Credit Limit & Risk Hold

User Guide · Odoo 18 / 19

AR / AP & Cash

Technical module name: gb_credit_limit_risk_hold
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1. Overview

Orders too easily ship to customers who are already over their credit limit. This module adds per-customer credit limits, automatically holds sales orders that would breach them, provides an override workflow, and shows an exposure dashboard across all customers.

When an order is confirmed it is checked against the customer's limit and exposure; if it breaches, a credit hold is raised. An override wizard releases the hold, periodic credit reviews keep limits current, and a customer credit score is computed.

Who is it for?

- Credit controllers and finance teams
- Sales operations enforcing credit policy
- Businesses extending commercial credit to customers

2. Installation

The module is delivered as a standard Odoo application and installs cleanly on both Odoo 18 and Odoo 19 Community or Enterprise.

Step	Action
1	Enable developer/apps — Log in as an administrator and open the Apps menu.
2	Update the app list — Click Update Apps List so Odoo picks up newly added modules.
3	Search — Search for "Credit Limit & Risk Hold" (technical name gb_credit_limit_risk_hold).
4	Install — Press Install. Required dependencies (sale_management, account) are installed automatically.

After installation a new top-level menu, Credit Control, appears in the main menu bar.

3. Configuration

Open Credit Control. Set each customer's credit limit on the partner; the Exposure Dashboard shows total exposure and headroom.

Credit reviews can be generated periodically to keep limits aligned with payment behaviour, and a credit score is computed per customer.

Key configuration records

Field	Description
Customer Credit Limit	The per-partner limit and the computed exposure/score used to gate orders.
Credit Hold	A held sales order awaiting release or override.
Credit Review	A periodic review that suggests and applies revised limits.

4. Step-by-step Walkthrough

Orders confirm normally unless they breach the limit, in which case a hold is raised:

Step	Action
1	Set credit limits — Enter each customer's credit limit on the partner record.
2	Confirm an order — On Confirm, the order is checked against limit and exposure.
3	Hold on breach — If it breaches, a credit hold is raised and the order is stopped.
4	Request release — Sales can Request Release on the held order.
5	Override / release — Use the override wizard or Release to clear the hold; Force Confirm overrides.
6	Notify sales — Use Notify Sales to alert the team about a hold.
7	Review exposure — Monitor the Exposure Dashboard and run periodic credit reviews.

Status flow

Records move through the following statuses:

- Order confirmation is gated by the limit; held orders are Released, Overridden or Cancelled.

5. Feature Reference

Per-customer credit limits

Each customer carries a credit limit that gates new sales orders.

Automatic order holds

Confirming an order that breaches the limit/exposure automatically raises a credit hold.

Override workflow

An override wizard, Force Confirm and Release give controllers explicit, audited control over held orders.

Exposure dashboard

See total outstanding exposure and remaining headroom across all customers.

Credit scoring

A computed credit score per customer (with a scheduled refresh) helps prioritise risk.

Periodic credit reviews

Scheduled reviews suggest and apply revised limits based on ageing and behaviour.

6. Tips, Troubleshooting & FAQ

Q: What happens when an order breaches the limit?
A: Confirmation is stopped and a credit hold is raised; the order proceeds only after release or override.

Q: Can a manager override a hold?
A: Yes — the override wizard, Release and Force Confirm clear or bypass the hold with an audit trail.

Q: Where do I see total exposure?
A: The Exposure Dashboard shows exposure and headroom across all customers.

Q: How are credit limits kept current?
A: Periodic credit reviews suggest revised limits from ageing; a credit score is refreshed on a schedule.

Q: Does sales get notified?
A: Yes — Notify Sales alerts the team, and they can Request Release on a held order.

Q: Does this need Enterprise?
A: No; it depends on Sales and Accounting only.

7. Support

We are glad to help you get the most out of Credit Limit & Risk Hold.

- Email: support@pokutsoft.com
- Apps & documentation: https://pokutsoft.com
- Please include your Odoo version (18 or 19) and the module version (18.0.1.0.0) when contacting support.

This module performs format generation and in-Odoo bookkeeping only. Where a third party (HMRC, a pension provider, a payroll bureau, a bank) is involved, the customer uses their own credentials/account to file or transmit. No filing is done on your behalf.