

How Hold Dates Work (including suggestions for assisting customers) (Internal)

10/18/2024 12:23 pm EDT

Please note that we did have defects regarding hold dates, so customers experiencing hold date problems may need to update to correct these.

It is very easy for customers to become lost in all of their options when learning about hold dates. Instead of explaining all their options and asking them to pick one, ask the customer when they want the eft transactions to process, and then explaining to them how to make that happen. Here's a rundown of how each field works.

1. Setup a CC or Bank in Sedona
2. Choose whether the customer should always be billed on the same day of the month, or whether they should be billed a certain number of days past their invoice date. This is an either/or, you cannot do both for the same CC/Bank. However, your choice can be different for each CC/Bank entered.

Cards On File	DISC	
Card Number *	****1117	
Expiration *	10 / 21	
Card Type *	DISC	
Payment Method *	Credit Card	
Auto Processing	<input checked="" type="checkbox"/> Recurring	<input checked="" type="checkbox"/> Non-Recurring
Hold Day	1	Max Amount \$0.00
Days Past Inv Date	0	
Auto Bill To Recurring	All Billing Addresses	

3. Days past invoice date is not often used, but if this is your selection, enter a number of days in this field. When the cycle invoice is generated, the system will take the invoice date from the cycle batch, and add the entered number of days, to get the hold date. An eft transaction will be immediately created with that hold date.

The cycle invoice date:

- Example: A credit card is entered, and 5 is entered for the days past invoice date. On January 15th the user runs the recurring cycle for the month of February. The date entered on the invoice is January 20th. In this case the eft transaction would have a hold date of January 25th (the invoice date of 1/20 plus 5 days).

4. Entering a day of the month for a hold date is much more common than entering a number of days past invoice date. In this case the number you enter is the day of the month the eft transaction will process on. You are only given the option of dates 1-28 due to February. So if you enter a 4, when the cycle invoice is generated the eft transaction hold date will be the 4th. If you enter 18, the eft transaction hold date will be the 18th.

HERE IS WHERE IT CAN BE CONFUSING

The hold date tells the CC/Bank which **day** of the month to process, but not which **month** to process in. For that the system looks to the cycle batch record. Specifically the **ACH Hold to Process Date** field. The ACH Hold to Process Date determines which month the eft will process in. **Today's date, the invoice date, and the service period do not matter for this, and have no effect on when the transaction will process.**

When the invoice gets created the system looks at the ACH Hold to Process Date on the cycle batch record, and immediately creates an EFT transaction for the day of the month listed on the CC/Bank *on or after the ach hold to process date.*

Cycle Invoicing Process

Cycle Information

Cycle: 1569 Amount: 15,736.62
 Month: October 2019 Count: 154
 Invoice Group #: 0 Thru Day: 28
 Created: 10/3/2019
 Description: 01-Oct-19

Invoice Information

Category: [Dropdown]
 AR Account: 110120 [Dropdown]
 Use Customer Terms:
 Terms: Due On Receipt [Dropdown]
 Invoice Date: 10/1/2019
 Invoice Description: [Dropdown]

Aging Date

Aging Date to Match Bill On Day:
 Aging Date: 10/1/2019

ACH Hold Date

ACH Hold Date to Match Bill On Day:
 ACH Hold to Process Date: 10/3/2019

Memo: [Text Area]

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- Example: Using the same criteria as before, we will say that on 1/15, a user runs cycle invoicing for the month of February, and dates the invoices 1/20. NONE OF THESE DATES HAS ANYTHING TO DO WITH THE HOLD DATE OF THE EFT TRANSACTION. Instead we must ask what the hold day on the credit card is, and what the ach hold to process date is. Let's say the hold day is the 8th. If the ACH Hold to Process date is:
 - 2/1, then the eft transaction hold date will be 2/8.
 - 1/15, then the eft transaction hold date will be 2/8.
 - 2/9, then the eft transaction hold date will be 3/8.

5. Special notes about the hold day '1'. Sedona is programmed so that a hold day of 1, does not mean the first of the month. Instead it means 'make this date match the ach hold to process date'. So if the hold day is 1 and the ach hold to process date is 2/1, the eft transaction hold date will be 2/1. If the ach hold to process date is 1/15, then the eft transaction hold date will be 1/15, and so on.

6. If the customer uses bill on days, they may want to use the ACH Hold Date to Match Bill On Day checkbox. When this box is checked, instead of everyone having the same ACH Hold to Process Date, each customer's Bill On Day becomes their own personal ACH Hold to Process Date. The eft transaction hold dates are then calculated following the normal rules explained above, using the individualized ach hold to process dates. If the company does not use bill on days, disregard this checkbox.