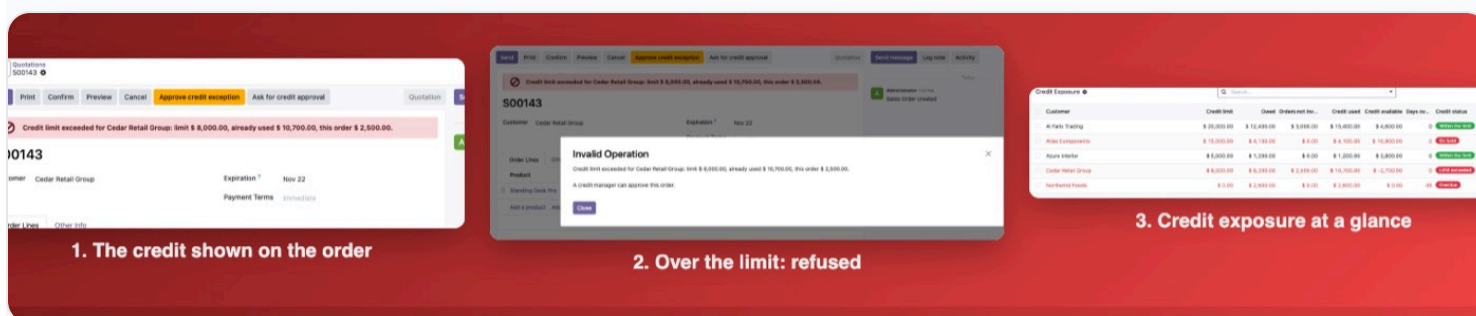


Credit Limit

A guide to customer credit control: limits and holds, what is checked on orders and deliveries, approvals, the exposure report, settings and access rights.

1. Start here

In plain words: A customer owes you \$40,000, is three months late, and a salesperson confirms one more big order. Odoo only *warns* about the credit limit; it lets the order through. **Customer Credit Limit stops** it: an order that would exceed the limit, or belongs to a customer on hold or with old overdue invoices, is refused until a credit manager approves the exception. Deliveries of customers on hold are stopped too.



1. The credit shown on the order

2. Over the limit: refused

3. Credit exposure at a glance

Customer	Credit limit	Over	Unreceived inv...	Credit used	Credit available	Days in...	Credit status
Alfons Trading	\$ 20,000.00	\$ 10,000.00	\$ 3,000.00	\$ 13,000.00	\$ 6,000.00	0	OK
Alfonso Commerc...	\$ 10,000.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 10,000.00	0	OK
Alfonso Inter...	\$ 5,000.00	\$ 1,000.00	\$ 0.00	\$ 1,000.00	\$ 4,000.00	0	OK
Cedar Retail Group	\$ 8,000.00	\$ 0.00	\$ 2,500.00	\$ 2,500.00	\$ 5,500.00	0	OK
Northwood Trade	\$ 0.00	\$ 2,000.00	\$ 0.00	\$ 2,000.00	\$ 0.00	40	Hold

The credit on a quotation, the refusal, and the credit exposure of every customer.

Tip: Salespeople see the status and the credit available; only credit managers set limits and holds, approve exceptions and release deliveries.

2. What you get

Feature	What it does
Credit limit	A limit per customer, in the company currency. 0 means no limit.
Credit used	What the customer owes (open invoices) plus the confirmed orders not yet invoiced.
Orders refused	Confirming an order that would pass the limit is refused, with the figures.
Credit hold	Tick it, and no order is confirmed and no delivery validated for that customer.
Automatic hold	A customer with an invoice overdue by more than N days is on hold by itself.
Approvals	A credit manager approves an exception for one order, up to its amount.
Deliveries	A delivery of a customer on hold or overdue is refused until a credit manager releases it.
Credit exposure report	Every customer with its limit, what is owed, the credit available and its status.
Arabic	Everything is translated and works right to left.

3. Requirements

Item	Details
Odoo	19.0 (Community or Enterprise)
Apps needed	Sales and Inventory (<code>sale_stock</code>), Invoicing (<code>account</code>)
License	OPL-1 (Odoo Proprietary License v1.0)

4. Install

- 1 Unzip the package. Inside is `taqnix_credit_limit.zip` ; unzip it to get the folder `taqnix_credit_limit` .
- 2 Copy the folder into one of the `addons_path` folders of your Odoo server and restart Odoo.
- 3 Log in as an administrator, activate **Developer mode**, open **Apps** and press **Update Apps List**.
- 4 Remove the "Apps" filter, search **Customer Credit Limit** and press **Install**.

```
# or from the command line
./odoo-bin -c odoo.conf -d YOUR_DATABASE -i taqnix_credit_limit --stop-after-init
```

5. Set the limit of a customer

In plain words: Open a customer, tab **Invoicing**, group **Credit** (credit managers see the limit and the hold; salespeople see the figures).

The screenshot shows the Odoo interface for a customer named "Al Faris Trading". The "Invoicing" tab is selected, and the "Credit" section is expanded. The "Credit limit" is set to \$20,000.00, and the "Credit hold" is set to 0. The "Credit status" is "Within the limit". The "Customer Invoices" section shows the following data:

Field	Value
Invoice sending	e-Invoicing & Email
eInvoice format	XML format
Peppol ID	Your endpoint
Owed	\$12,400.00
Orders not Invoiced	\$3,000.00
Credit used	\$15,400.00
Credit available	\$4,600.00

A customer with a limit of 20,000: 12,400 owed and 3,000 in confirmed orders leave 4,600 available.

Field	Meaning
Credit limit	The most this customer may owe, in the company currency. 0: no limit.
Credit hold	Block new orders and deliveries until it is unticked.
Owed	The open customer invoices, less unapplied payments.
Orders not invoiced	Confirmed orders waiting to be invoiced (can be switched off in the settings).
Credit used / available	Owed plus orders; and the limit minus that.
Days overdue	The age of the oldest overdue invoice.
Credit status	No limit, within the limit, limit exceeded, on hold or overdue.

Tip: A contact of a company uses the limit and the balance of its company.

6. On the sales order

In plain words: When an order would exceed the limit, or the customer is on hold or overdue, a red banner says why and how much credit is left.

Sales Orders To Invoice Products Reporting Configuration 4 My Company A

New Quotations S00143 1/1 < >

Send Print Confirm Preview Cancel Approve credit exception Ask for credit approval Quotation Send message Log note Activity 1

Credit limit exceeded for Cedar Retail Group: limit \$ 8,000.00, already used \$ 10,700.00, this order \$ 2,500.00.

S00143

Customer Cedar Retail Group Expiration [?] Nov 22
Payment Terms Immediate

Order Lines Other Info

Product	Quantity	Unit Price	Taxes	Amount
Standing Desk Pro	1.00	2,500.00		\$ 2,500.00

Add a product Add a section Add a note Catalog

Terms and conditions...

Untaxed Amount: **\$ 2,500.00**
Total: **\$ 2,500.00**

Today

A Administrator 1:37 PM
Sales Order created

A quotation of 2,500 for a customer who has 8,000 of credit and owes 10,700.

Sales Orders To Invoice Products Reporting Configuration 4 My Company A

New Quotations S00143 1/1 < >

Send Print Confirm Preview Cancel Approve credit exception Ask for credit approval Quotation Send message Log note Activity 1

Credit limit exceeded for Cedar Retail Group: limit \$ 8,000.00, already used \$ 10,700.00, this order \$ 2,500.00.

S00143

Customer Cedar Retail Group Expiration [?] Nov 22
Payment Terms Immediate

Order Lines Other Info

Product	Quantity	Unit Price	Taxes	Amount
Standing Desk Pro	1.00	2,500.00		\$ 2,500.00

Add a product Add a section Add a note Catalog

Terms and conditions...

Untaxed Amount: **\$ 2,500.00**
Total: **\$ 2,500.00**

Today

A Administrator 1:37 PM
Sales Order created

Invalid Operation

Credit limit exceeded for Cedar Retail Group: limit \$ 8,000.00, already used \$ 10,700.00, this order \$ 2,500.00.

A credit manager can approve this order.

Close

Pressing Confirm: the order is refused with the figures.

In plain words: Orders confirmed together count together: two orders of 600 for a customer with a limit of 1,000 are not both accepted.

Button	Who	What it does
Ask for credit approval	Salespeople	Schedules an activity for each credit manager.
Approve credit exception	Credit managers	Approves this order up to its current amount. It can then be confirmed.

SalesOrdersTo InvoiceProductsReportingConfiguration

NewQuotationsS00143

1/1

SendPrintConfirmPreviewCancelQuotationQuotation SentSales OrderSend messageLog noteActivity

Credit exception approved by Administrator.

S00143

CustomerCedar Retail GroupExpirationNov 22Payment TermsImmediate

Order LinesOther Info

Product	Quantity	Unit Price	Taxes	Amount
Standing Desk Pro	1.00	2,500.00		\$ 2,500.00

Add a productAdd a sectionAdd a noteCatalog

Terms and conditions...

Untaxed Amount: \$ 2,500.00Total: \$ 2,500.00

Today

A Administrator 1:37 PMCredit exception approved by Administrator up to \$ 2,500.00.

A Administrator 1:37 PMSales Order created

An approved exception: a green banner, and the approver in the chatter.

Important: If the order is raised above the approved amount, the approval no longer covers it and the check applies again.

7. Hold and overdue

Case	What happens
Credit hold ticked	No order is confirmed (unless an exception is approved) and no delivery is validated.
Overdue limit in the settings	A customer with an invoice overdue by more than the number of days is on hold, and is released when it is paid.
Deliveries	Refused for a customer on hold or overdue. Not refused just because the limit is exceeded: the order was accepted. Credit managers and orders with an approved exception can be delivered.

SalesOrdersTo InvoiceProductsReportingConfiguration

4

My Company

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Credit Exposure

Q Search...

1-5 / 5

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☐ Customer	Credit limit	Owed	Orders not inv...	Credit used	Credit available	Days ov...	Credit status	
☐ Al Faris Trading	\$ 20,000.00	\$ 12,400.00	\$ 3,000.00	\$ 15,400.00	\$ 4,600.00	0	Within the limit	
☐ Atlas Components	\$ 15,000.00	\$ 4,100.00	\$ 0.00	\$ 4,100.00	\$ 10,900.00	0	On hold	
☐ Azure Interior	\$ 5,000.00	\$ 1,200.00	\$ 0.00	\$ 1,200.00	\$ 3,800.00	0	Within the limit	
☐ Cedar Retail Group	\$ 8,000.00	\$ 8,200.00	\$ 2,500.00	\$ 10,700.00	\$ -2,700.00	0	Limit exceeded	
☐ Northwind Foods	\$ 0.00	\$ 2,600.00	\$ 0.00	\$ 2,600.00	\$ 0.00	45	Overdue	

The credit exposure: Atlas Components on hold, Northwind Foods overdue for 45 days, Cedar over its limit.

8. Settings

In plain words: Settings → Credit Limit.

SettingsGeneral SettingsUsers & Companies

4My CompanyA

SaveDiscardSettings

Q Search...

General Settings

Sales

Purchase

Inventory

Invoicing

Project

Employees

Attendances

Credit Limit

Customer credit

☒ Check sales orders

Refuse to confirm an order that exceeds the limit or belongs to a customer on hold.

☒ Check deliveries

Refuse to validate the delivery of a customer on hold or overdue. Credit managers can release it.

☒ Count confirmed orders not yet invoiced

The credit used is what the customer owes plus the confirmed orders waiting to be invoiced.

Hold when overdue

A customer with an invoice overdue by more than this number of days is put on hold automatically.

30 days (0 = off)

What is checked, and when a customer is put on hold.

Setting	What it does
Check sales orders	Refuse to confirm an order over the limit or for a customer on hold.
Check deliveries	Refuse to validate the delivery of a customer on hold or overdue.
Count confirmed orders not yet invoiced	Add them to what the customer owes.
Hold when overdue	Days of delay after which a customer is on hold. 0: off.

9. Who can do what

Who	Can
Salespeople	See the status, the credit used and available, and ask for approval. They cannot see or change the limit.
Credit managers	Set limits and holds, approve exceptions, release deliveries. Sales managers are credit managers; add others to the group Credit Manager.

10. Arabic and right to left

My Company

التهيئةإعداد التقاريرالمنتجاتبانتظار الفوترةالطلباتالمبيعات

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الانكشاف الائتماني

الحالة الائتمانية	أيام التأخر	الائتمان المتاح	الائتمان المستخدم	أوامر غير مغفورة	المستحق عليه	الحد الائتماني	العميل
ضمن الحد	0	\$ 4,600.00	\$ 15,400.00	\$ 3,000.00	\$ 12,400.00	\$ 20,000.00	Al Faris Trading
مؤوقف	0	\$ 10,900.00	\$ 4,100.00	\$ 0.00	\$ 4,100.00	\$ 15,000.00	Atlas Components
ضمن الحد	0	\$ 3,800.00	\$ 1,200.00	\$ 0.00	\$ 1,200.00	\$ 5,000.00	Azure Interior
تجاوز الحد	0	\$ -2,700.00	\$ 10,700.00	\$ 2,500.00	\$ 8,200.00	\$ 8,000.00	Cedar Retail Group
متأخر	45	\$ 0.00	\$ 2,600.00	\$ 0.00	\$ 2,600.00	\$ 0.00	Northwind Foods

The credit exposure in an Arabic interface.

11. Limits

Limit	Detail
Company currency	Limits and balances are in the company currency; orders in another currency are converted.
Orders and deliveries only	Invoices are never refused: you can always invoice what was delivered.
One limit per customer	Not per sales team or per product category.
Insured or secured sales	There is no collateral or credit insurance concept.

12. Troubleshooting

Problem	What to do
A customer's order is not refused	Check that the customer has a limit above 0, that Check sales orders is on, and that the order has no approved exception.
I cannot see the limit field	Only credit managers see it. Add yourself to the group Credit Manager.
The credit used looks wrong	Owed includes unapplied payments as a credit; orders are the confirmed ones still to be invoiced.
A delivery is blocked	The customer is on hold or overdue. A credit manager releases it, or the hold is removed.

13. Updating and removing

Replace the folder with the new version, restart Odoo and run `-u taqnix_credit_limit` . Limits and holds are kept.

14. Support

Installation help and bug fixes are included for 6 months, with lifetime updates. Contact us through the marketplace page where you bought the module or write to **support@taqnix.com** with your Odoo version and a screenshot.

Changelog

1.0.0 – Initial release

- Credit limit and credit hold per customer; credit used = open invoices plus confirmed orders not yet invoiced
- Sales orders over the limit, or of customers on hold or overdue, are refused; orders confirmed together count together
- Credit managers approve an exception for one order; salespeople ask for approval
- Deliveries of customers on hold or overdue are refused until released
- Credit exposure report; automatic hold for overdue invoices
- Arabic translation, automated tests