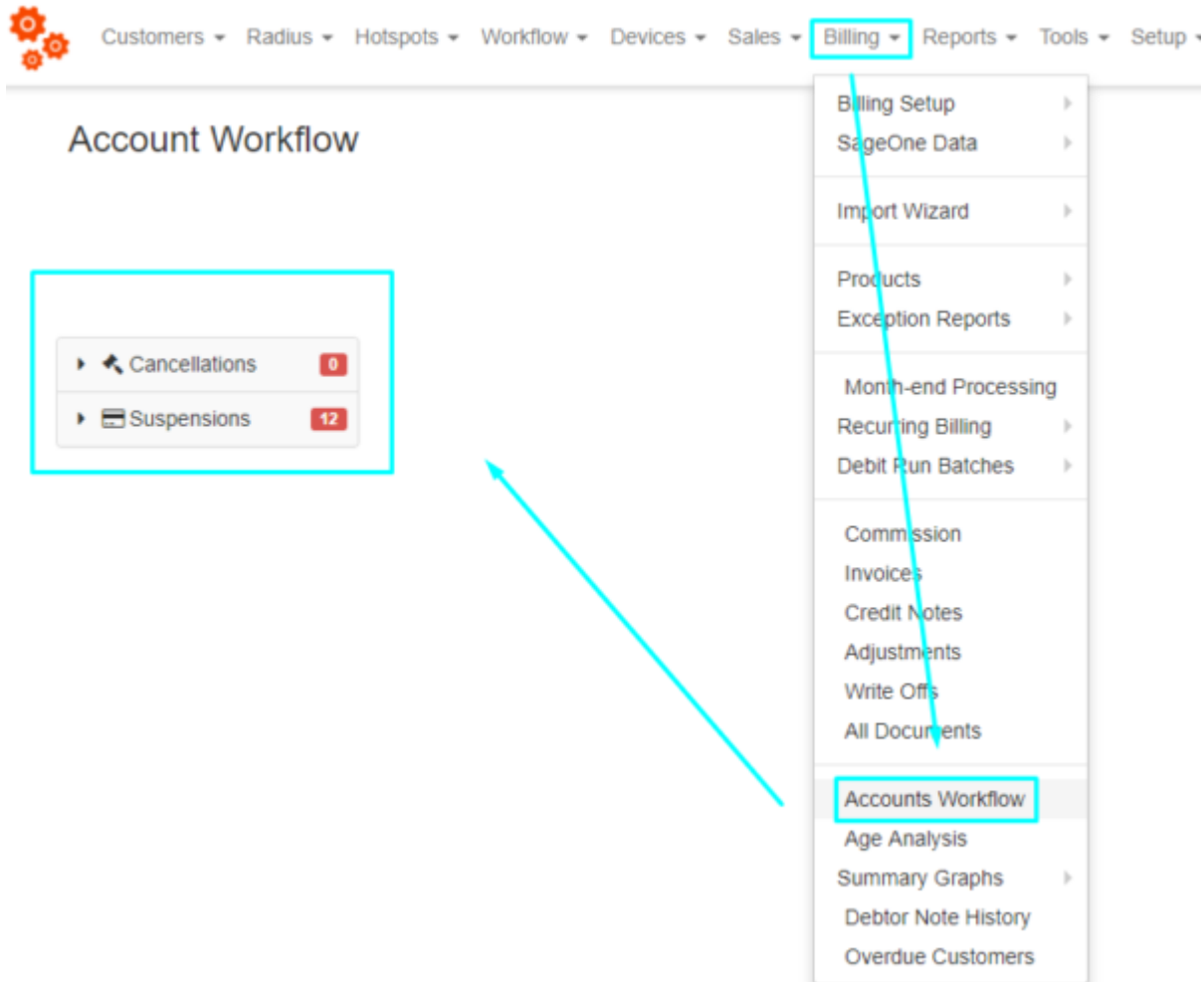
Video: [Suspensions Overview](#)

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

All Status: [Dropdown] Select one or more Labels: [Dropdown] All Customer Groups: [Dropdown]

With selected rows: Double Suspension Enable Suspension Approve Suspension Pause Suspension Resume Suspension Scan Revoke

10 records per page Search: [Input] Select all Deselect all Day Closure Calendar Export Customers CSV Select Customer Best Show Help Delete

Customer Group	Account Code	Customer	Total Billing	Monthly Billing	Overdue Amount	Days Overdue	Status	Status Date	Default Pay Method	Labels
<input type="checkbox"/> Other	DEA001	Dean Test	R 5,177.54	R 200.00	R 5,177.54	61	Account Overdue		EFT	
<input type="checkbox"/> Other	TE5001	Test	R 3,273.23	R 0.00	R 3,273.23	59	Suspension Disabled		EFT	
<input type="checkbox"/> Other	PER001	Perfect customer	R 2,797.00	R 0.00	R 2,797.00	88	Suspension Disabled		Not Defined	
<input type="checkbox"/> 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

All Status: [Dropdown] Select one or more Labels: [Dropdown] All Customer Groups: [Dropdown]

With selected rows: Double Suspension Enable Suspension Approve Suspension Pause Suspension Resume Suspension Scan Revoke

10 records per page Search: [Input] Select all Deselect all Day Closure Calendar Export Customers CSV Select Customer Best Show Help Delete

Customer Group	Account Code	Customer	Total Billing	Monthly Billing	Overdue Amount	Days Overdue	Status	Status Date	Default Pay Method	Latest Payment Date	Labels
<input type="checkbox"/> Other	DEA001	Dean Test	R 5,177.54	R 200.00	R 5,177.54	61	Account Overdue		EFT	No Payments Found	
<input type="checkbox"/> Other	TE5001	Test	R 3,273.23	R 0.00	R 3,273.23	59	Suspension Disabled		EFT	No Payments Found	
<input type="checkbox"/> Other	PER001	Perfect customer	R 2,797.00	R 0.00	R 2,797.00	88	Suspension Disabled		Not Defined	No Payments Found	
<input type="checkbox"/> 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

Label Name

Label Color

Enabled Yes

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

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

Suspension Arrangement 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.

Account	Customer	Account Name	Account Type	Account Status	Account Balance	Account Due Date	Account Due Amount	Account Due Amount (incl. tax)	Account Due Amount (incl. tax & fees)	Account Due Amount (incl. tax & fees & charges)	Account Due Amount (incl. tax & fees & charges & interest)	Account Due Amount (incl. tax & fees & charges & interest & penalties)	Account Due Amount (incl. tax & fees & charges & interest & penalties & interest on penalties)	Account Due Amount (incl. tax & fees & charges & interest & penalties & interest on penalties & interest on interest)	Account Due Amount (incl. tax & fees & charges & interest & penalties & interest on interest & interest on interest on interest)	Account Due Amount (incl. tax & fees & charges & interest & penalties & interest on interest & interest on interest on interest & interest on interest on interest on interest)	Account Due Amount (incl. tax & fees & charges & interest & penalties & interest on interest & interest on interest on interest & interest on interest on interest on interest & interest on interest on interest on interest on interest)
<input type="checkbox"/>	Other	TEL001	Telecoms Reseller	R	R 2,198.00	R 400.00	R 2,198.00	60	Suspension Disabled								
<input type="checkbox"/>	Other	BE9001	Best testers ever	R	1,997.50	R 799.00	R 1,997.50	60	Account Overdue	Suspension 2	Suspension label test by Sho						
<input type="checkbox"/>	Other	MA001	Main Reseller	R	1,598.00	R 799.00	R 1,598.00	60	Account Overdue								
<input type="checkbox"/>	Other	VAS001	Vasilios Timmothy Vermeulen	R	1,078.70	R 719.10	R 1,078.70	60	Account Overdue								
<input type="checkbox"/>	Other	GND01	Gina Bergh	R	799.00	R 799.00	R 799.00	60	Account Overdue								
<input type="checkbox"/>	New group for suspension testing	SH001	Sherlock Holmes	R	673.33	R 0.00	R 673.33	14	Account Overdue	Suspension 3	Suspension label test by Sho	Testing note for suspension arrangements					

Showing 1 to 10 of 16 entries