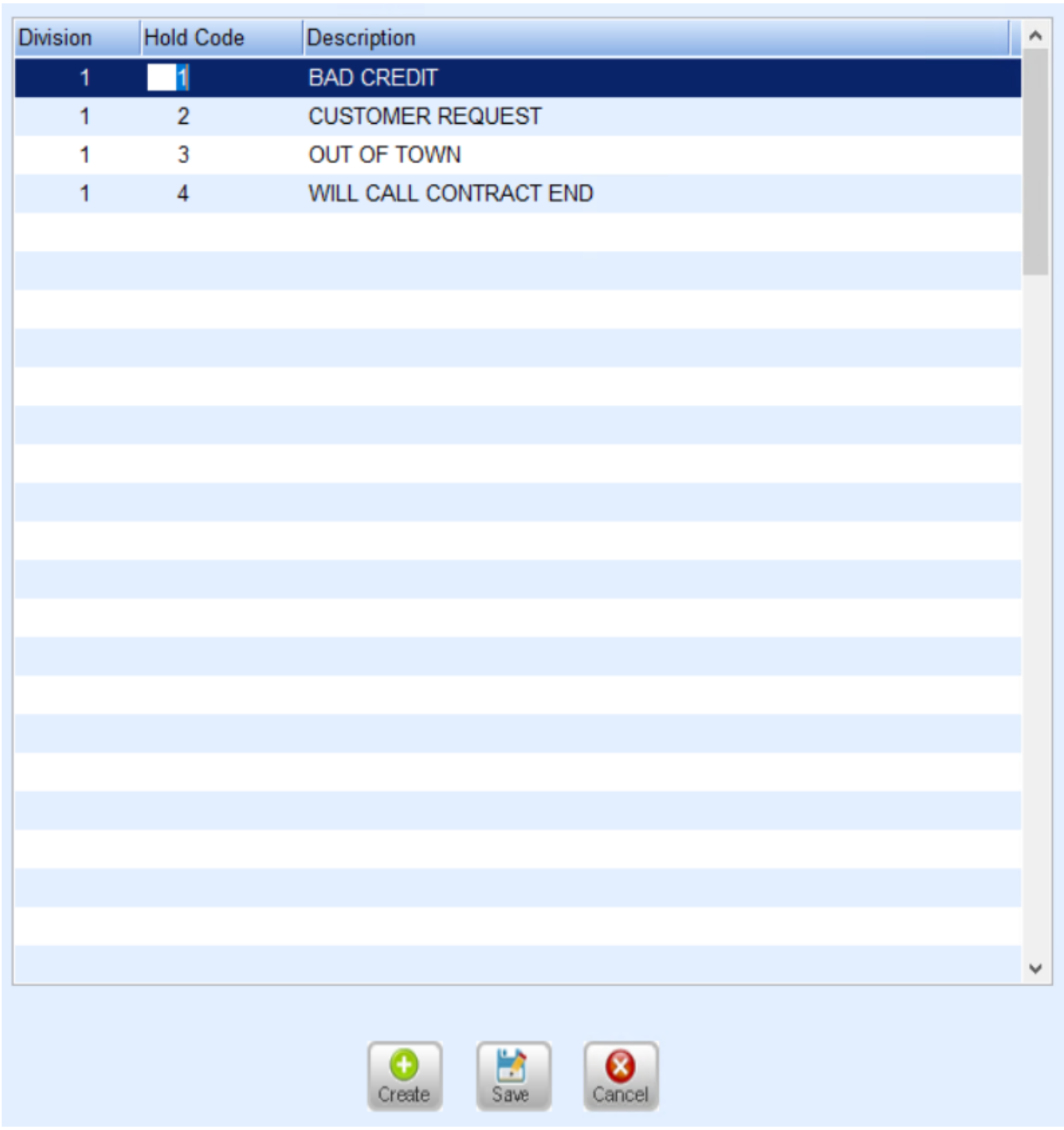
Hold Code Setup

Last Modified on 10/24/2025 12:16 pm EDT

The Hold Code is tied to a customer tank to assist dispatchers with scheduling tanks and also give the driver a warning at the time of delivery if using a handheld. A customer can be placed on hold by entering a *Hold Date*, *Hold Code*, and a *Hold Release Date*. The Customer Hold Report lists the *Total Balance*, *Hold Date*, and *Hold Code*. The Hold Date List lists all customers with a *Hold Date* on the *Tank Information* window by *Hold Date* range and *Hold Code* range.

1. On the *Hold Code Maintenance* window at *Main Menu / Supervisor Menu / Maintenance Menu / Maintenance Tables*, select **Create** to enter a Hold Code. To change a Hold Code, select a *Hold Code* and make any necessary changes.
2. Enter the *Division* the Hold Code is assigned.
3. In the *Hold Code* field, enter a unique identifier for the Hold Code. The Hold Code can be up to two numeric characters.
4. Enter a *Description* for the Hold Code.
5. Choose **Save**.


Division
Hold Code
Description
1
1
BAD CREDIT
1
2
CUSTOMER REQUEST
1
3
OUT OF TOWN
1
4
WILL CALL CONTRACT END
Create
Save
Cancel