

# How to... View a Bad Debt Limit

There are a number of ways you can view a Bad Debt Limit:

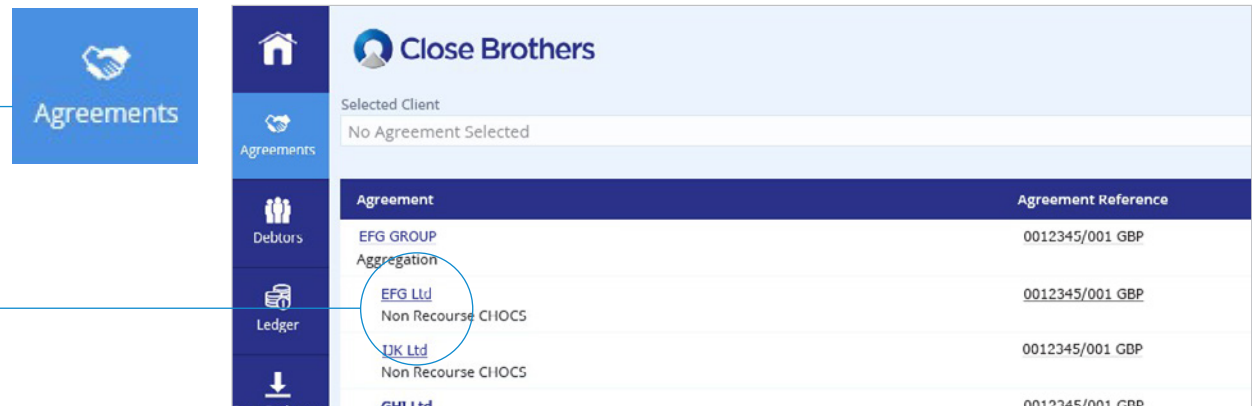
- Top 20 Debtors page
- Debtor Summary page – Limits widget
- Bad Debt Limit Request page (*Applications submitted on existing Debtor Accounts*)
- Reporting menu
  - Bad Debt Limit Notification report (*Bad Debt Limit(s) updated the previous day*)
  - Funding and Bad Debt Limit Excel report (*all Debtor Account Limits*)

## 1. Sign into your account.

If you have one agreement with us, once you have signed in you will be taken to your availability page. From any other page, click on the [Agreements](#) icon.

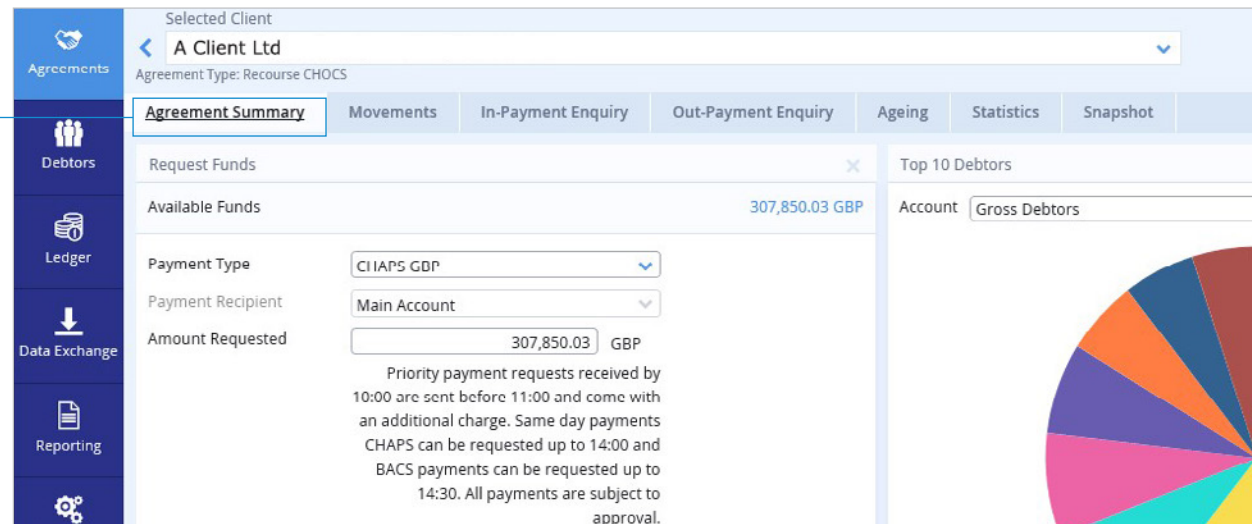
## 2. If you have a group of agreements, select the account from the list that you wish to view by clicking on the name.

## 3. The Agreement Summary page will load.



The screenshot shows the 'Close Brothers' web application interface. On the left is a dark blue navigation menu with icons for 'Agreements', 'Debtors', 'Ledger', and 'Data Exchange'. The main content area has a header for 'Selected Client' with a dropdown menu currently showing 'No Agreement Selected'. Below this is a table with two columns: 'Agreement' and 'Agreement Reference'. The table lists several agreements, including 'EFG GROUP' and 'EFG Ltd Non Recourse CHOCS', which is circled in blue. Other entries include 'DJK Ltd' and 'GHL Ltd'.

Agreement	Agreement Reference
EFG GROUP	0012345/001 GBP
EFG Ltd Non Recourse CHOCS	0012345/001 GBP
DJK Ltd	0012345/001 GBP
GHL Ltd	0012345/001 GBP



The screenshot shows the 'Agreement Summary' page for 'A Client Ltd'. The page has a top navigation bar with tabs for 'Agreement Summary', 'Movements', 'In-Payment Enquiry', 'Out-Payment Enquiry', 'Ageing', 'Statistics', and 'Snapshot'. The 'Agreement Summary' tab is active. The main content area shows 'Request Funds' and 'Available Funds' (307,850.03 GBP). There are dropdown menus for 'Payment Type' (set to 'CIIAPS GBP') and 'Payment Recipient' (set to 'Main Account'). The 'Amount Requested' is set to '307,850.03 GBP'. A text box provides information about priority payment requests. On the right side, there is a 'Top 10 Debtors' section with a dropdown menu set to 'Gross Debtors' and a colorful pie chart.


# Top 20 Debtors page

1. Click on the [Debtors](#) icon.



2. Next select the [Top 20 Debtors](#) tab.

3. View your [Bad Debt Limits](#) here.



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- [Vote now in the Business Moneyfacts Awards 2023](#)

Selected Client: A Client Ltd - 0500239/001 GBP Selected Debtor:  

Agreement Type: Non Recourse Factoring

Debtor Listing | **Top 20 Debtors** | Bad Debt Limit Request | Debtor Maintenance

	Funding Disapproved	Bad Debt Protection Disapproved	N/A	N/A	Disputed Balance	Overdue Balance	Outstanding Orders	Concentration Retention	Funding Limit	Bad Debt Limit
3P	969.90 GBP (100.00%)	4,969.90 GBP (41.82%)	0.00 GBP (0.00%)	0.00 GBP	0.00 GBP	0.00 GBP (0.00%)	0.00 GBP	990.19 GBP (43.98%)	14,000.00 GBP	10,000.00 GBP
3P	0.00 GBP (0.00%)	0.00 GBP (0.00%)	0.00 GBP (0.00%)	0.00 GBP	0.00 GBP	0.00 GBP (0.00%)	0.00 GBP	1,145.17 GBP (50.87%)	20,000.00 GBP	20,000.00 GBP

# Debtor Summary page – Limits widget

You can view the current **Bad Debt Limit** from the **Limits** widget on the **Debtor Summary** page.

The screenshot shows the 'Close Brothers' interface for 'Debtor 123 Ltd'. The 'Debtor Summary' tab is active, displaying various financial metrics. On the right side, the 'Limits' widget is visible, showing a 'Funding limit' of 100% and a 'Bad Debt Limit' of 10,000.00 GBP. The 'Bad Debt Limit' section includes a progress bar at 100%, a limit of 10,000.00 GBP, and status indicators for 'Approved' (0.00 GBP) and 'Not Approved' (0.00 GBP), with a 'Date Set' of 18/12/20.

## Adding the Limits widget

**1.** From the **Debtor Summary** tab, choose **Click here to add widget**.

A light blue rectangular area with a circular button in the center containing the text 'Click here to add widget'. A line connects this button to the first step of the instructions.

**2.** Select **Limits** from the widget selection pop-up menu.

The screenshot shows the 'CloseNet' interface for 'A Client Ltd - 0500239/001 GBP'. The 'Debtor Summary' tab is active. A widget selection pop-up menu is open, showing two options: 'Debtor Details' and 'Limits'. The 'Limits' option is highlighted with a blue dot, and a line connects it to the second step of the instructions.

# Bad Debt Limit Request page

(Applications submitted on existing Debtor Accounts)

The screenshot displays the CloseNet interface for a Bad Debt Limit Request. The top navigation bar includes the CloseNet logo, user information (florenc.s), and links to FAQs and awards. The main content area is divided into a left sidebar with navigation icons (Home, Agreements, Debtors, Ledger, Data Exchange, Reporting, Administration) and a central workspace. The workspace has tabs for various debtor-related functions, with 'Bad Debt Limit Request' currently selected. The 'Bad Debt Limit Request Entry' form includes fields for 'Amount Required' and 'Currency' (set to Sterling), with a 'Create' button. To the right, 'Debtor Details' are shown for 'Debtor Ltd', including address, city, post code, country, and telephone number. Below the form is a 'Bad Debt Limit Application Request List' table.

Date	Amount Required	Number	Status	Decision /
27/10/22	12,000.00 GBP	0006308	Bad debt limit application complete	12,000.00

Once the limit application has been reviewed, the **Status** will be updated to *Bad debt limit application complete* and **Decision** amount will be displayed.

# Reporting menu

Bad Debt Limit Notification report (*Bad Debt Limit(s) updated the previous day*)

If a *Bad Debt Limit* has been updated you'll receive an email the next day, containing a *Bad Debt Limit Notification* report.

A copy of this report will also be available in *CloseNet*. Click on the *Reporting* menu icon, then *View Reports*.

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Selected Client: A Client Ltd - 0500239/001 GBP

Selected Debtor:

Agreement Type: Non Recourse Factoring

Request Report | Report Templates | **View Reports**

Output Strategy: [v] Reports Requested: From 13/09/22 To [v] Report Format: pdf [v] [Retrieve Reports] [Clear Errors] [Download]

Report Name	Report Number	Request Timestamp	Request Status	Output Strategy
<input type="checkbox"/> Bad Debt Limit Notification	6575	14/09/22 01:28	Report generation resulted in empty report	PDF and Email
<input type="checkbox"/> Bad Debt Limit Notification	6575	13/09/22 01:51	Report generated successfully	PDF and Email

### Please note:

- Under our bad debt protection agreement, bad debt limits on accounts with invoices 60 days past their due date must be removed. This may be reviewed in situations where the overdue status of the account is deemed to be non-adverse.
- For new **Debtor** requests, limits will be reviewed within 24 hours. If a new **Debtor** request has been submitted late in the day, the **Debtor** will appear in the report with **Amount 0** (zero) and **Reason** blank. The limit will be reviewed the following working day with the **Status** updated in the next report.

The **Request Status** will display *Report generated successfully*.

If a **Bad Debt Limit** has not been updated, you will not receive an email and the **Request Status** will display *Report generation resulted in empty report*.

# Reporting menu

## Funding and Bad Debt Limit Excel report

This report contains all Debtor Account limits. It is in Excel format, giving you flexibility to sort the report into an order that best suits your needs.

From the reporting icon, click on the [Request Report](#) tab and select [Funding and Bad Debt Limit Excel](#) from the [Report Type](#) list.

[Visit our FAQ page to view our guide: \*How to obtain or create a report >\*](#)

The screenshot shows the CloseNet interface. On the left is a dark blue navigation sidebar with icons and labels for: Home, Agreements, Debtors, Ledger, Data Exchange, and Reporting. The Reporting icon is highlighted in a lighter blue. The main content area has a light blue header with the CloseNet logo. Below the header, it shows 'Selected Client' as 'A Client Ltd - 0500239/001 GBP' and 'Agreement Type: Non Recourse Factoring'. There are three tabs: 'Request Report' (selected), 'Report Templates', and 'View Reports'. Under the 'Request Report' tab, there is a 'Request Report' section with a 'Report Type \*' list. The list includes: Legal Charges Report, Payment Terms And Debtor Exceptions, In Payment Allocation, Sales Ledger Statement, Close Brothers Contacts, Client Statement, Funding and Bad Debt Limit Excel (checked with a blue dot), Dispute Report, Movement Report, and Aged Debtor Analysis - Summary.

# How to view reports

The screenshot shows the CloseNet Reporting interface. On the left is a navigation menu with icons for Reporting, Agreements, Debtors, Ledger, Data Exchange, and Reporting. The main area displays the 'View Reports' tab. At the top, there are dropdowns for 'Selected Client' (A Client Ltd - 0500239/001 GBP) and 'Selected Debtor'. Below these are tabs for 'Request Report', 'Report Templates', and 'View Reports'. The 'View Reports' tab contains filters for 'Output Strategy', 'Reports Requested' (From 28/10/22 To 28/10/22), and 'Report Format' (pdf). There are buttons for 'Retrieve Reports', 'Clear Errors', and 'Download'. Below the filters is a table with the following data:

<input type="checkbox"/>	Report Name	Report Number	Request Timestamp	Request Status
<input type="checkbox"/>	Funding and Bad Debt Limit Excel	6520	28/10/22 09:15	Report generated successfully
<input checked="" type="checkbox"/>	Bad Debt Limit Notification	6575	28/10/22 01:53	Report generated successfully

1. From the [Reporting](#) icon, click on the [View Reports](#) tab.

2. Choose the report you would like to view.

3. Select the required [Report Format](#) and click [Download](#).

**Please note:**  
Data displayed within this guide is fictitious and created for illustrative purposes only. No client information has been used.