How to...
View a Bad Debt Limit

CloseNet®

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)*

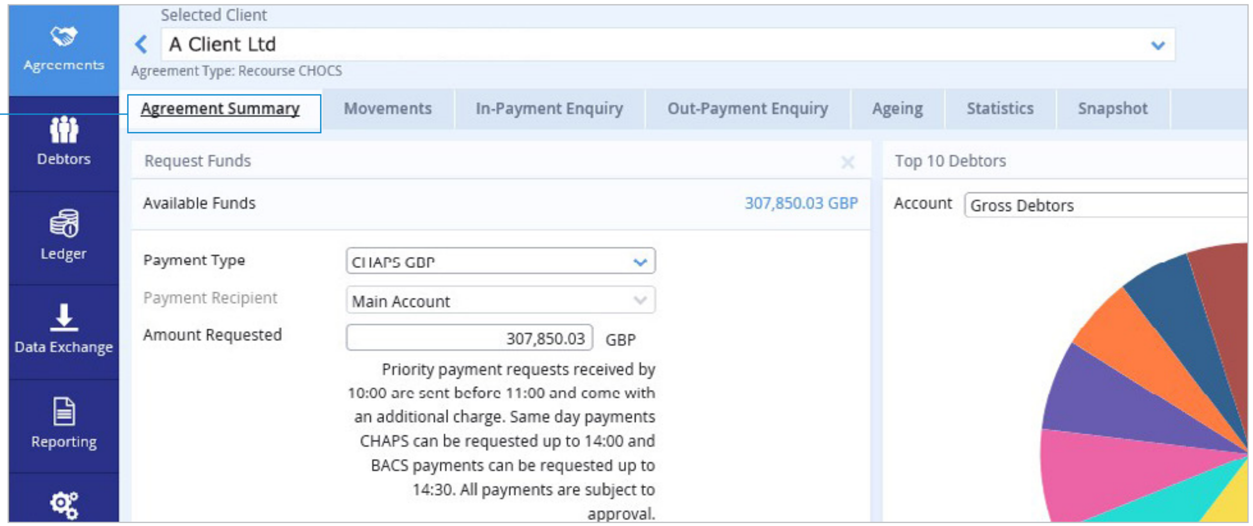
1. Sign into your account.

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.



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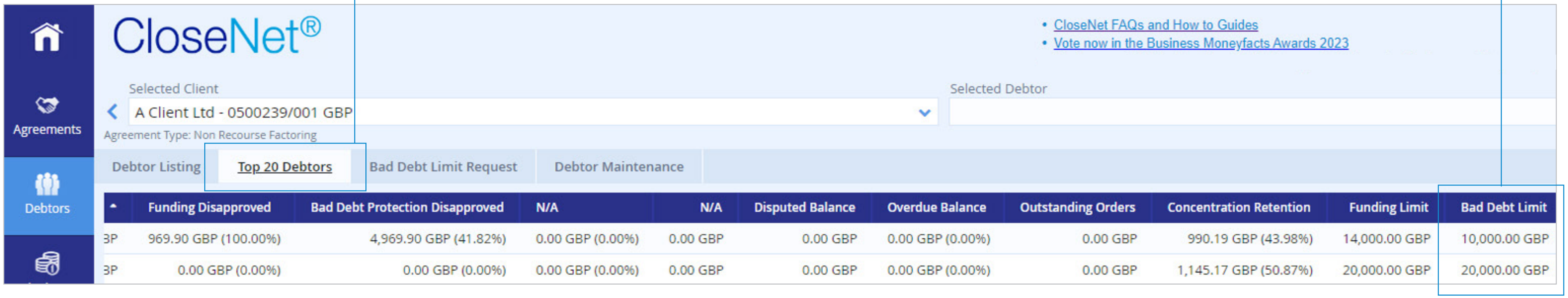
Top 20 Debtors page

1. Click on the Debtors icon.

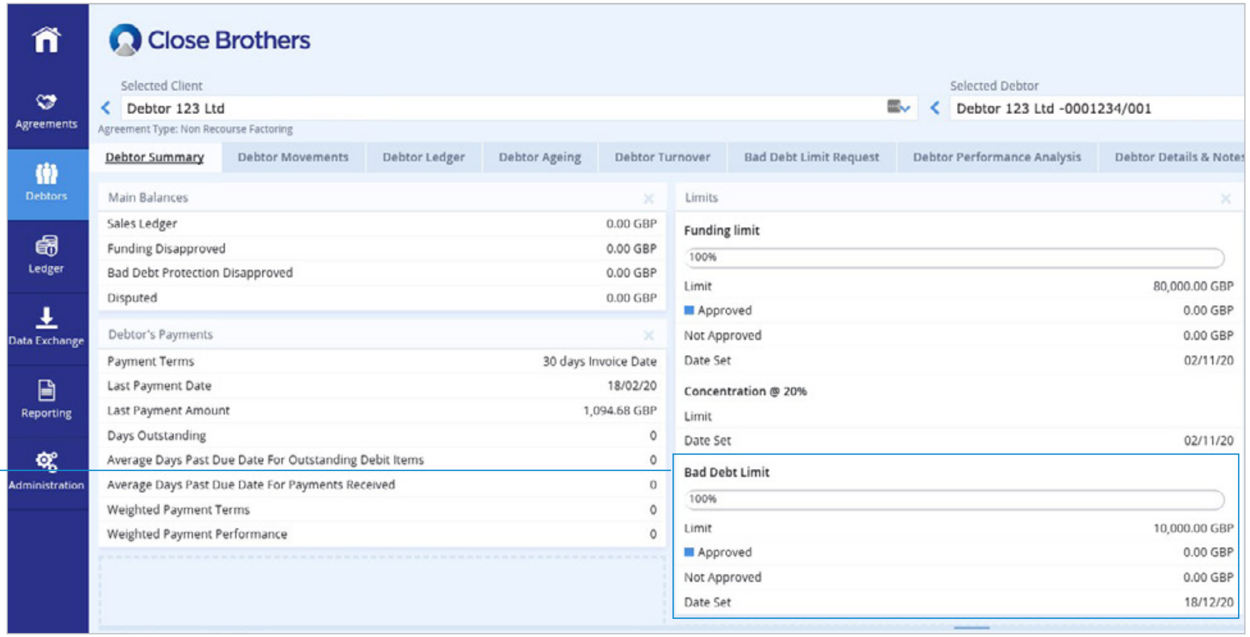
2. Next select the Top 20 Debtors tab.

3. View your Bad Debt Limits here.



Debtor Summary page – Limits widget

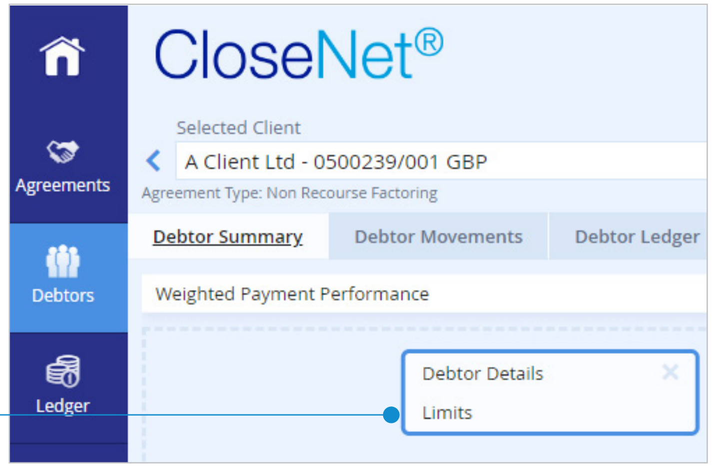
You can view the current Bad Debt Limit from the Limits widget on the Debtor Summary page.



Adding the Limits widget

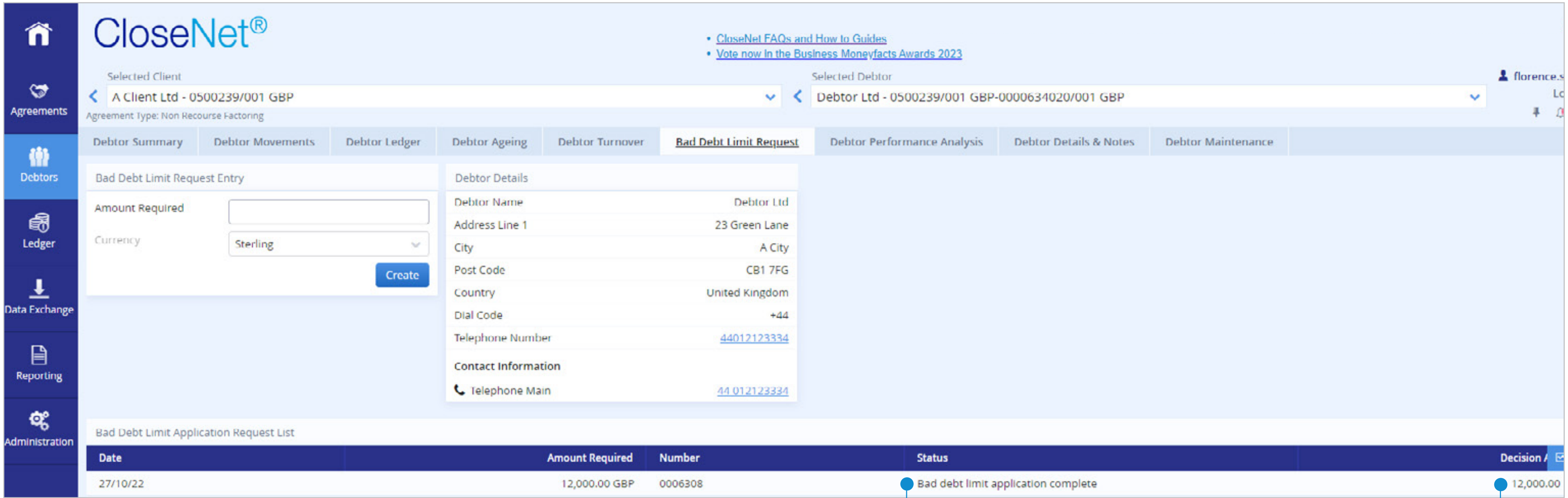
1. From the Debtor Summary tab, choose Click here to add widget.

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



Bad Debt Limit Request page

(Applications submitted on existing Debtor Accounts)



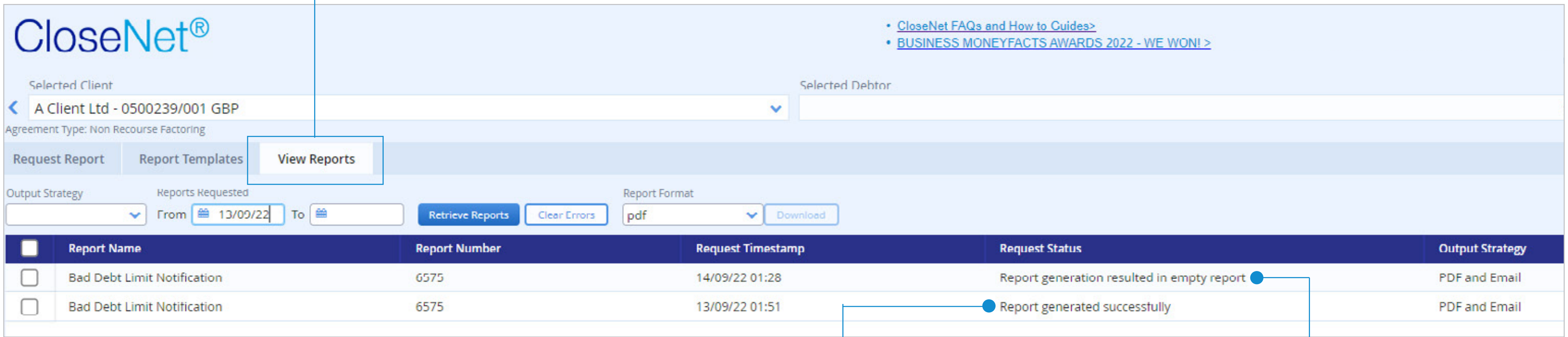
Once the limit application has been reviewed, the Status will be updated to *Bad debt limit application complete* and Decision amount will be displayed.

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.



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.*

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.

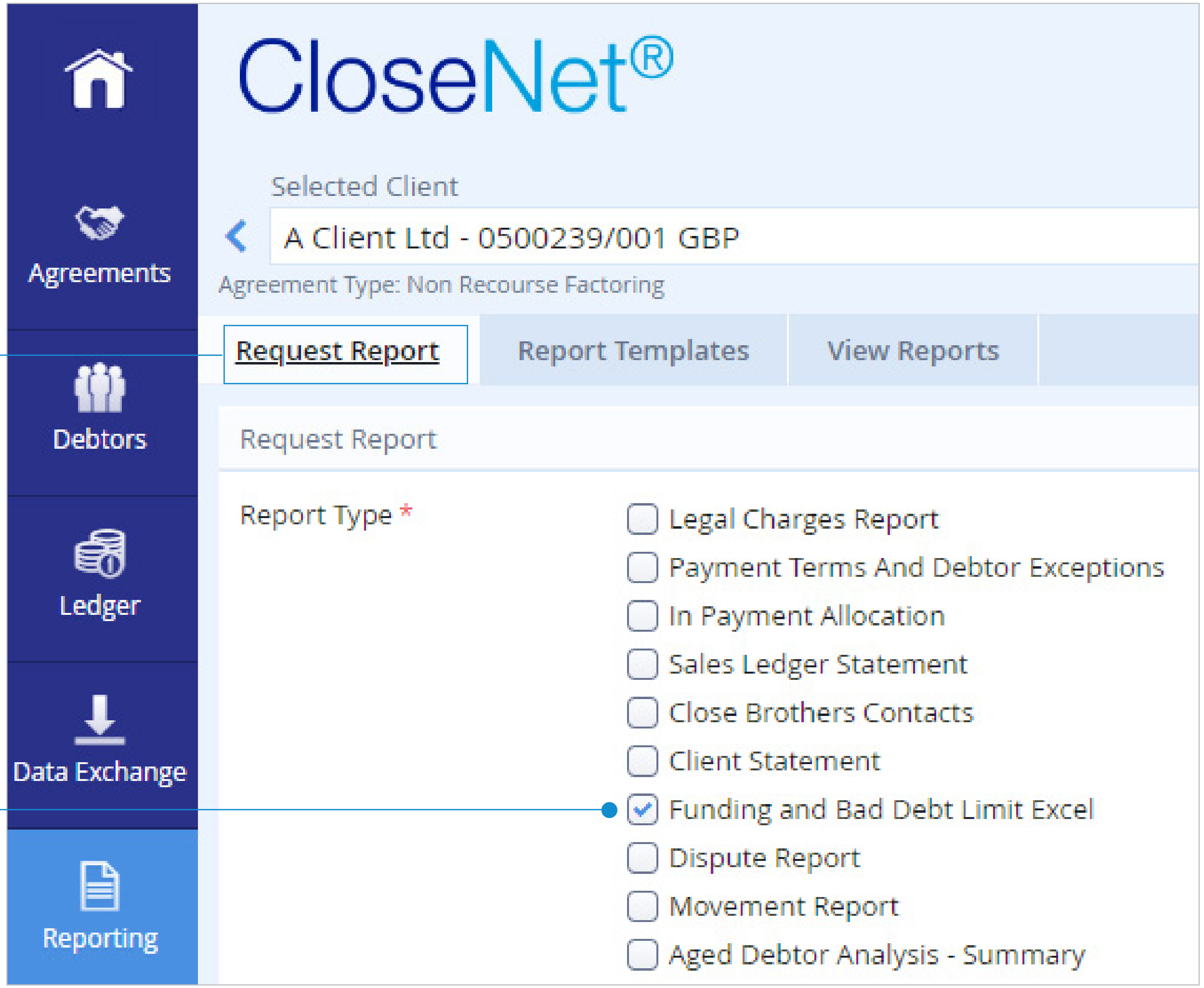
Reporting menu

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.

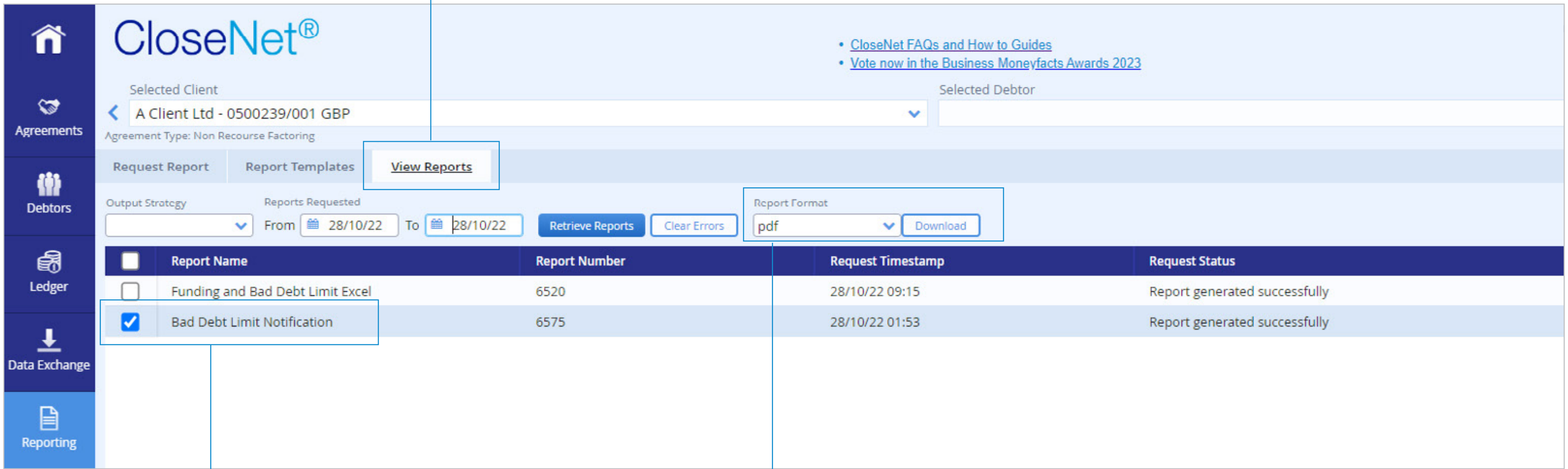
From the reporting icon, click on the Request Report tab and select Funding and Bad Debt Limit Excel from the Report Type list.

Visit our FAQ page to view our guide:
How to obtain or create a report >



How to view reports

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 fictious and created for illustrative purposes only. No client information has been used.