



Accounts Receivable Job Aid

501 AR323 Creating and Maintaining Customers

Creating and Maintaining Customers

Creating customers is the first step in the Billing Module of the Accounts Receivable functional area. Information entered for customer 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.

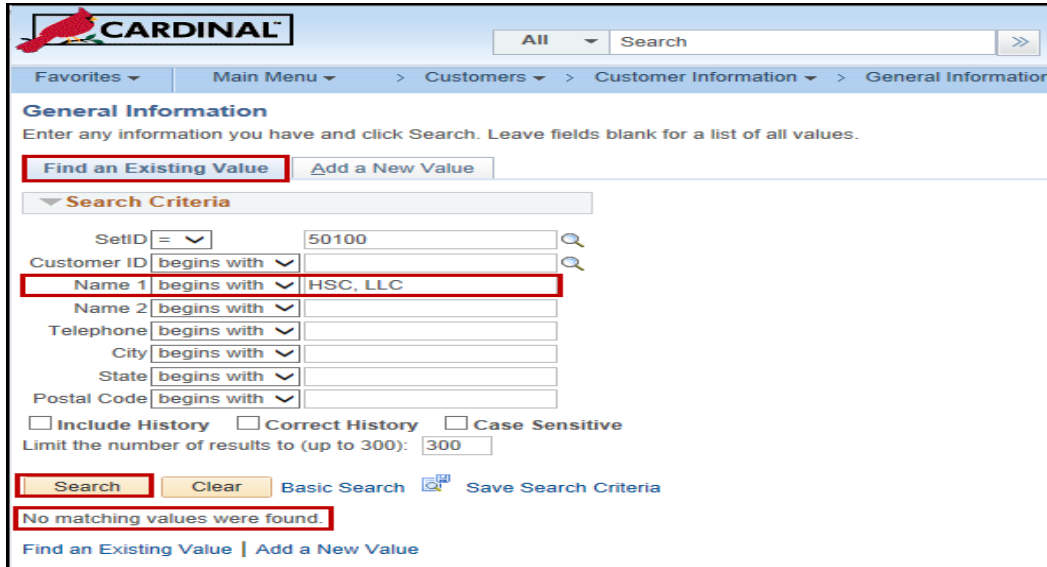
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Verify the Customer Does Not Already Exist

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

Main Menu > Customers > Customer Information > General Information



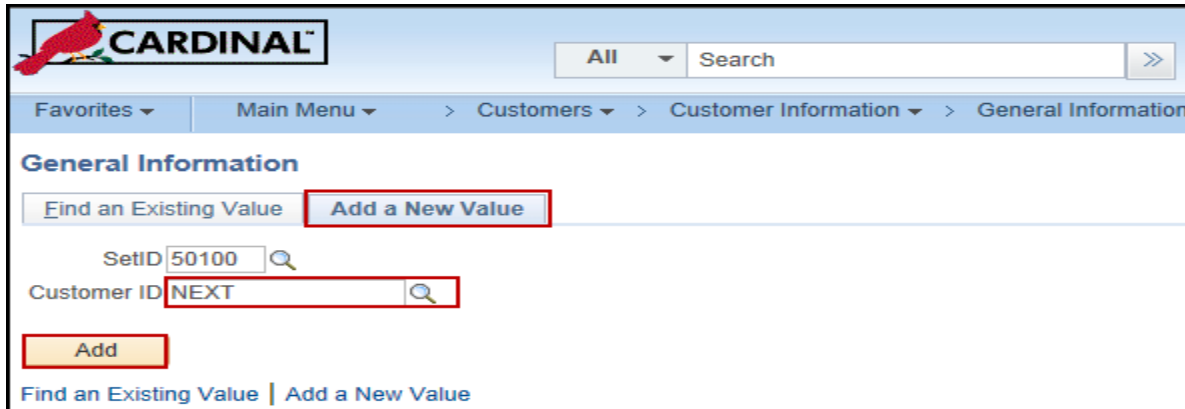
The screenshot displays the 'General Information' search interface. At the top, there is a search bar with 'All' and 'Search' options. Below this, the breadcrumb path 'Main Menu > Customers > Customer Information > General Information' is visible. The main heading is 'General Information' with a sub-instruction: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There are two tabs: 'Find an Existing Value' (highlighted) and 'Add a New Value'. Under 'Search Criteria', there are several fields: 'SetID' (dropdown with '50100'), 'Customer ID' (dropdown with 'begins with'), 'Name 1' (dropdown with 'begins with' and text 'HSC, LLC'), 'Name 2' (dropdown with 'begins with'), 'Telephone' (dropdown with 'begins with'), 'City' (dropdown with 'begins with'), 'State' (dropdown with 'begins with'), and 'Postal Code' (dropdown with 'begins with'). There are also checkboxes for 'Include History', 'Correct History', and 'Case Sensitive', and a text input for 'Limit the number of results to (up to 300): 300'. At the bottom, there are buttons for 'Search' (highlighted), 'Clear', 'Basic Search', and 'Save Search Criteria'. A message box at the bottom states 'No matching values were found.' Below the message are links for 'Find an Existing Value' and 'Add a New Value'.

- 2 On the **Find an Existing Value** tab, verify that the **SetID** is your agency's **SetID** (e.g., **50100** for VDOT).
- 3 Enter the Customer name in the **Name 1** field and click **Search**.
- 4 If the customer name entered does not match an existing customer, the message **No matching values were found** will display.
- 5 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 using a combination of additional criteria: **Telephone**, **City**, **State**, and/or **Postal Code**.

Enter New Customer

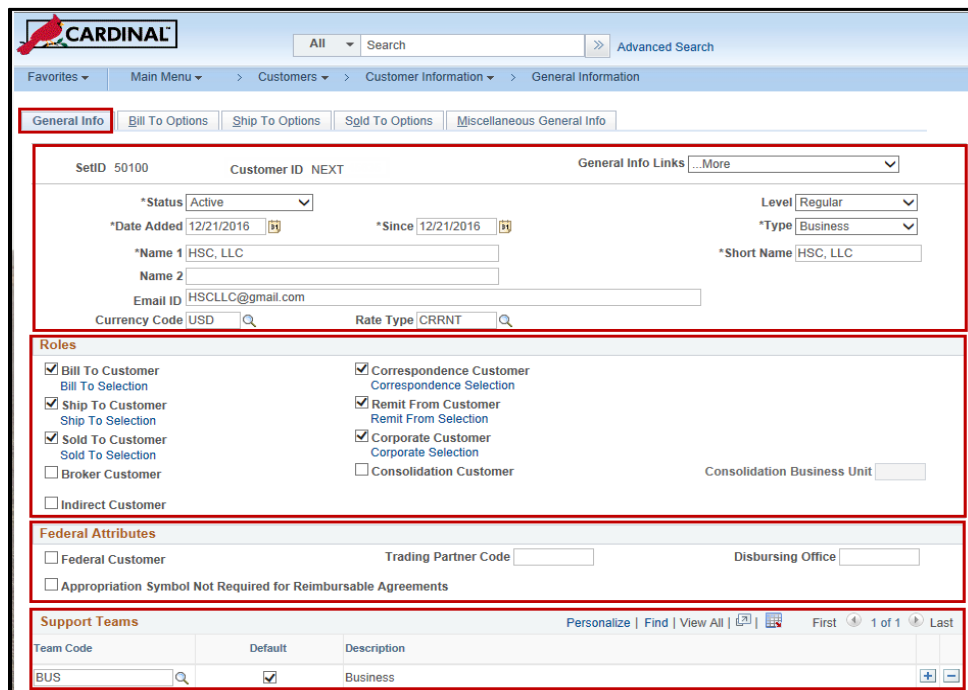
- 1 Navigate to the **General Information** page using the following path:

Main Menu > Customers > Customer Information > General Information

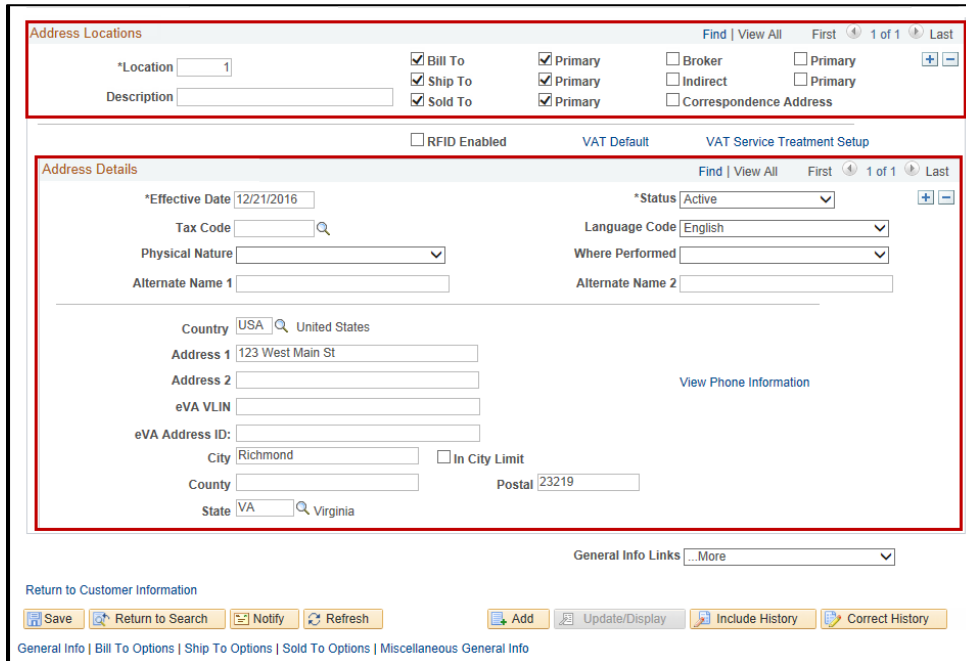


The screenshot shows the CARDINAL web application interface. At the top, there is a search bar with 'All' and 'Search' options. Below the search bar is a navigation menu with 'Favorites', 'Main Menu', 'Customers', 'Customer Information', and 'General Information'. The 'General Information' section is active, and the 'Add a New Value' tab is selected. Below the tabs, there are two input fields: 'SetID' with the value '50100' and 'Customer ID' with the value 'NEXT'. A red box highlights the 'Add a New Value' tab and the 'Add' button. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

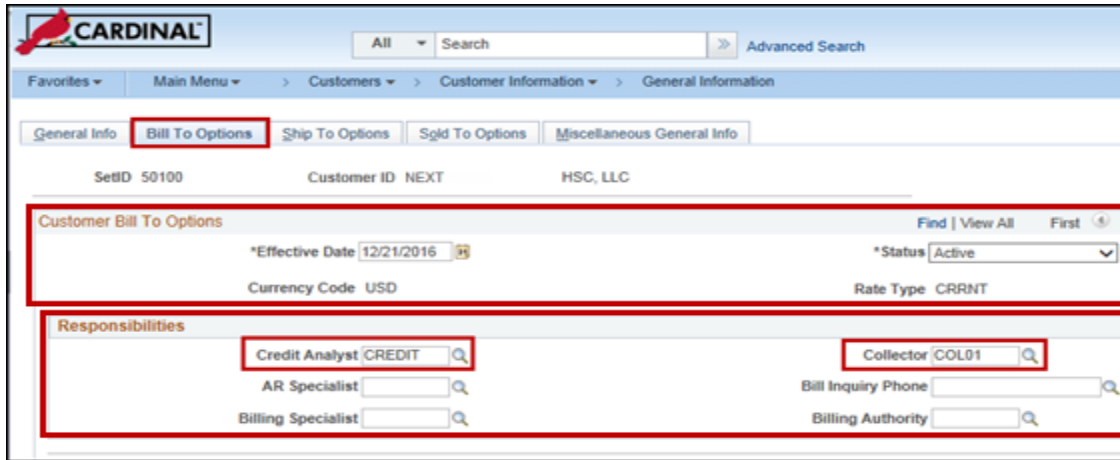
- 2 Select the **Add a New Value** tab, then select **Add**.
- 3 Never directly enter a value into the **Customer ID** field which initially is populated with **NEXT**.
- 4 When you have entered the customer information required and successfully saved that information, Cardinal updates **NEXT** to the next sequential number available.



The screenshot shows the CARDINAL web application interface for the 'General Info' page of a customer. The 'General Info' tab is selected. The page displays various fields for customer information, including 'SetID' (50100), 'Customer ID' (NEXT), 'Status' (Active), 'Level' (Regular), 'Date Added' (12/21/2016), 'Since' (12/21/2016), 'Name 1' (HSC, LLC), 'Name 2', 'Email ID' (HSCLLC@gmail.com), 'Currency Code' (USD), and 'Rate Type' (CRRNT). The 'Roles' section is highlighted with a red box and contains several checked options: 'Bill To Customer', 'Ship To Customer', 'Sold To Customer', 'Correspondence Customer', 'Remit From Customer', and 'Corporate Customer'. The 'Federal Attributes' section includes 'Federal Customer', 'Trading Partner Code', and 'Disbursing Office'. The 'Support Teams' section shows a table with columns for 'Team Code', 'Default', and 'Description', with a row for 'BUS' (Business) marked as the default.



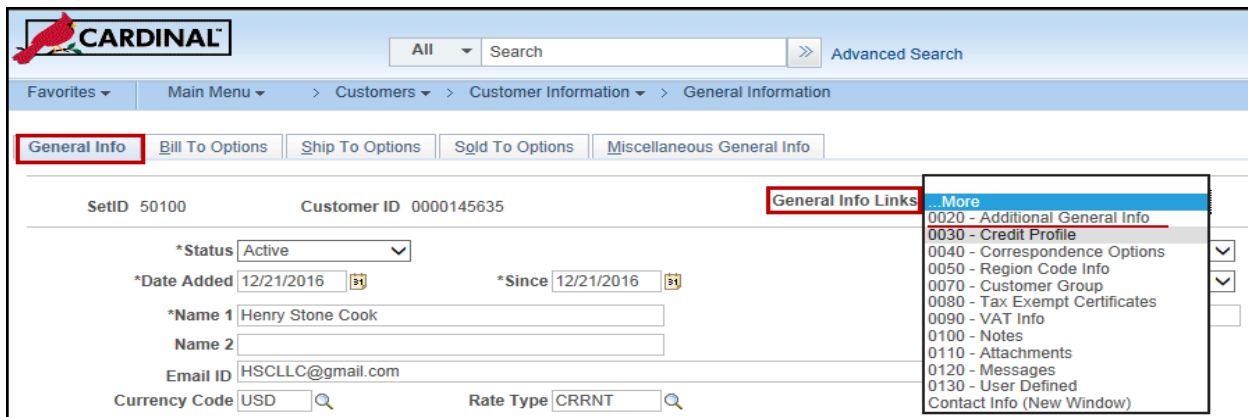
- 5 The **General Info** tab displays.
- 6 Select the customer **Status** of **Active**.
- 7 The **Date Added** and **since** dates default to today's date.
- 8 **Level** defaults to **Regular** and should not be changed.
- 9 Select the customer **Type** from the drop down menu: **Business, Government, Individual** or **State Agency**.
- 10 In the **Name 1** field, enter the name of the customer. The **Name 2** field can be used for additional information.
- 11 Select **Currency Code** of **USD**.
- 12 Select **Rate Type** of **CRRNT**.
- 13 In the **Roles** section, select **Bill to Customer, Ship to Customer, and Sold to Customer**.
- 14 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.
- 15 In the **Support Teams** section, select the **Team Code** that corresponds to the customer **Type** (**BUS, GOVT, INDIV, And ST AGY**). Then check the **Default** box.
- 16 In the **Address Locations** section select **Bill To, Ship To, and Sold To**. Check the **Primary** Box next to all three.
- 17 In the **Address Details** section, enter the customer address.
- 18 Select the **Bill To Options** tab.



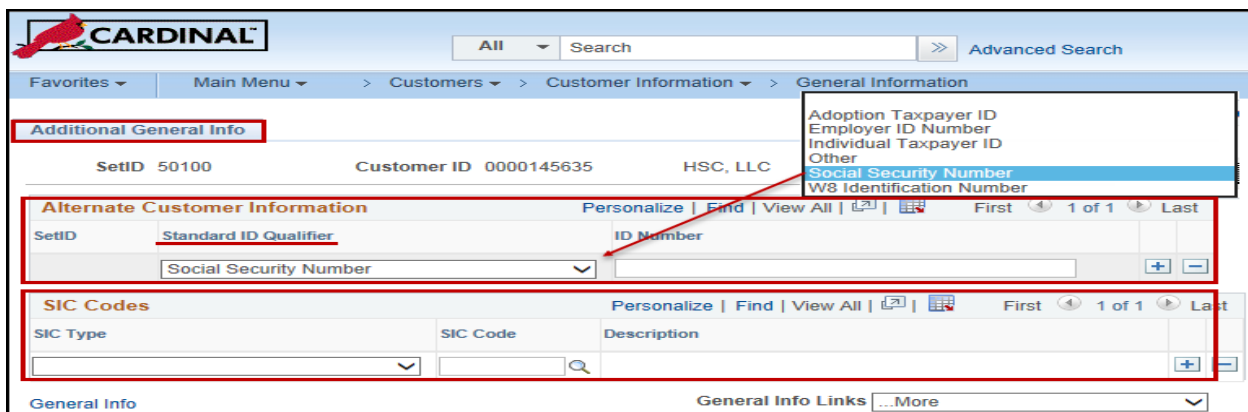
The screenshot shows the 'Customer Bill To Options' tab in the CARDINAL software. The 'Credit Analyst' field is set to 'CREDIT' and the 'Collector' field is set to 'COL01'. Other fields include 'Effective Date' (12/21/2016), 'Status' (Active), 'Currency Code' (USD), and 'Rate Type' (CRRNT).

19 In the **Customer Bill To Options** tab, 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**).

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



The screenshot shows the 'General Info' tab in the CARDINAL software. The 'General Info Links' list box is open, showing options like '0020 - Additional General Info', '0030 - Credit Profile', '0040 - Correspondence Options', '0050 - Region Code Info', '0070 - Customer Group', '0080 - Tax Exempt Certificates', '0090 - VAT Info', '0100 - Notes', '0110 - Attachments', '0120 - Messages', '0130 - User Defined', and 'Contact Info (New Window)'. The 'General Info Links' list box is highlighted with a red box.

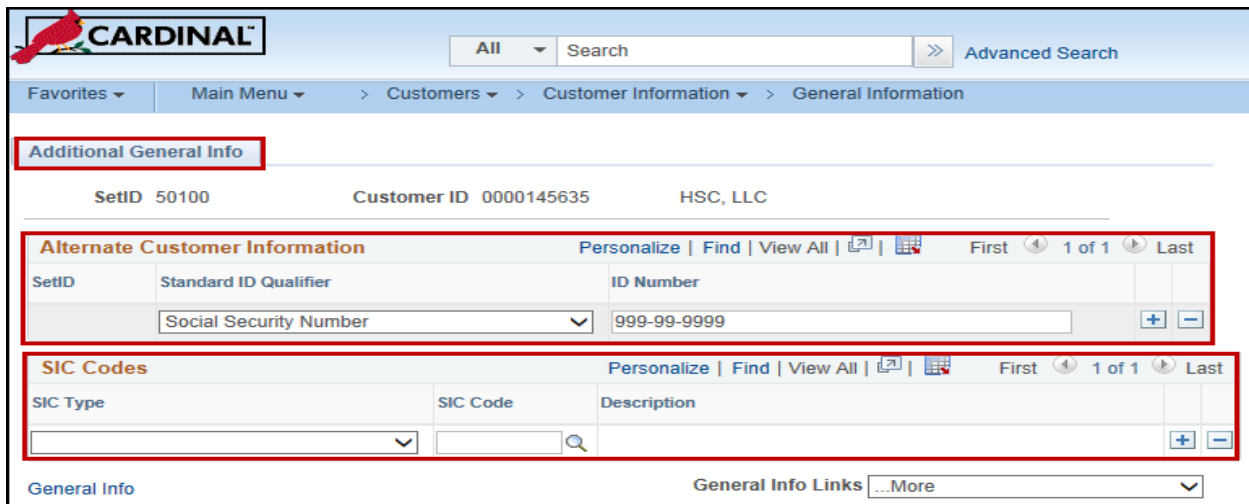


The screenshot shows the 'Additional General Info' tab in the CARDINAL software. The 'Social Security Number' field is highlighted with a red box. The 'Standard ID Qualifier' is set to 'Social Security Number'. The 'SIC Codes' section is also visible, showing a table with columns for 'SIC Type', 'SIC Code', and 'Description'.

21 On the General Info tab click the General Info Links List box (i.e., "...More".) The General Info Links listbox contains additional customer data options. Click on the first 0020 – Additional General Info.

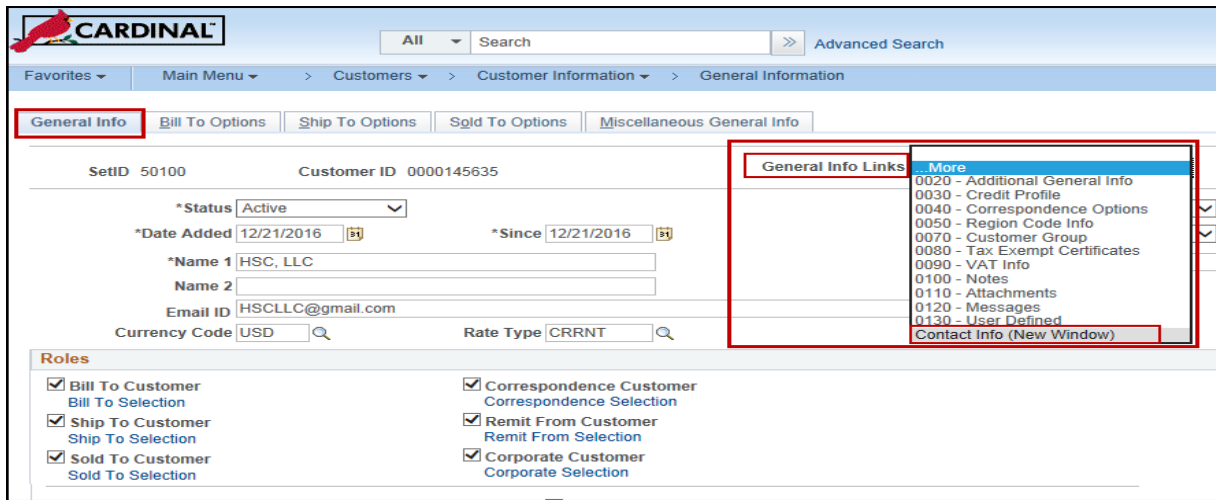
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- 22** Use the **Additional General Info** tab to add the **Standard ID Qualifier** e.g., **Social Security Number**, **Individual Tax ID**, etc. (Because this page contains sensitive data few users have access.)
- 23** To enter data click the **Standard ID Qualifier** from the drop down menu, select the appropriate Standard ID type which include:
- Adoption Taxpayer ID
 - Employee ID Number
 - Individual Taxpayer ID
 - Social Security Number
 - W8 Identification Number
- 24** Select **Social Security Number**



The screenshot displays the CARDINAL software interface. At the top, there is a search bar and navigation tabs: Favorites, Main Menu, Customers, Customer Information, and General Information. The 'Additional General Info' tab is selected and highlighted with a red box. Below this, the customer information is displayed: SetID 50100, Customer ID 0000145635, and HSC, LLC. The 'Alternate Customer Information' section is highlighted with a red box and contains a table with columns for SetID, Standard ID Qualifier, and ID Number. The 'Standard ID Qualifier' dropdown is set to 'Social Security Number' and the 'ID Number' field contains '999-99-9999'. Below this, the 'SIC Codes' section is also highlighted with a red box and contains a table with columns for SIC Type, SIC Code, and Description. At the bottom left, the 'General Info' link is visible, and at the bottom right, there is a 'General Info Links' dropdown menu.

- 25** Enter the customer's social security number in the **ID Number** field.
- 26** Return to the **General Info** tab by clicking on the **General Info** link in the lower left of the page or by using the navigation across the top and selecting **General Information**.

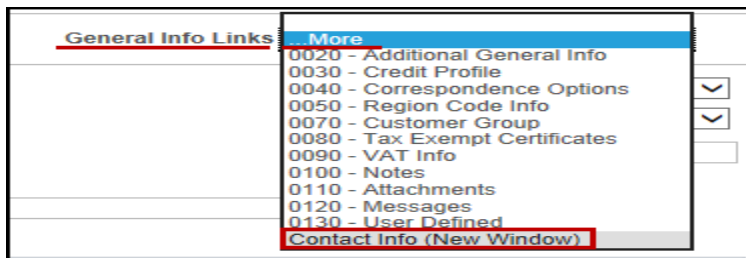


The screenshot shows the CARDINAL software interface for customer management. The breadcrumb trail is: Favorites > Main Menu > Customers > Customer Information > General Information. The 'General Info' tab is selected. The customer details for SetID 50100 and Customer ID 0000145635 are visible. A dropdown menu for 'General Info Links' is open, showing a list of options including '0020 - Additional General Info', '0030 - Credit Profile', '0040 - Correspondence Options', '0050 - Region Code Info', '0070 - Customer Group', '0080 - Tax Exempt Certificates', '0090 - VAT Info', '0100 - Notes', '0110 - Attachments', '0120 - Messages', '0130 - User Defined', and 'Contact Info (New Window)'. The 'Contact Info (New Window)' option is highlighted. Below the dropdown, the 'Roles' section shows several checked options: Bill To Customer, Ship To Customer, Sold To Customer, Correspondence Customer, Remit From Customer, and Corporate Customer.

27 Use the General Info Links drop-down to access:

- Additional General Info
- Credit Profile
- Correspondence Options
- Region Code Info
- Customer Group
- Tax Exempt Certificates
- VAT Info
- Notes
- Attachments
- Messages
- User Defined
- Contact Info (New Window)

28 Select Additional General Info from the drop-down box.



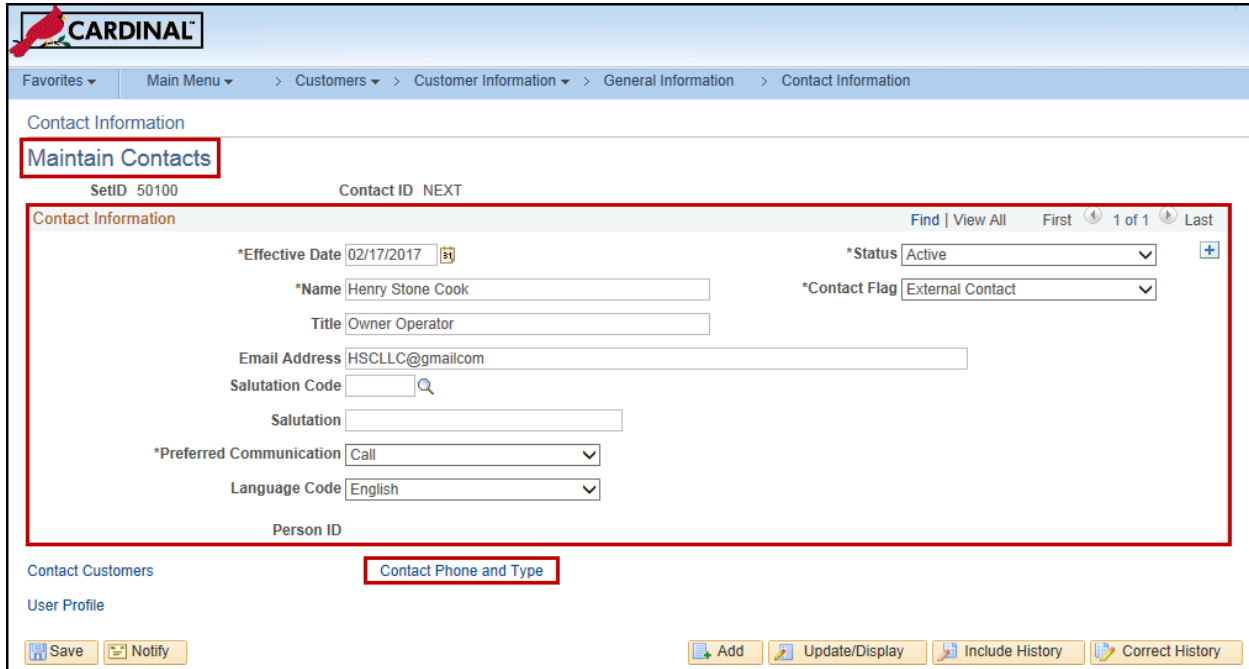
This image is a close-up of the 'General Info Links' dropdown menu. The 'More' option is selected, and the list of options is visible. The 'Contact Info (New Window)' option at the bottom of the list is highlighted with a red box.



This image shows the 'Contact Info' form. It has two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is selected. The form contains fields for 'SetID' (with value 50100) and 'Contact ID' (with value NEXT). There is an 'Add' button at the bottom left. At the bottom of the form, there are links for 'Find an Existing Value' and 'Add a New Value'.

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- 29 To enter **Customer Contact Information**, click on **Contact Info** (New Window) option and Cardinal opens a new window.
- 30 Click the **Add a New Value** tab.
- 31 Click the **Add** button.



The screenshot shows the 'Contact Information' form in the CARDINAL software. The 'Maintain Contacts' tab is active. The form includes the following fields and values:

- SetID: 50100
- Contact ID: NEXT
- *Effective Date: 02/17/2017
- *Name: Henry Stone Cook
- Title: Owner Operator
- *Status: Active
- *Contact Flag: External Contact
- Email Address: HSCLLC@gmail.com
- Salutation Code: [empty]
- Salutation: [empty]
- *Preferred Communication: Call
- Language Code: English
- Person ID: [empty]

At the bottom of the form, there is a link labeled 'Contact Phone and Type' which is highlighted with a red box. Other buttons at the bottom include Save, Notify, Add, Update/Display, Include History, and Correct History.

- 32 In the **Contact Information** section some contact information is required:
 - **Effective Date** defaults to the current date.
 - **Name**
 - **Status** defaults to Active.
 - **Contact Flag** defaults to External Contact.

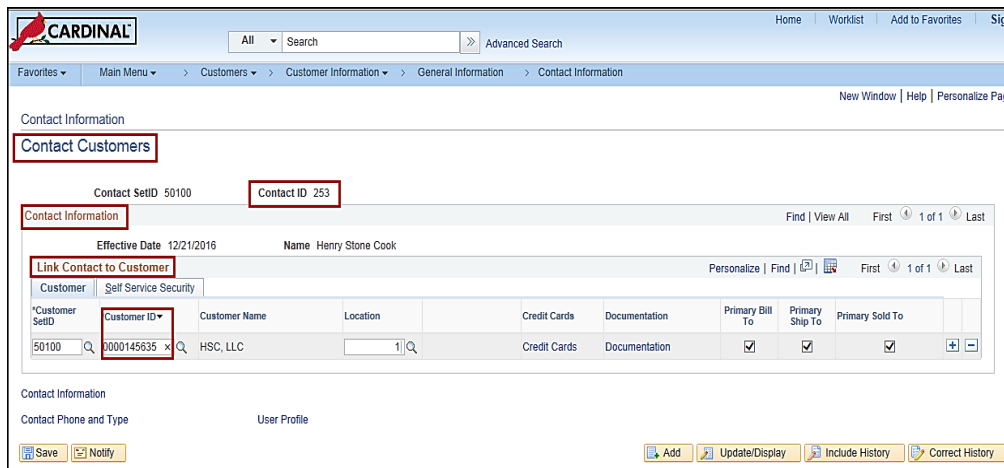
Optional fields include:

- **Title, Email ID**
 - **Salutation Code**
 - **Salutation**
 - **Preferred Communication**
 - **Language Code.**
- 33 Click on the **Contact Phone and Type** link at the bottom of the page.

- 34 On the **Contact Phone and Type** page:
- 35 Select **Phone Type** from the options available, and enter the **Phone Number**, including any **Extension**. If you enter multiple phone numbers you can check the **Primary Phone**.
- 36 If you select **Call** or **Fax** as the **Preferred Communication**, this page is required.
- 37 Once you complete the information, click on the **Contact Customers** link at the bottom of the page to link this contact to the new customer.
- 38 The **Contact Customer** page opens.

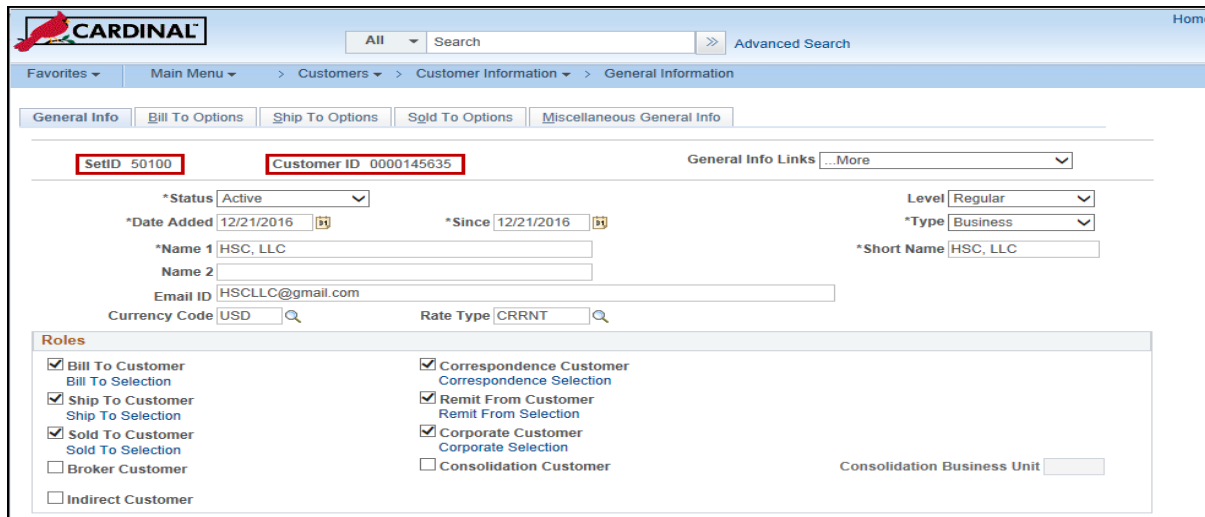
Creating and Maintaining Customers

- 39 On the **Contact Customers** page, click on **Customer ID**. In the dialogue box, you can search by **Customer ID** or **Name 1**.
- 40 Select the **Customer ID**.
- 41 Once you have selected the **Customer ID**, the **Customer Name** populates.
- 42 If more than one customer shares the same contact, you can add another Customer by clicking on the + icon to add another row.
- 43 Select the **Location** from the Address Sequence numbers available.
- 44 The Location field is populated along with the **Primary Bill To**, **Primary Ship To**, and **Primary Sold To** boxes.
- 45 The **Contact ID** still displays as **NEXT**.
- 46 When the **Contact Customers Information** is complete, click the **Save** button.
- 47 Once you **Save** the information, Cardinal updates the **Contact ID** with next available sequential number.



The screenshot shows the 'Contact Customers' page in the Cardinal software. At the top, there's a search bar and navigation tabs. The main content area is titled 'Contact Information' and includes a 'Contact Customers' section. Below this, there's a 'Contact Information' section with fields for 'Contact SetID' (50100) and 'Contact ID' (253). A 'Link Contact to Customer' table is visible, with columns for 'Customer SetID', 'Customer ID', 'Customer Name', 'Location', 'Credit Cards', 'Documentation', 'Primary Bill To', 'Primary Ship To', and 'Primary Sold To'. The first row of the table is selected, showing '50100' for Customer SetID, '0000145635' for Customer ID, 'HSC, LLC' for Customer Name, and '1' for Location. At the bottom, there are buttons for 'Save', 'Add', 'Update/Display', 'Include History', and 'Correct History'.

- 48 **Customer Types and General Customer Information** Cardinal stores all the information needed for a customer. Customer profiles allow you to manage customer information. The data stored in customer information can contain names, addresses, contact information, payment terms, and other billing information.
- 49 **Customer Types:** Customer information is used to bill Individuals and Businesses for damage to state property (guard rails, signs, equipment, etc.) and Federal and State Agencies.
- 50 From time to time, you may need to update customer information. In Cardinal, you can update the customer's **Type** and other general information using from the same **General Information** page you used to initially enter the customer.



General Information

SetID: 50100 Customer ID: 0000145635 General Info Links: ...More

*Status: Active Level: Regular

*Date Added: 12/21/2016 *Since: 12/21/2016 *Type: Business

*Name 1: HSC, LLC *Short Name: HSC, LLC

Name 2: Email ID: HSCLLC@gmail.com

Currency Code: USD Rate Type: CRRNT

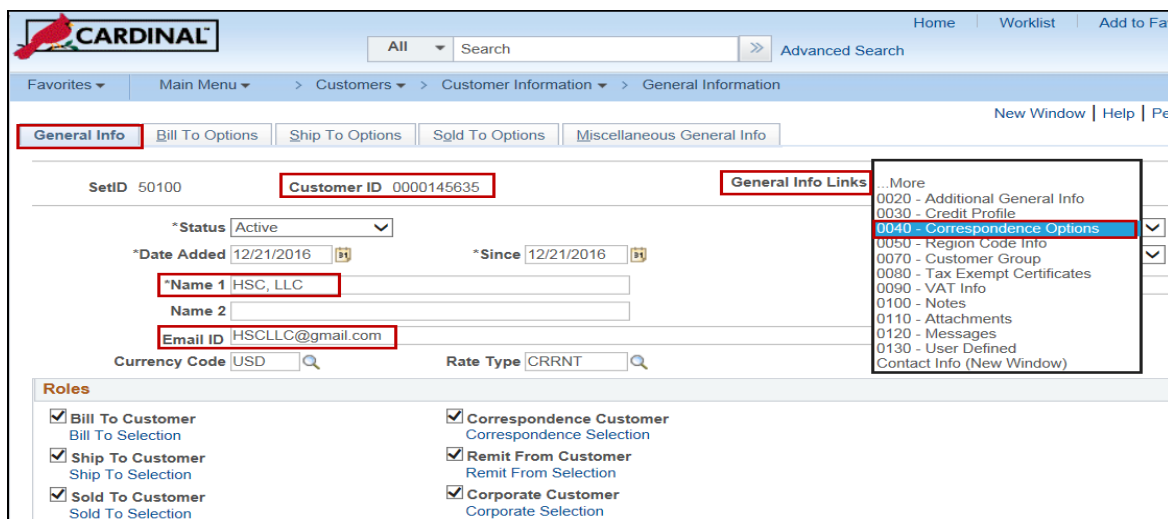
Roles

- Bill To Customer
- Ship To Customer
- Sold To Customer
- Broker Customer
- Indirect Customer
- Correspondence Customer
- Remit From Customer
- Corporate Customer
- Consolidation Customer

Consolidation Business Unit: _____

Customer Correspondence Options

- 1 The **Correspondence Options** allows you to select the information used on invoices and other communication with customers.
- 2 To update **Correspondence Options** from the **General Info** tab, go to **General Info Links** and select **Correspondence Options** from the drop-down menu.
- 3 The **General Info** links dropdown list on the **General Info** tab has links to **Correspondence Options**, **Notes** and **Attachments**
- 4 Once you click on **Correspondence Options**, you will see the **Correspondence Options** Tab open.
- 5 If entering **Correspondence Options** for a **New Customer**, upon **Save**, Cardinal assigns a **Customer ID**.



General Information

SetID: 50100 Customer ID: 0000145635 General Info Links: ...More

*Status: Active Level: Regular

*Date Added: 12/21/2016 *Since: 12/21/2016 *Type: Business

*Name 1: HSC, LLC *Short Name: HSC, LLC

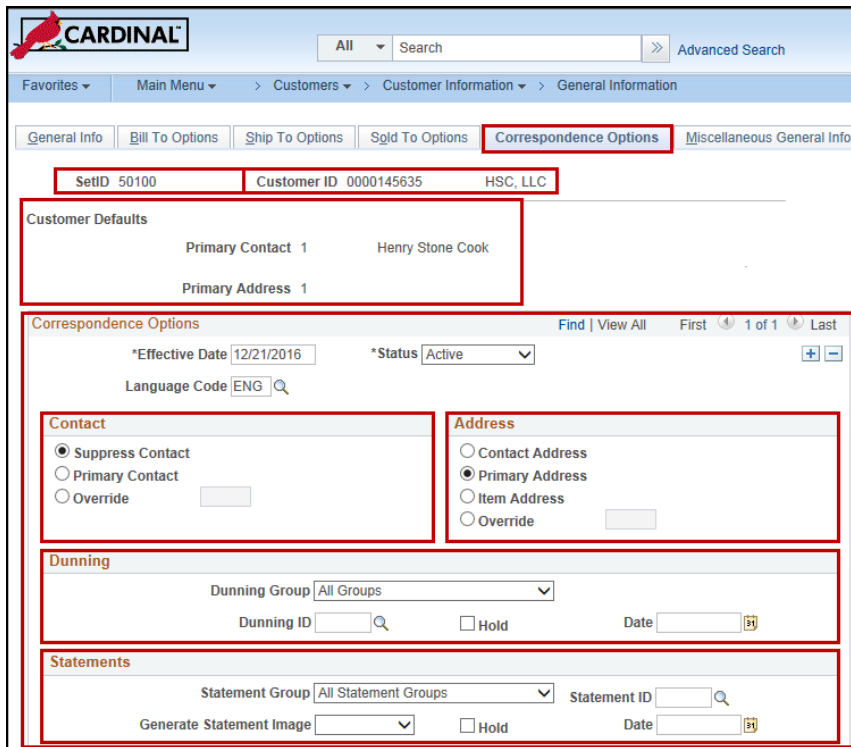
Name 2: Email ID: HSCLLC@gmail.com

Currency Code: USD Rate Type: CRRNT

Roles

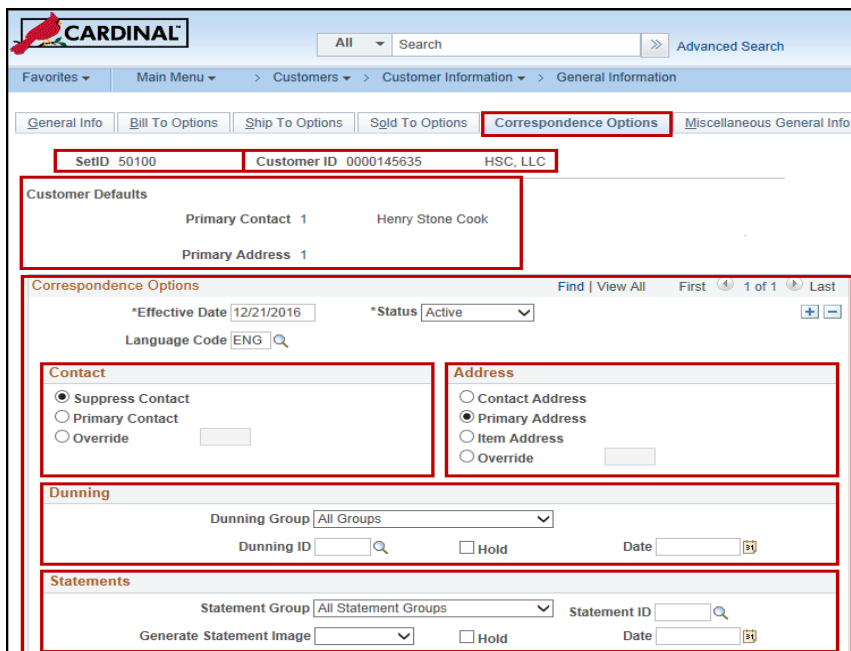
- Bill To Customer
- Ship To Customer
- Sold To Customer
- Correspondence Customer
- Remit From Customer
- Corporate Customer

Consolidation Business Unit: _____



The screenshot shows the CARDINAL software interface for customer management. The 'Correspondence Options' tab is active. The 'Customer Defaults' section shows 'Primary Contact 1' as 'Henry Stone Cook' and 'Primary Address 1'. The 'Correspondence Options' section includes fields for 'Effective Date' (12/21/2016), 'Status' (Active), and 'Language Code' (ENG). Below this are two columns of radio buttons: 'Contact' (with options: Suppress Contact, Primary Contact, Override) and 'Address' (with options: Contact Address, Primary Address, Item Address, Override). The 'Dunning' section has a 'Dunning Group' dropdown set to 'All Groups', a 'Dunning ID' search field, and a 'Date' field. The 'Statements' section has a 'Statement Group' dropdown set to 'All Statement Groups', a 'Statement ID' search field, and a 'Date' field. Red boxes highlight the 'Customer ID' field (0000145635), the 'Primary Contact' and 'Primary Address' fields, the 'Contact' and 'Address' radio button groups, the 'Dunning ID' dropdown, and the 'Statement ID' field.

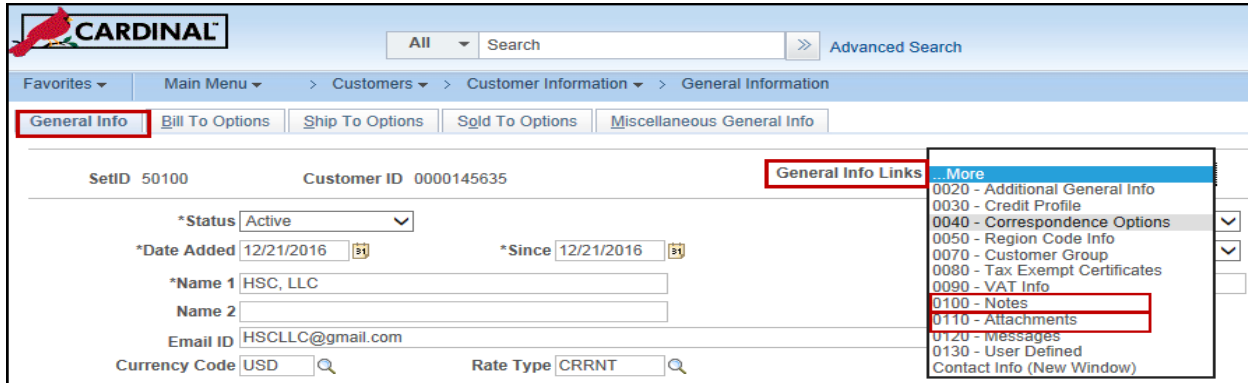
- 6 In the **Dunning** section, select the **Dunning ID** from the drop down (choices are **STD** or **DOA**). **DOA** should be used for dunning state agencies. **STD** is used for individual customers. Federal customers are not typically set up to receive dunning notices.
- 7 Click the **Save** button.
- 8 Once you click **Save**, Cardinal assigns a **Customer ID**.



This screenshot is identical to the one above, showing the CARDINAL software interface for customer management. The 'Correspondence Options' tab is active. The 'Customer Defaults' section shows 'Primary Contact 1' as 'Henry Stone Cook' and 'Primary Address 1'. The 'Correspondence Options' section includes fields for 'Effective Date' (12/21/2016), 'Status' (Active), and 'Language Code' (ENG). Below this are two columns of radio buttons: 'Contact' (with options: Suppress Contact, Primary Contact, Override) and 'Address' (with options: Contact Address, Primary Address, Item Address, Override). The 'Dunning' section has a 'Dunning Group' dropdown set to 'All Groups', a 'Dunning ID' search field, and a 'Date' field. The 'Statements' section has a 'Statement Group' dropdown set to 'All Statement Groups', a 'Statement ID' search field, and a 'Date' field. Red boxes highlight the 'Customer ID' field (0000145635), the 'Primary Contact' and 'Primary Address' fields, the 'Contact' and 'Address' radio button groups, the 'Dunning ID' dropdown, and the 'Statement ID' field.

Attachment and Notes

- You can use **Attachments** and **Notes** to enter additional information about a customer:
 - Attachments** – Click the **Add** button and select **Browse** to locate the file to attach.
 - Notes** – You can either use a standard note or create one and enter your text. Information that appears on printed documents that are sent to the customer such as invoices
- The **General Info Links** dropdown allows you to go to another link (e.g., from **Notes** to **Attachments**).



SetID 50100 Customer ID 0000145635

*Status: Active

*Date Added: 12/21/2016 *Since: 12/21/2016

*Name 1: HSC, LLC

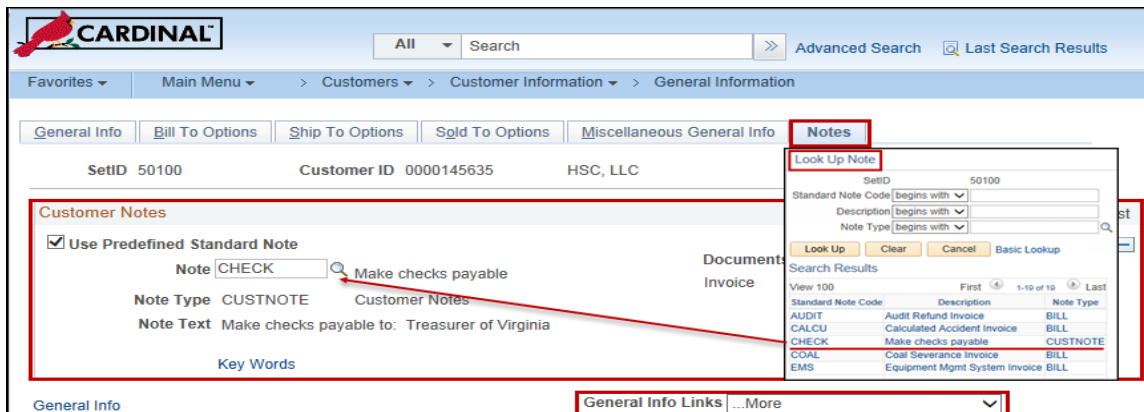
Name 2:

Email ID: HSCLLC@gmail.com

Currency Code: USD Rate Type: CRRNT

General Info Links ... More

- 0020 - Additional General Info
- 0030 - Credit Profile
- 0040 - Correspondence Options
- 0050 - Region Code Info
- 0070 - Customer Group
- 0080 - Tax Exempt Certificates
- 0090 - VAT Info
- 0100 - Notes
- 0110 - Attachments
- 0120 - Messages
- 0130 - User Defined
- Contact Info (New Window)



SetID 50100 Customer ID 0000145635 HSC, LLC

Customer Notes

Use Predefined Standard Note

Note: CHECK Make checks payable

Note Type: CUSTNOTE Customer Notes

Note Text: Make checks payable to: Treasurer of Virginia

Key Words

Look Up Note

SetID: 50100

Standard Note Code: begins with

Description: begins with

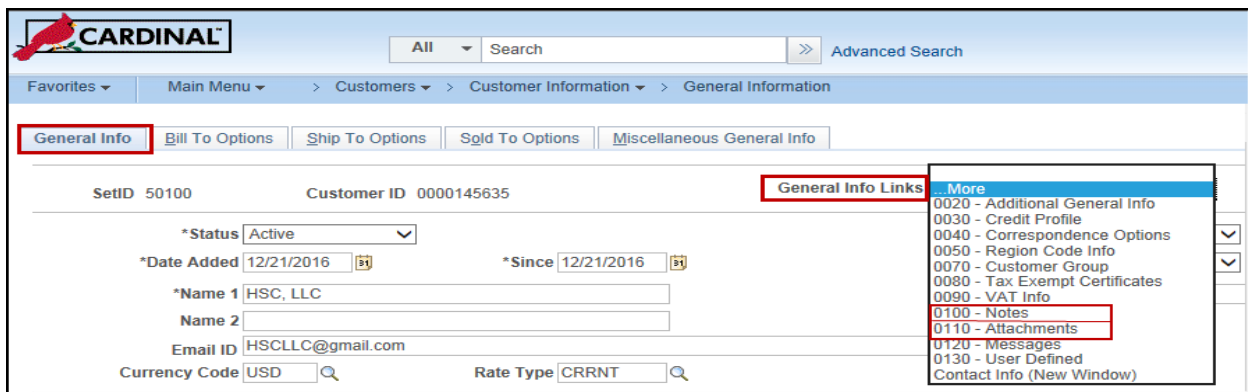
Note Type: begins with

Look Up Clear Cancel Basic Lookup

Search Results

Standard Note Code	Description	Note Type
AUDIT	Audit Refund Invoice	BILL
CALCU	Calculated Accident Invoice	BILL
CHECK	Make checks payable	CUSTNOTE
COAL	Coal Severance Invoice	BILL
EMS	Equipment Mgmt System Invoice	BILL

General Info Links ... More



SetID 50100 Customer ID 0000145635

*Status: Active

*Date Added: 12/21/2016 *Since: 12/21/2016

*Name 1: HSC, LLC

Name 2:

Email ID: HSCLLC@gmail.com

Currency Code: USD Rate Type: CRRNT

General Info Links ... More

- 0020 - Additional General Info
- 0030 - Credit Profile
- 0040 - Correspondence Options
- 0050 - Region Code Info
- 0070 - Customer Group
- 0080 - Tax Exempt Certificates
- 0090 - VAT Info
- 0100 - Notes
- 0110 - Attachments
- 0120 - Messages
- 0130 - User Defined
- Contact Info (New Window)



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CARDINAL All Search Advanced Search

Favorites Main Menu Customers Customer Information General Information

Attachments

SetID 50100 Customer ID 0000145635 HSC, LLC

Attachment Information Personalize Find View All First 1 of 1 Last

Add	View	Attached File	Attachment Type	Description
Add	View			

General Info General Info Links ...More

Save Notify Refresh Update/Display Include History Correct History

CARDINAL All Search Advanced Search

Favorites Main Menu Customers Customer Information General Information

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

SetID 50100 Customer ID 0000145635 HSC, LLC

Customer Notes Find View All First 1 of 1 Last

Use Predefined Standard Note

Note CHECK Make checks payable Documents To Print The Note On: Invoice

Note Type CUSTNOTE Customer Notes

Note Text Make checks payable to: Treasurer of Virginia

Key Words

General Info General Info Links ...More

Save Return to Search Notify Refresh Add Update/Display Include History Correct History

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