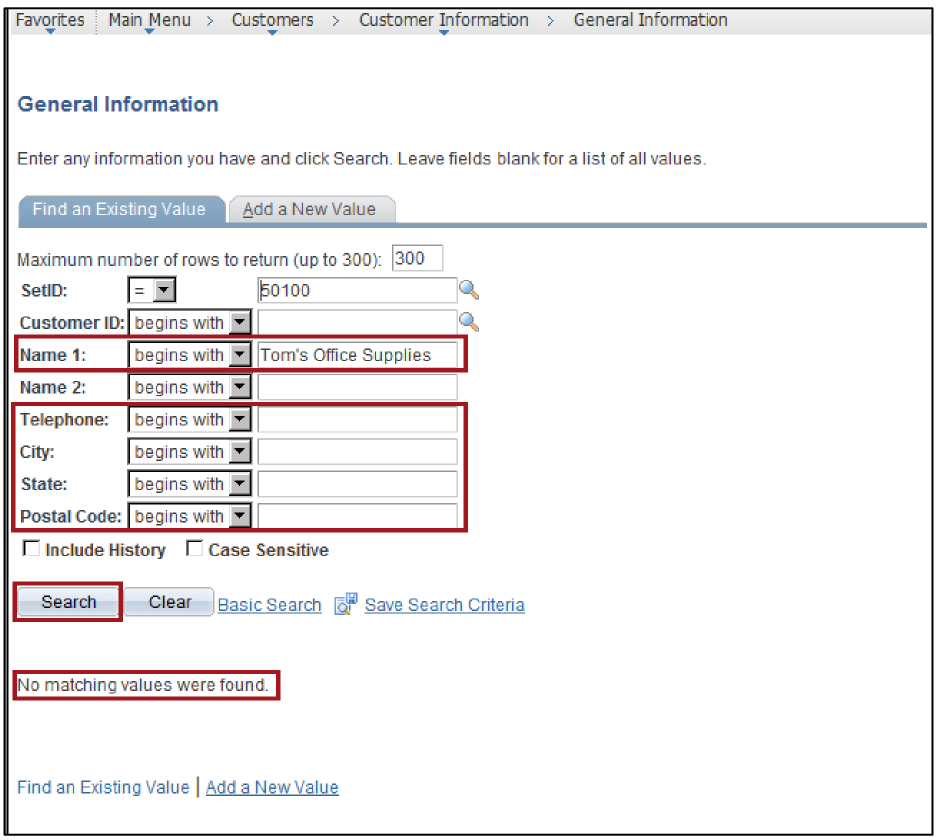
Creating and Maintaining Customers

Information entered for customers is used in the Billing Module, the Accounts Receivable module, and the Project Accounting functional area. Before creating a new customer, you must check to see if the customer is already established in Cardinal.

Verify the Customer Does Not Already Exist:

Navigate to the **General Information** page using the following path:

Main Menu > Customers > Customer Information > General Information



1 On the **Find an Existing Value** tab, enter the Customer name in the **Name 1** field and click **Search**.

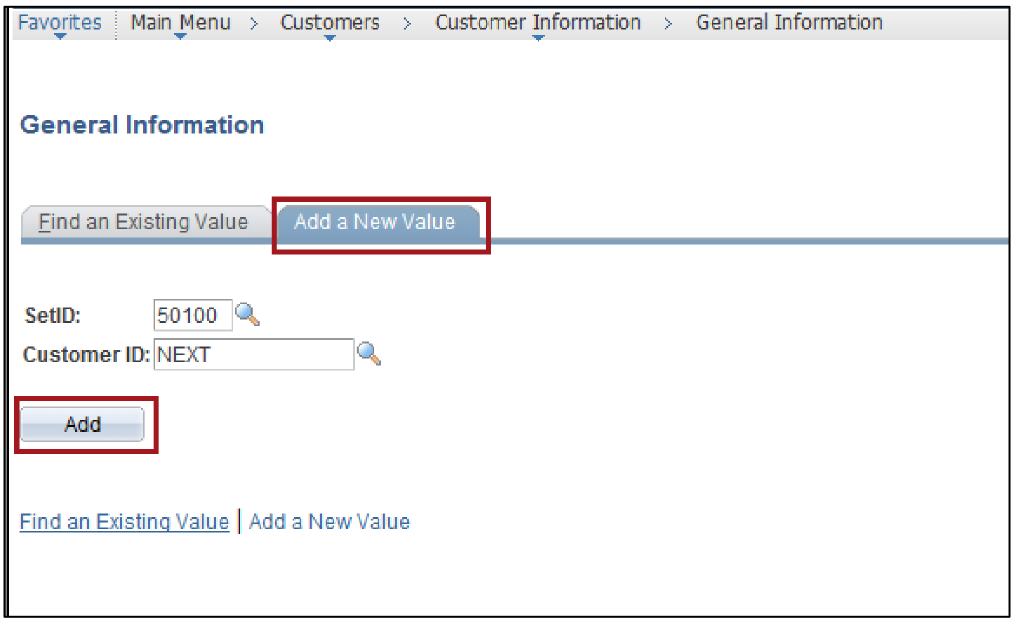
2 If the customer name entered does not match an existing customer, the message **No matching values were found** will display.

3 If you are unsure of the Customer name, you can change the search criteria to **Contains** and search for part of the name. You can also add search criteria for **Telephone**, **City**, **State**, and/or **Postal Code**.

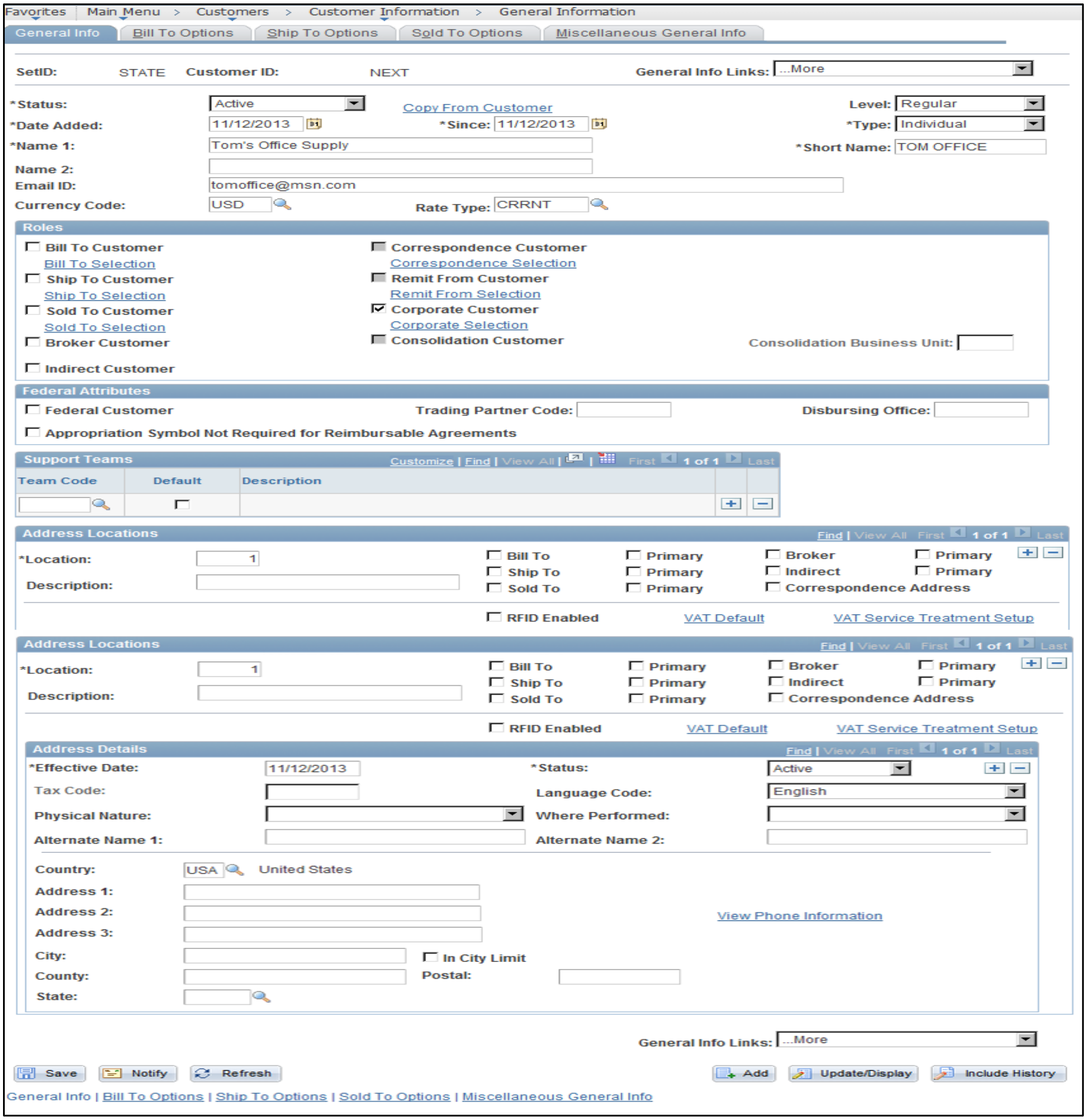
Enter New Customer:

Navigate to the **General Information** page using the following path:

Main Menu > Customers > Customer Information > General Information



1 Select the **Add a New Value** tab, then select **Add**.



2 The **General Info** tab displays.

3 Select the customer **Status** of **Active**.

4 The **Date Added** and **Since** dates default to today's date.

5 **Level** defaults to **Regular** and should not be changed.

6 Select the customer **Type** from the drop down menu: **Business**, **Government**, **Individual** or **State Agency**.

7 In the **Name 1** field, enter the name of the customer. The **Name 2** field can be used for additional information.

8 Select **Currency Code** of **USD**.

9 Select **Rate Type** of **CRRNT**.

10 In the **Roles** section, the **Corporate Customer** checkbox defaults to checked. Do not uncheck. Check the **Bill To Customer**, **Ship To Customer**, and **Sold to Customer** check boxes. (GEORGE – is this ALWAYS the case???). When you check **Bill To Customer**, the **Correspondence Customer** and **Remit From Customer** default to checked. Do not uncheck.

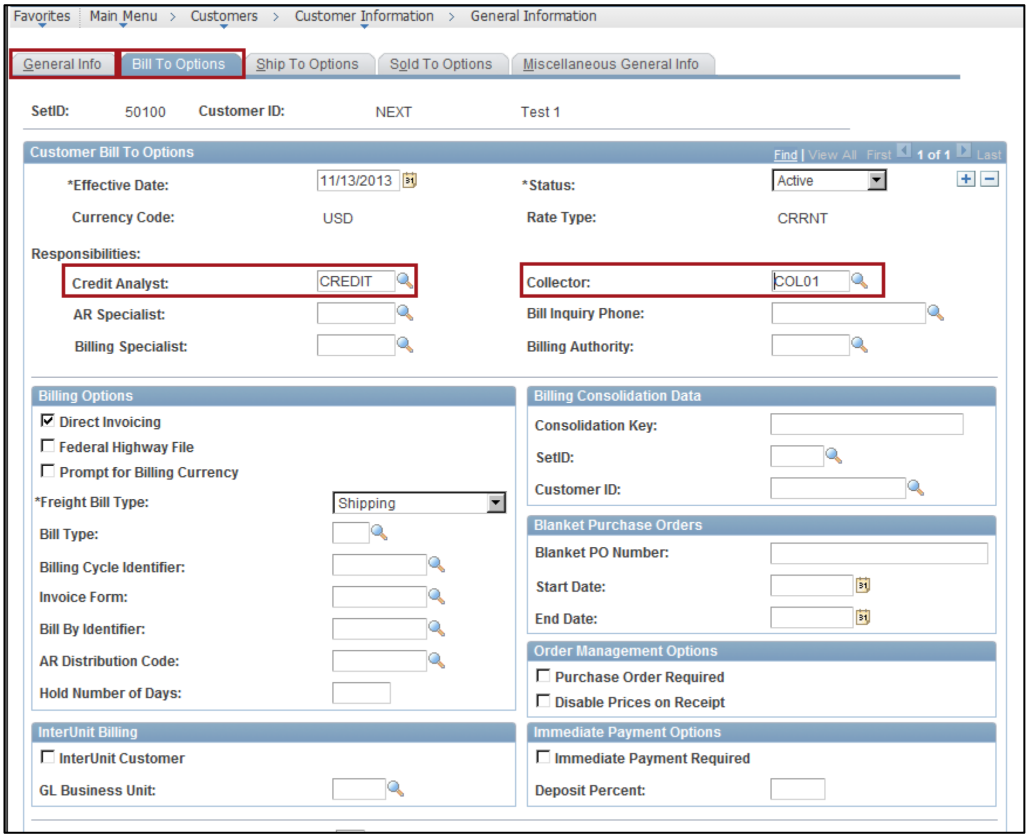
11 In the **Federal Attributes** section, select **Federal Customer** if **Government** was selected as the customer **Type**. A **Trading Partner Code** is required if **Federal Customer** is checked.

12 In the **Support Teams** section, select the **Team Code** that corresponds to the customer **Type** (**BUS**, **GOVT**, **INDIV**, **ST AGY**). Then check the **Default** box.

13 In the **Address Locations** section you can enter multiple locations for a customer. If multiple addresses are selected they will be identified by sequential number, e.g., **Location 1**, **Location 2**, etc… Enter the **Bill To** address and check the **Primary** box. The **Ship To** and **Sold To** address must also be entered. (GEORGE – is this ALWAYS the case??? Do you need to check PRIMARY for these???)

14 In the **Address Details** section, enter the customer address(es).

15 Select the **Bill To Options** tab.

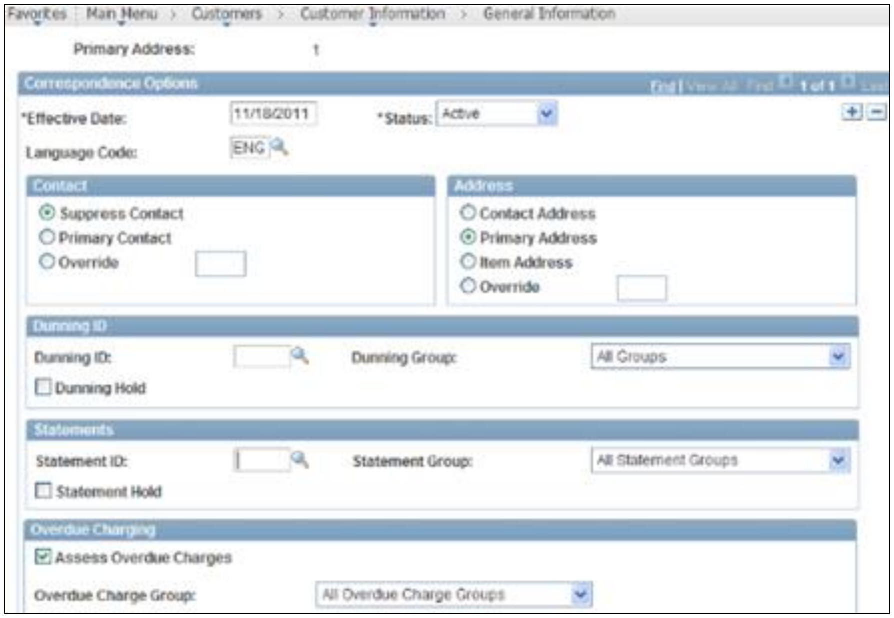


16 In the **Customer Bill To Options** section, select **CREDIT** in the **Credit Analyst** field. Select the appropriate person in the **Collector** field (typically the person entering the customer information is the **Collector**).

17 Return to the **General Info** tab.

18 General Info Links – list of options (deck page 24); additional general info (deck page 25); customer contact info (deck page 26 – 30)

19 On the **General Info** tab, you can access more contact information options by selecting the **General Info Links** drop down menu at the top right of the page. To set up correspondence for the customer, select **Correspondence Options**.



1 In the **Dunning ID** section, select the **Dunning ID** from the drop down (choices are **STD** or **DOA**). **DOA** should be used for dunning state agencies. **STD** is used for individual customers. Federal customers are not typically set up to receive dunning notices.

2 In the **Statements** section, select the **Statement ID** from the drop down (choices are **BAFWD** or **OPEN**). Open is used for individual customers. Federal customers are not typically sent standard statements so this field is left blank.

3 Click the **Save** button.

4 The customer information is saved and a **Customer ID** is assigned.

UPDATE CUSTOMER TYPES AND GENERAL CUSTOMER INFO

CUSTOMER CORRESPONDENCE

ATTACHMENTS AND NOTES

(LESSON 3, AR322, PAGES 34-38).