

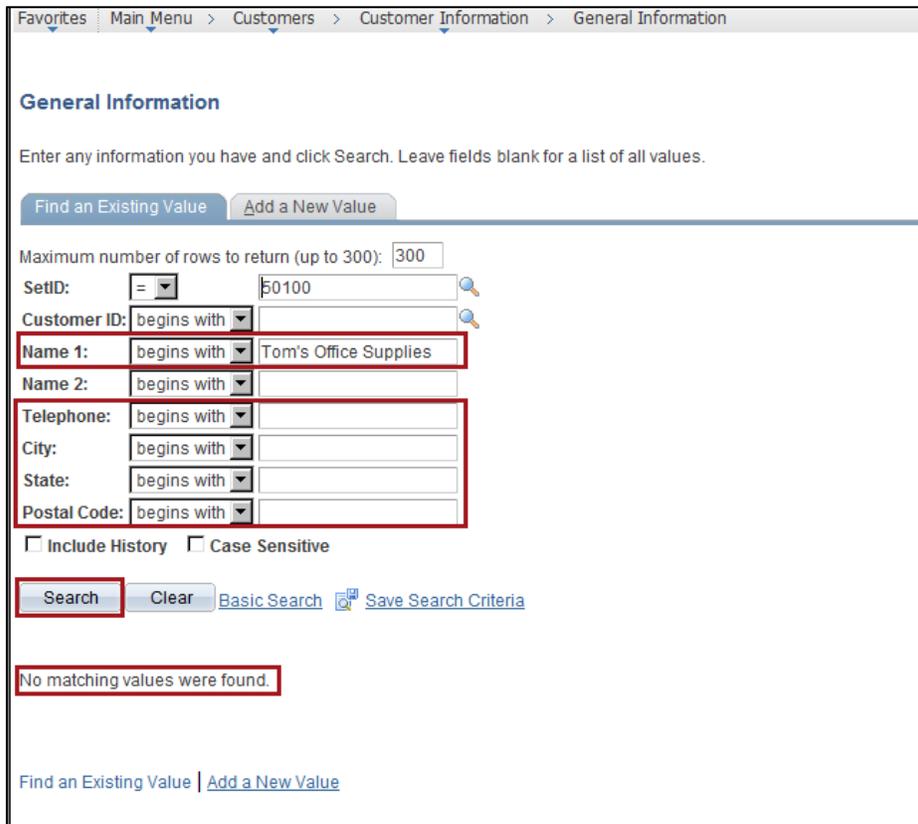
Creating and Maintaining Customers

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



Favorites | Main Menu > Customers > Customer Information > General Information

General Information

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

Maximum number of rows to return (up to 300):

SetID:

Customer ID:

Name 1:

Name 2:

Telephone:

City:

State:

Postal Code:

Include History Case Sensitive

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

No matching values were found.

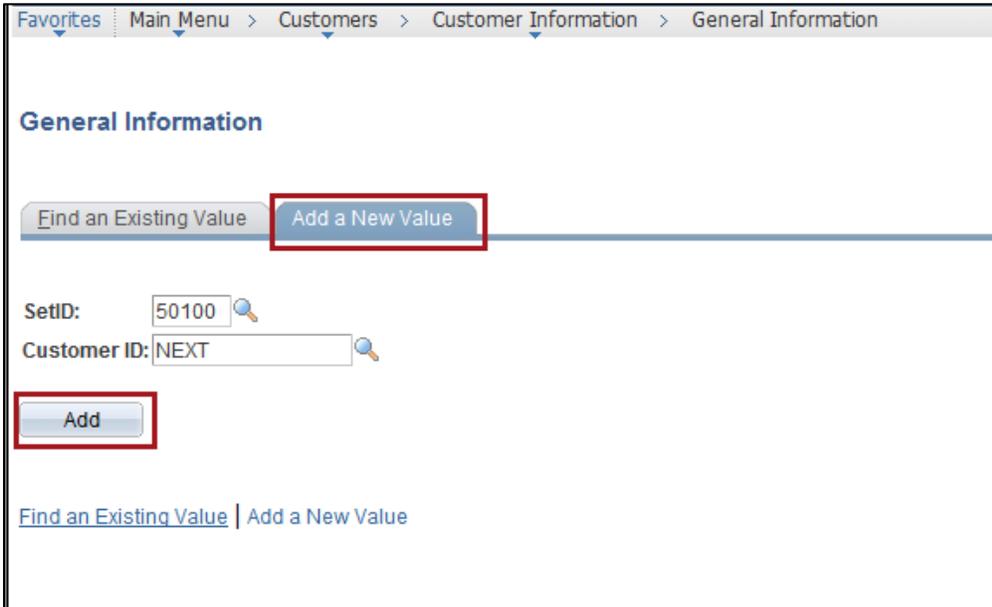
[Find an Existing Value](#) | [Add a New Value](#)

- 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**.



Accounts Receivable Job Aid

Creating and Maintaining Customers

Favorites | Main Menu > Customers > Customer Information > General Information

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID: STATE Customer ID: NEXT General Info Links: ...More

*Status: Active [Copy From Customer](#) Level: Regular
*Date Added: 11/12/2013 [BT](#) *Since: 11/12/2013 [BT](#) *Type: Individual
*Name 1: Tom's Office Supply *Short Name: TOM OFFICE
Name 2:
Email ID: tomoffice@msn.com
Currency Code: USD Rate Type: CRRNT

Roles

<input type="checkbox"/> Bill To Customer Bill To Selection	<input type="checkbox"/> Correspondence Customer Correspondence Selection
<input type="checkbox"/> Ship To Customer Ship To Selection	<input type="checkbox"/> Remit From Customer Remit From Selection
<input type="checkbox"/> Sold To Customer Sold To Selection	<input checked="" type="checkbox"/> Corporate Customer Corporate Selection
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	

Consolidation Business Unit:

Federal Attributes

Federal Customer Trading Partner Code: Disbursing Office:
 Appropriation Symbol Not Required for Reimbursable Agreements

Support Teams

Team Code	Default	Description
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

Address Locations

*Location: 1 Bill To Primary Broker Primary
Description: Ship To Primary Indirect Primary
 Sold To Primary Correspondence Address
 RFID Enabled [VAT Default](#) [VAT Service Treatment Setup](#)

Address Locations

*Location: 1 Bill To Primary Broker Primary
Description: Ship To Primary Indirect Primary
 Sold To Primary Correspondence Address
 RFID Enabled [VAT Default](#) [VAT Service Treatment Setup](#)

Address Details

*Effective Date: 11/12/2013 *Status: Active
Tax Code: Language Code: English
Physical Nature: Where Performed:
Alternate Name 1: Alternate Name 2:
Country: USA United States
Address 1:
Address 2:
Address 3:
City: In City Limit
County: Postal:
State:

General Info Links: ...More

Save | Notify | Refresh | Add | Update/Display | Include History

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

- 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.



Accounts Receivable Job Aid

Creating and Maintaining Customers

- 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.

Favorites Main Menu > Customers > Customer Information > General Information

General Info **Bill To Options** Ship To Options Sold To Options Miscellaneous General Info

SetID: 50100 Customer ID: NEXT Test 1

Customer Bill To Options Find | View All First 1 of 1 Last

*Effective Date: 11/13/2013 *Status: Active
 Currency Code: USD Rate Type: CRRNT

Responsibilities:
 Credit Analyst: CREDIT Collector: COL01
 AR Specialist: Bill Inquiry Phone:
 Billing Specialist: Billing Authority:

Billing Options
 Direct Invoicing
 Federal Highway File
 Prompt for Billing Currency
 *Freight Bill Type: Shipping
 Bill Type:
 Billing Cycle Identifier:
 Invoice Form:
 Bill By Identifier:
 AR Distribution Code:
 Hold Number of Days:

Billing Consolidation Data
 Consolidation Key:
 SetID:
 Customer ID:

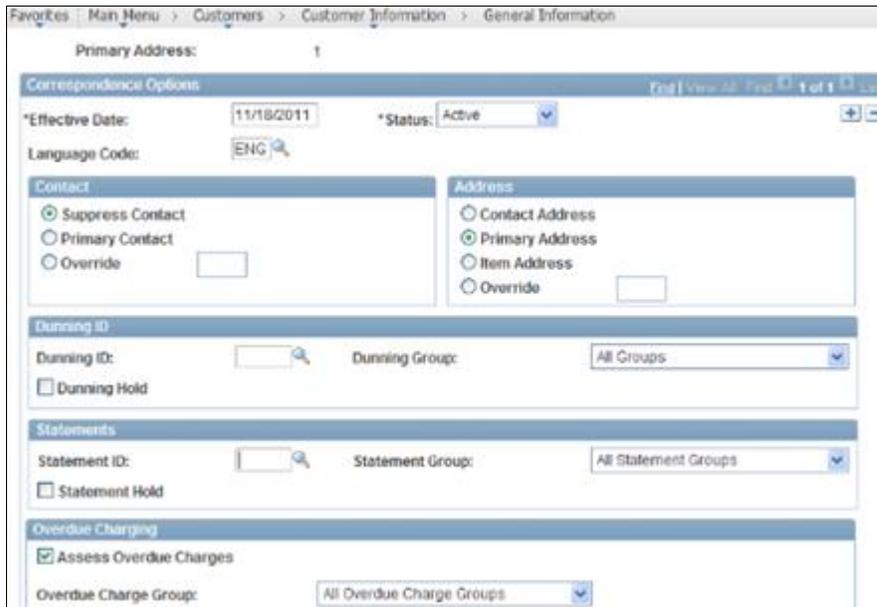
Blanket Purchase Orders
 Blanket PO Number:
 Start Date:
 End Date:

Order Management Options
 Purchase Order Required
 Disable Prices on Receipt

InterUnit Billing
 InterUnit Customer
 GL Business Unit:

Immediate Payment Options
 Immediate Payment Required
 Deposit Percent:

- 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).