

Tanks on Hold

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The Tank Hold feature can be used for a number of reasons – mostly due to seasonal individuals, people on collection hold and etc.

The screenshot shows the 'Tank Management' software interface. The 'Hold' section is highlighted with a red box. It contains the following fields:

- Hold Date:** 07/01/25
- Hold Reason:** 1
- BAD CREDIT:** No
- Hold DD Calculations:** No
- Hold Release Date:** 12/31/25

The interface also includes a table for 'Market Based Pricing' with columns for Product Description, Price Code Tier, Price, Prod Use, Disc, and Default. The table shows two rows: '1000 RESIDENTIAL PROPANE' and '1001 COMMERCIAL PROPANE'. The 'Price Desc' is set to 'RESIDENTIAL' and the 'Disc Desc' is '10 if paid in 10 days'.

1. Press **Ctrl+M** to modify.
2. Enter the beginning *Hold Date*.
3. Enter the *Hold Reason* code (press **F5** to access the code listing).
4. *Hold DD Calculations*
 - If No, the tank gallons will continue to deplete if the delivery type is set to Auto-Fill.
 - If yes, tank gallons will not reduce.
5. Enter the *Hold Release Date*. The tank will automatically release from the hold when the Release Date expires.

Note: Tanks on Hold with an active call in can be scheduled on the Energy Map with a message that alerts the tank is on hold.

The screenshot shows a dialog box titled 'EM Tank On Hold'. It contains a question mark icon and the text: 'The selected tank 9639 has an active call-in delivery but is currently on hold. Do you still want to schedule it?'. At the bottom, there are two buttons: 'Yes' and 'No'.