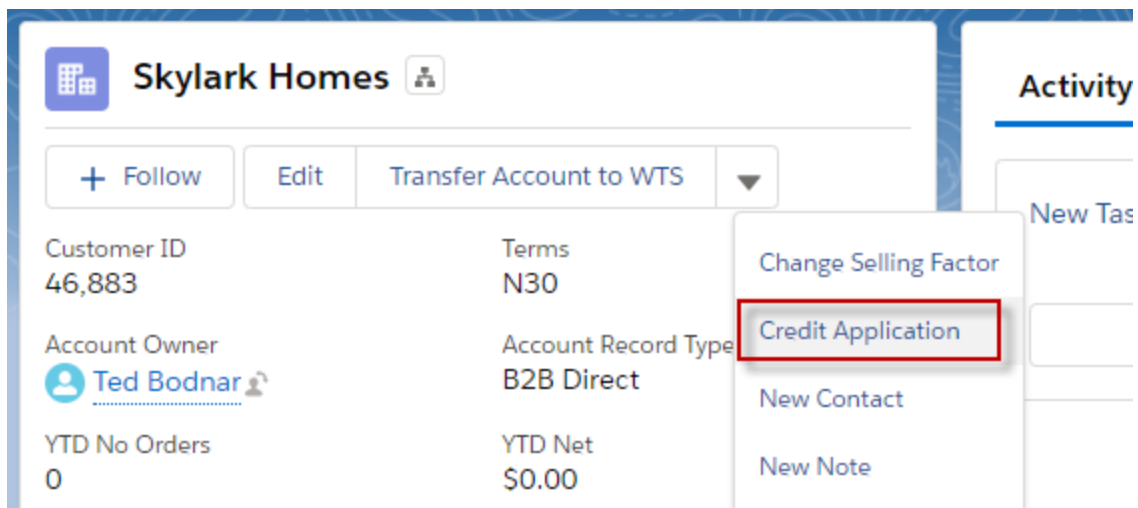


Salesforce Credit Application Process

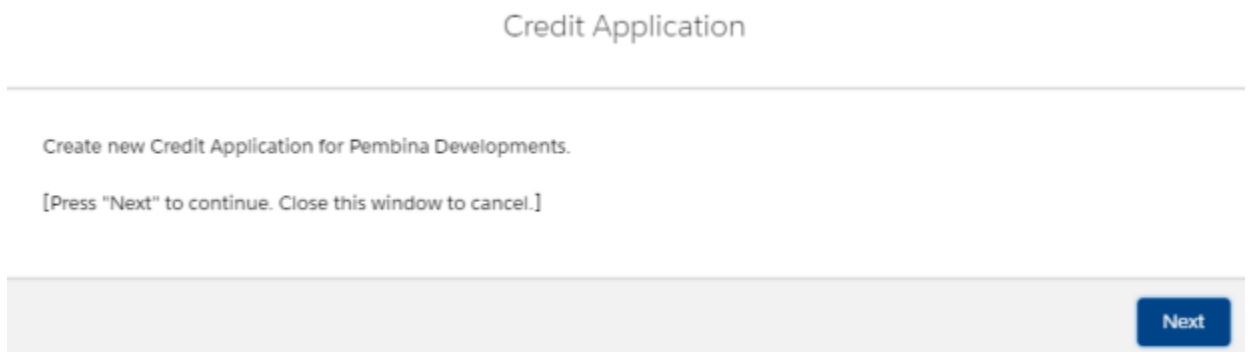
The customer credit application process has been automated through a Salesforce approval process. The application is to be entered in Salesforce per the instructions below. Once submitted it will be sent to the Account Owner's Manager for review then to Accounting for verification, credit checks and credit limit assignment. After approval (or rejection) by Accounting it will be forwarded to Harry for concurrence.

User Instructions:

- 1) The Account must exist in Salesforce.
- 2) From the Account page, select "Credit Application".



- 3) If an Account does **not** have an **existing** credit limit, the user will see a confirmation screen to create a NEW credit application.



- 4) If this account has an **existing** credit limit the user will be prompted to create either an application for an INCREASE or to create a NEW credit application. Selecting NEW will allow the

submitter to update references and contacts if required. Selecting EXISTING will create an application without the supplier and contact sections.

Credit Application

Skylark Homes currently has a credit limit of 25,000. Do you want to apply for an increase or submit a new application?

Application Type Choice

Apply for Credit INCREASE

Create NEW Credit Application

[Click "Next" to Continue, close this window to Cancel]

Next

- 5) A confirmation popup appears. The user can select Next to continue or Previous to correct the selection if it was made incorrectly.

Credit Application

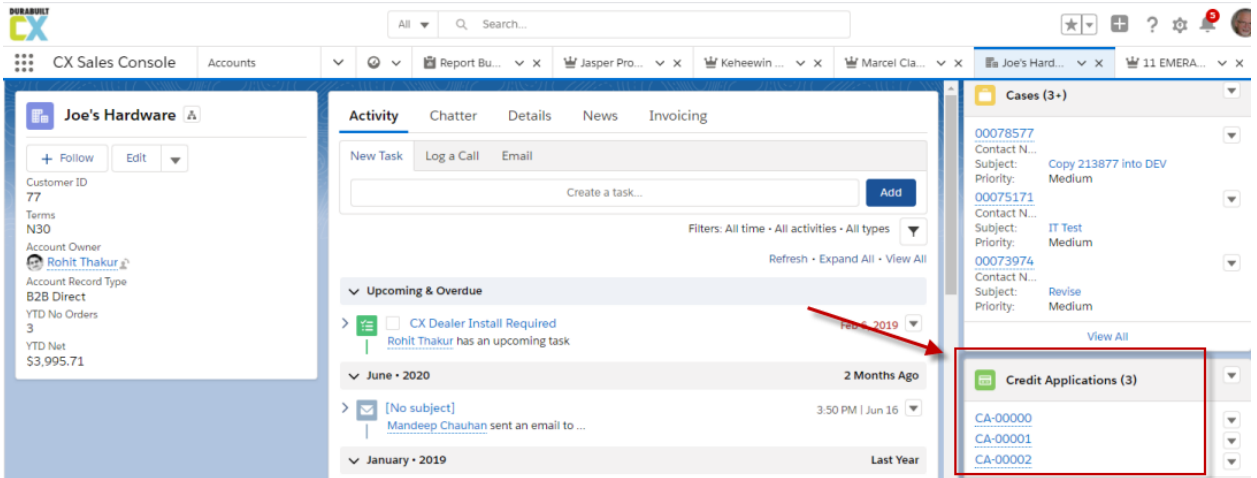
You have chosen to create a NEW Credit Application.

[Click "Next" to Continue, "Previous" to return to the previous screen.]

Previous

Next

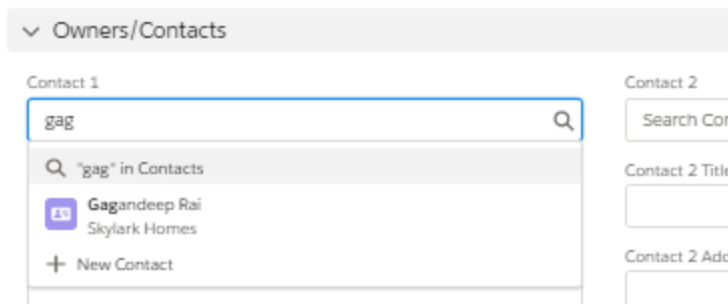
- 6) After clicking next, a Credit Application is created, and the user is directed to the new page.
- 7) All Credit Applications will be shown in the Credit Application list on the CX Sales Console Account page.



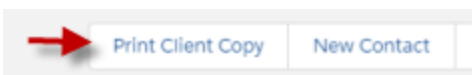
- 8) The Credit Application is pre-populated with all the relevant information from the Account. The rest of the fields will need to be completed.

New Applications

- 9) The three contacts, Contact 1, Contact 2 and AP Contact, must be selected from the Account Contacts. As you begin typing the contact name, it will find the selected contact from the Account record. The contact info will copy over from the account when the Credit Application is saved. This can be changed after saving. If a contact does not yet exist on the Account, you can create it here by clicking New Contact. The new contact will automatically be added to the Account.



- 10) If the customer has not yet created and signed a credit application, this Credit Application can be printed and sent to the customer for signature. (See embedded pdf)



Credit_Application_for_Signature.pdf

11) Once a signed copy of the application is received, it will need to be scanned and attached to the credit application before submission. Note: Accounting will reject any application received without a signed attached copy.

Credit Limit Increase

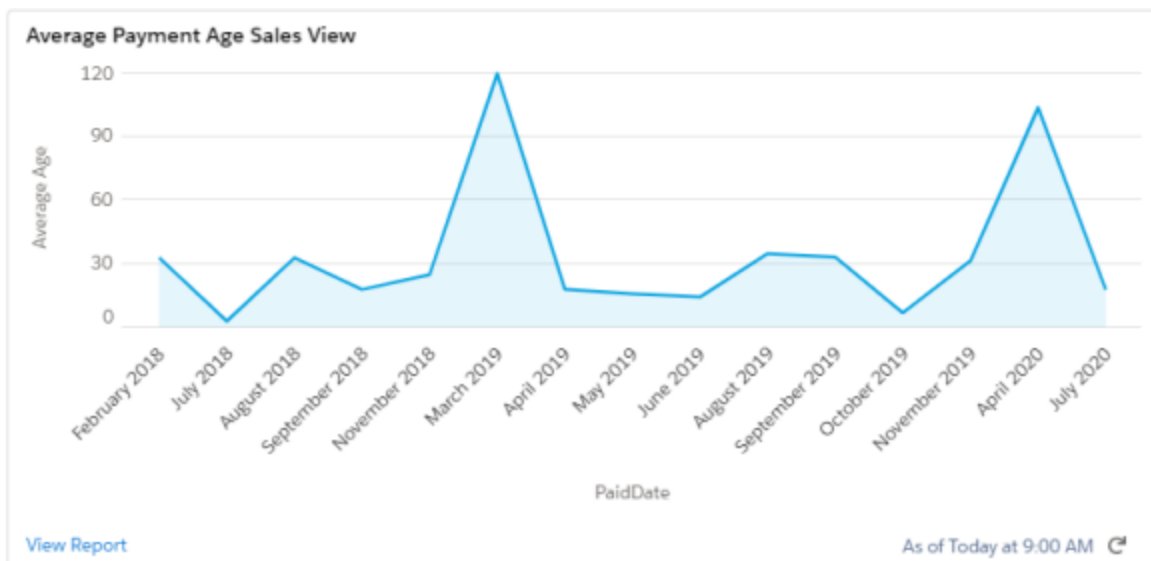
12) The user should enter the reason for the credit increase request and the amount of increase requested in the Application Comments section.

Application Comments

13) A credit limit increase application will not have the contact or reference sections. Instead it will show a Financial History section.

Financial History			
Current Credit Limit	\$5,000.00	YTD Sales	\$27,720.67
Current Credit Balance	\$0.00	YTD Factor	31.88%
Account Factor	32.00%	LY Sales	\$88,643.08
Account Factor Status	Approved	LY Factor	30.19%

Payment Performance information can be viewed by opening the Account record and clicking on the Invoicing tab.



Submission and Approval

14) Once application is ready to go, the user will click Submit for Approval. The application will be submitted to the Account Owner's Manager for Level One Approval. If approved, it will proceed

to Accounting for verifications and assignment of a credit limit amount, then on to the Executive for concurrence. The history of the approval process is shown in the Approval History section of the Credit Application.

Approval History (3)

Accounting Approval

Date: 8/21/2020 9:35 AM
Status: Pending
Assigned To: Nik Patel
Actual Approver: Nik Patel
Comments:

Approval Request Submitted

Date: 8/21/2020 9:35 AM
Status: Submitted
Assigned To: Barry Hicks
Actual Approver: Barry Hicks
Comments:

[View All](#)

15) The user will receive an email at each step of the approval process.

16) If the credit application is approved, the Account record in Salesforce will automatically be updated to N30, if not already set, and the credit limit will be updated. Accounting will receive an email notification.

Accounting Info	
Terms	N30
Credit Limit	\$200,000.00
Credit Balance	\$3,785.92