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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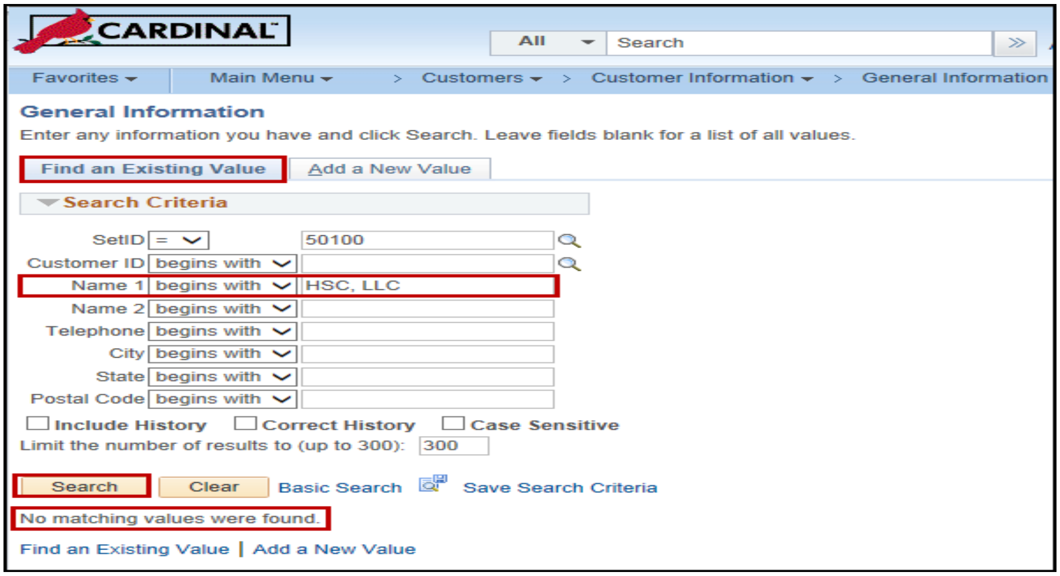
Verify the Customer Does Not Already Exist

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

Main Menu > Customers > Customer Information > General Information



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**.

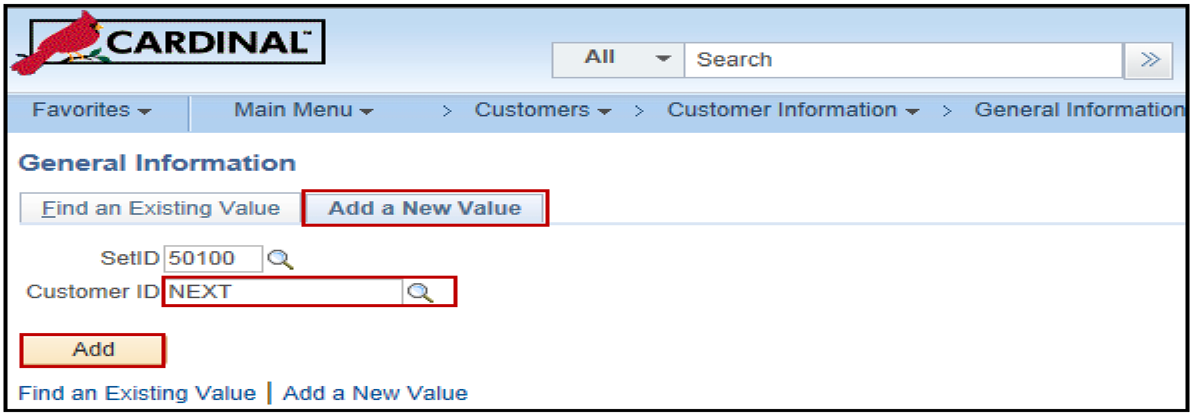
4 If the customer name entered does not match an existing customer, the message **No matching values were found** will display.

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:

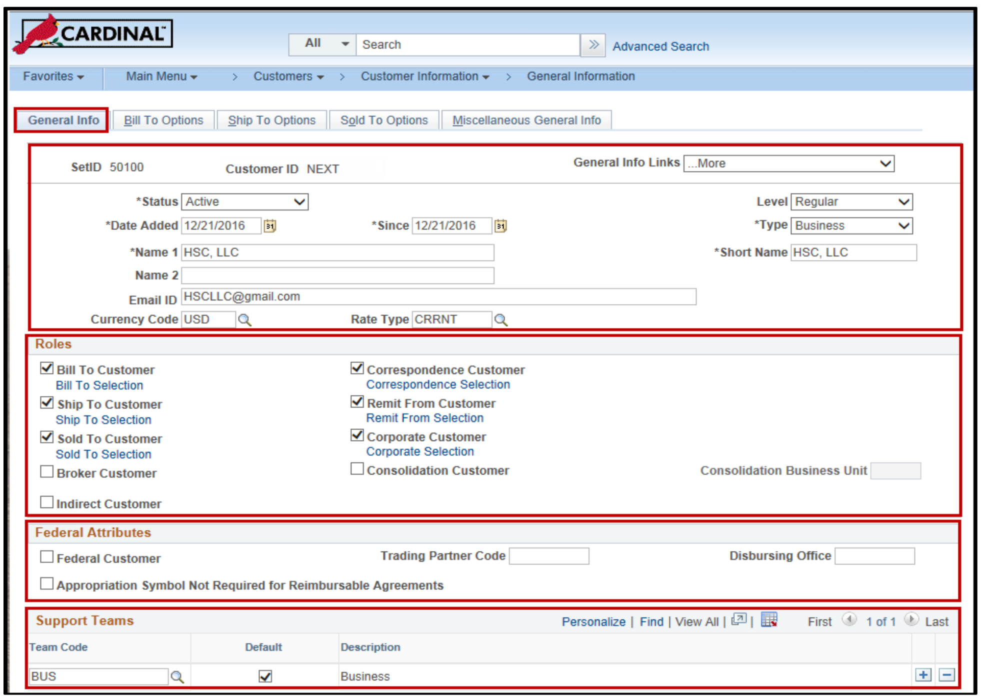
Main Menu > Customers > Customer Information > General Information

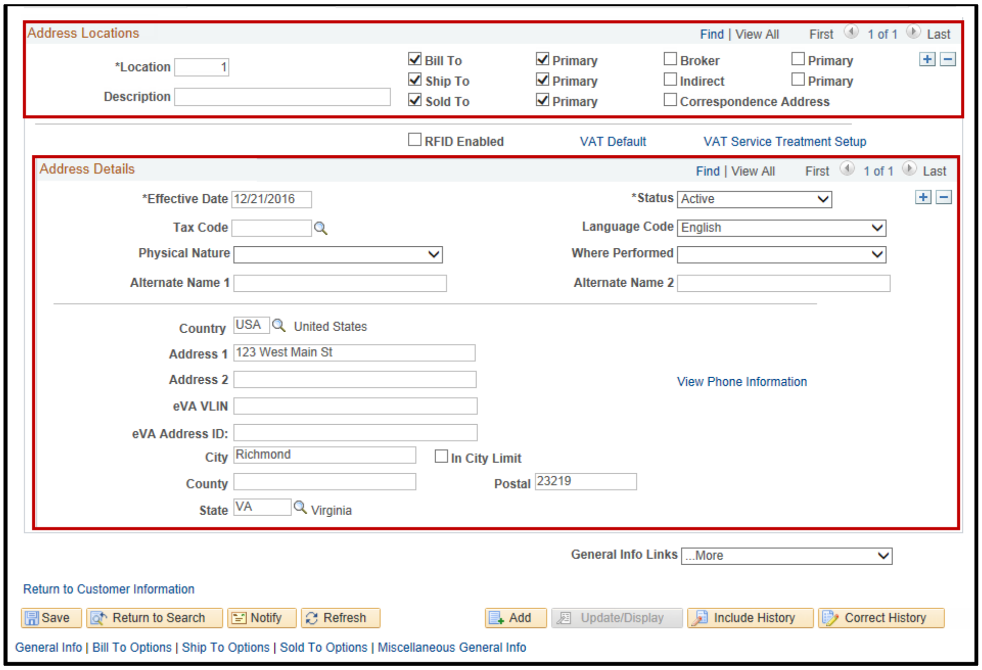


2 Select the **Add a New Value** tab, then select **Add**.

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.





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**.

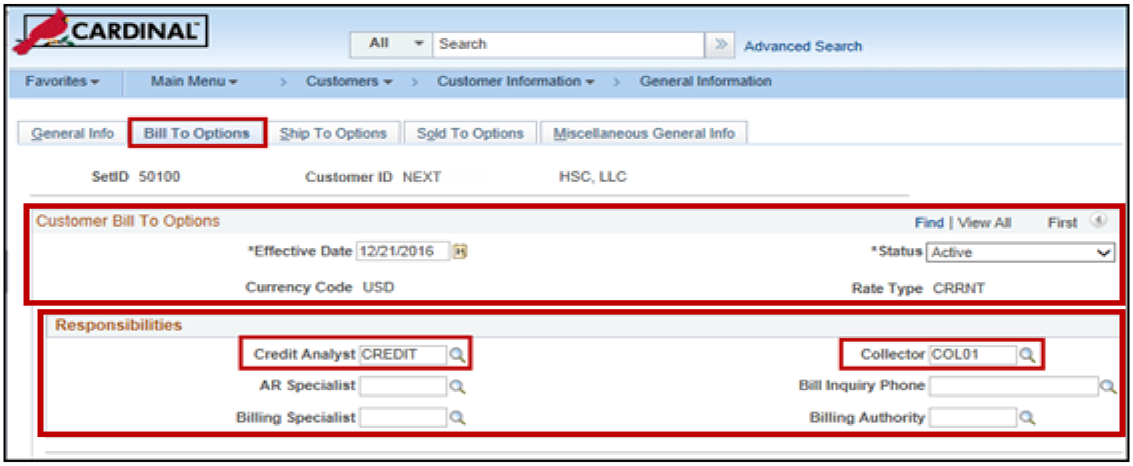
14 In the **Federal Attributes** section, select **Federal Customer** if **Government** was selected as the customer **Type**. A trading partner code is required if **Federal Customer** is checked.

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.

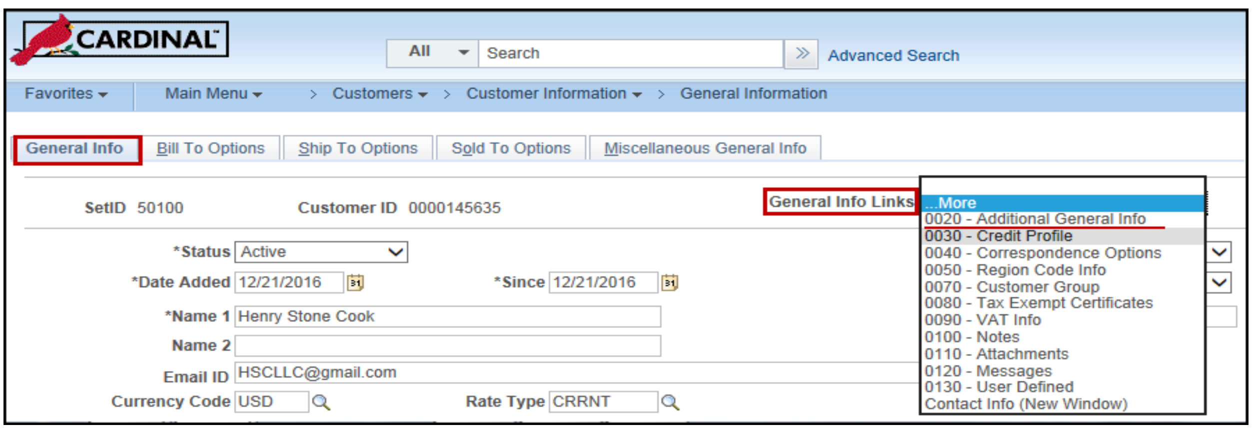
17 In the **Address Details** section, enter the customer address.

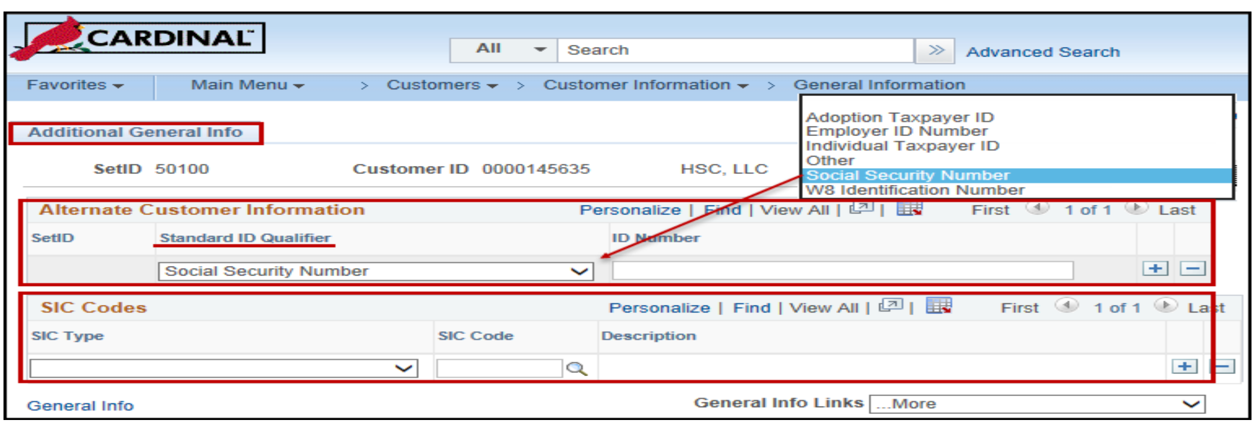
18 Select the **Bill To Options** tab.



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.





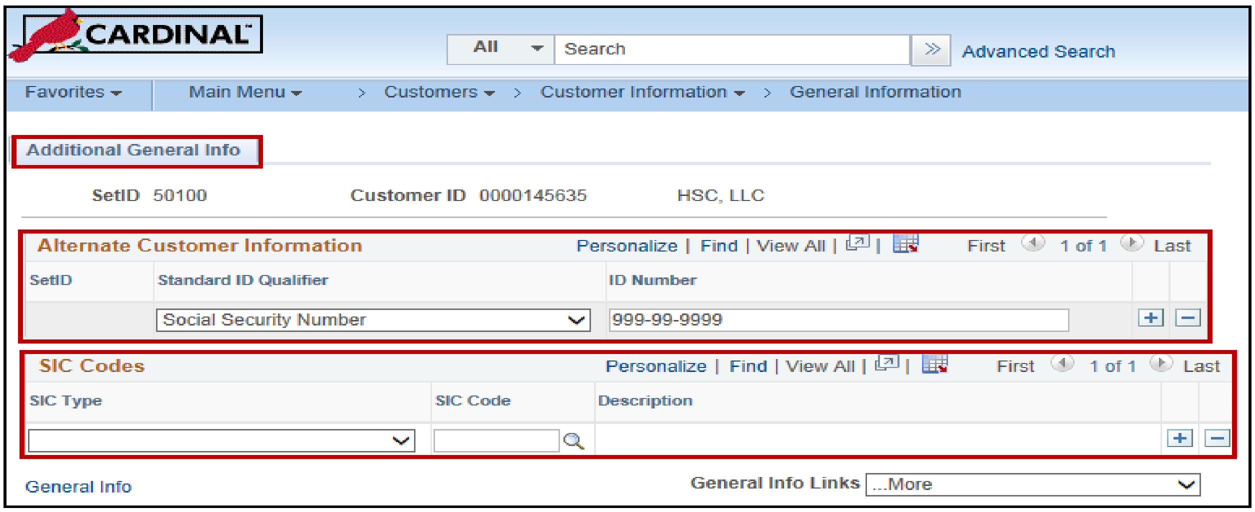
21 On the General Info tab click the General Info Links List box (i.e., "…More".) The General Info Links listbox contains additional customer data options. Click on the first 0020 – Additional General Info.

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:

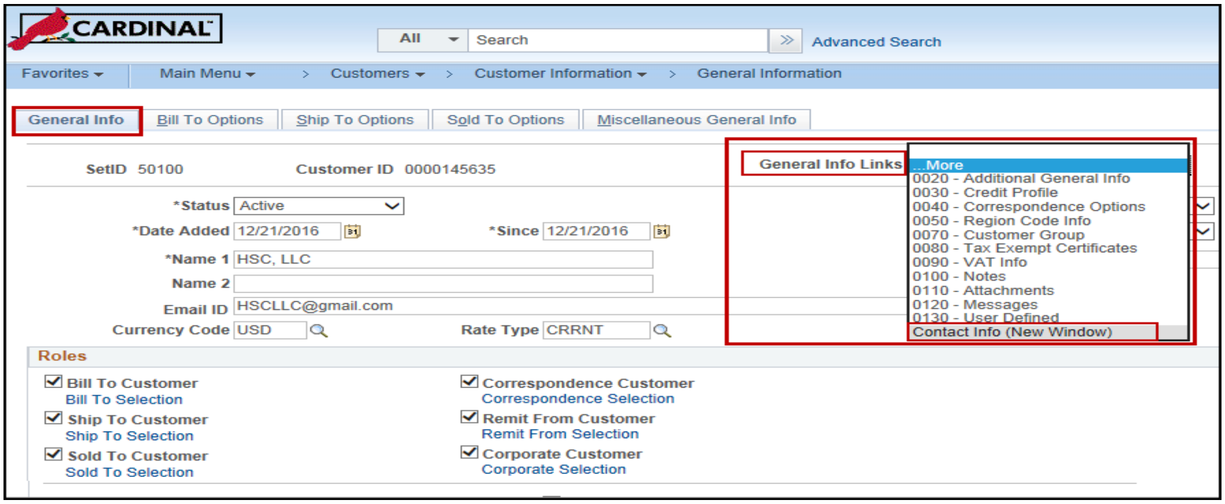
- Adoption Taxpayer ID
- Employee ID Number
- Individual Taxpayer ID
- Social Security Number
- W8 Identification Number

24 Select **Social Security Number**



25 Enter the customer's social security number in the **ID Number** field.

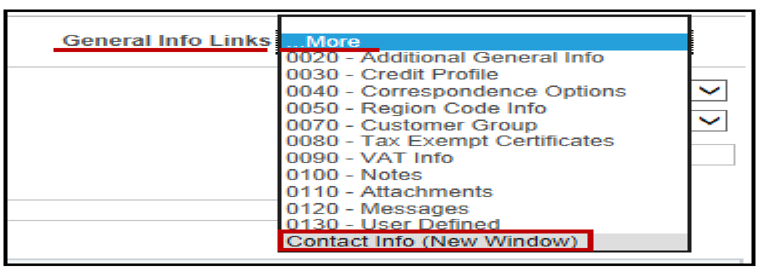
26 Return to the **General Info** tab by clicking on the **General Info** link in the lower left of the page or by using the navigation across the top and selecting **General Information**.



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)**

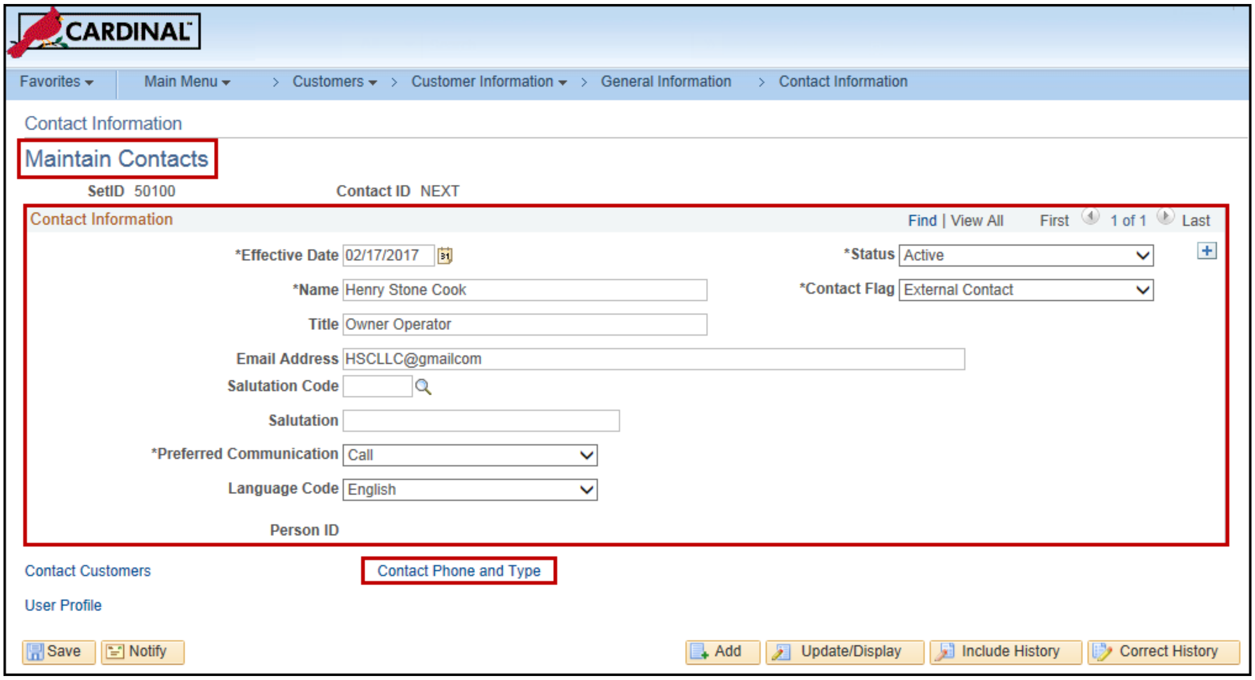
28 Select **Additional General Info** from the drop-down box.



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.



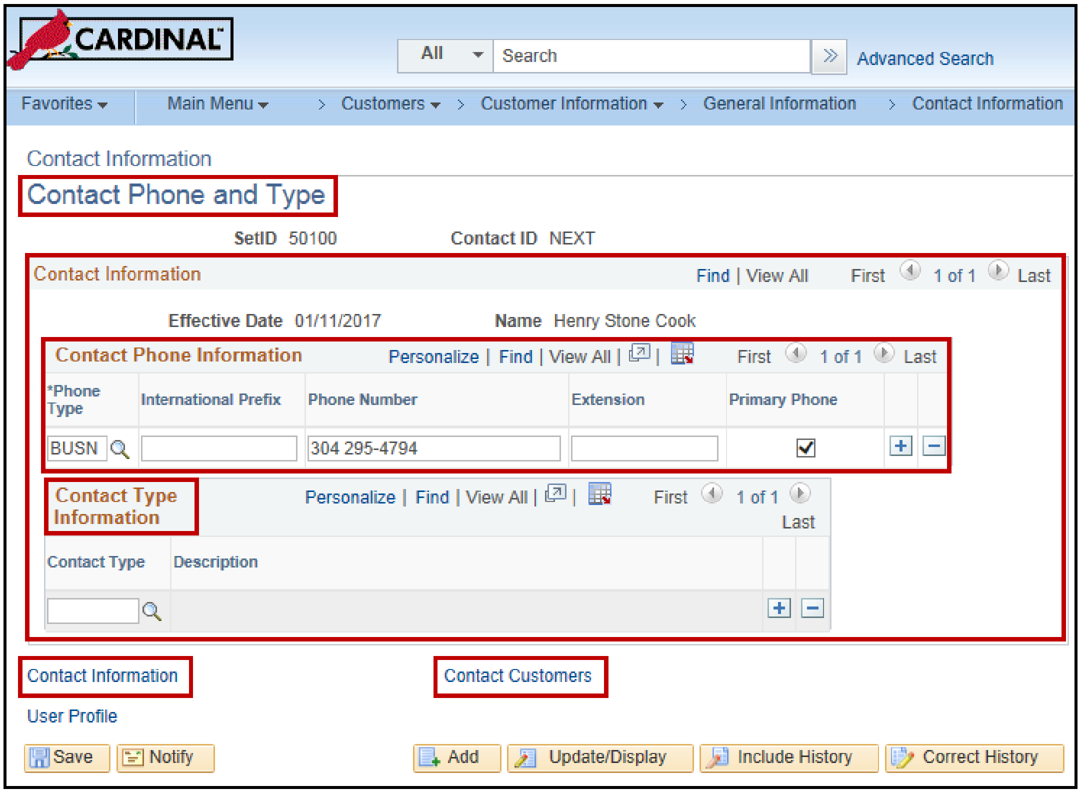
32 In the **Contact Information** section some contact information is required**:**

- **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.



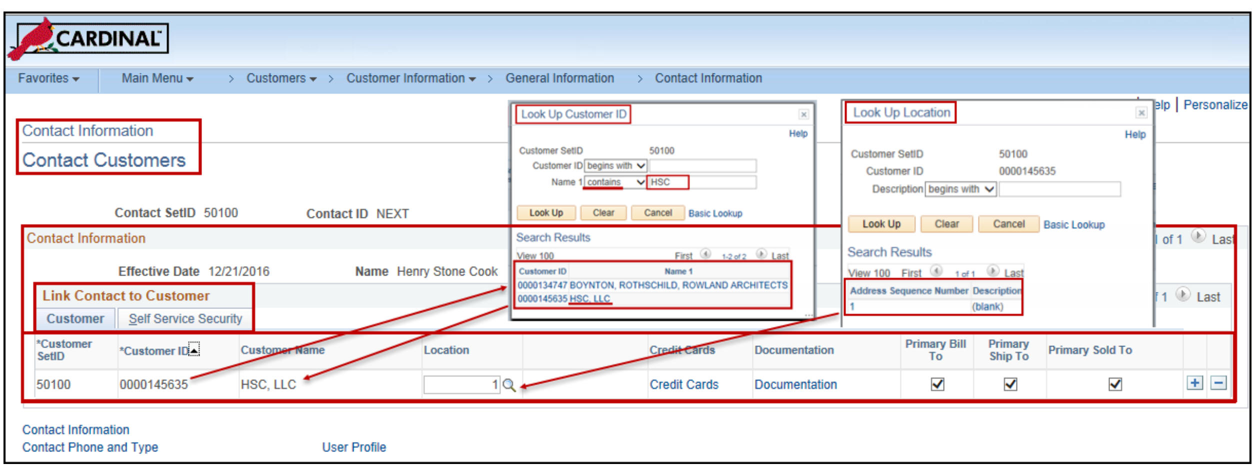
34 On the **Contact Phone and Type** page:

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.



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.

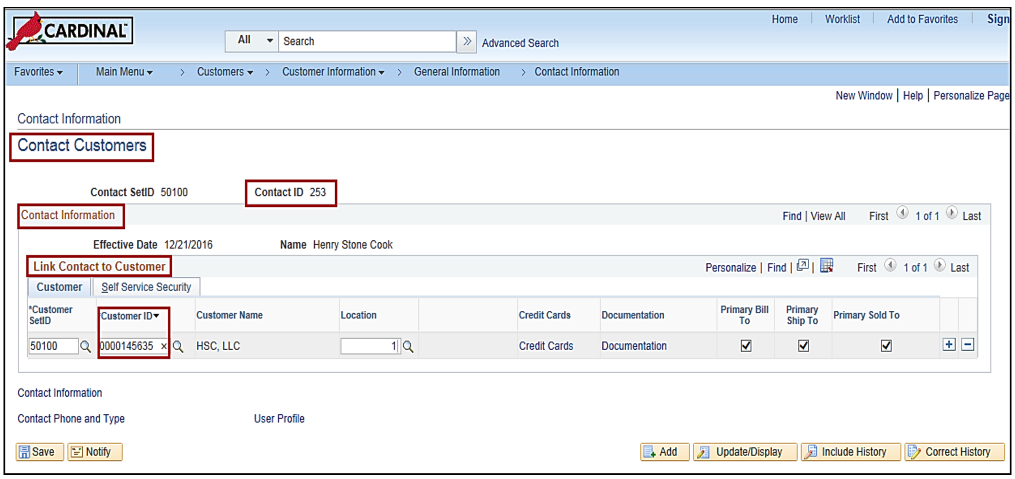
43 Select the **Location** from the Address Sequence numbers available.

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.

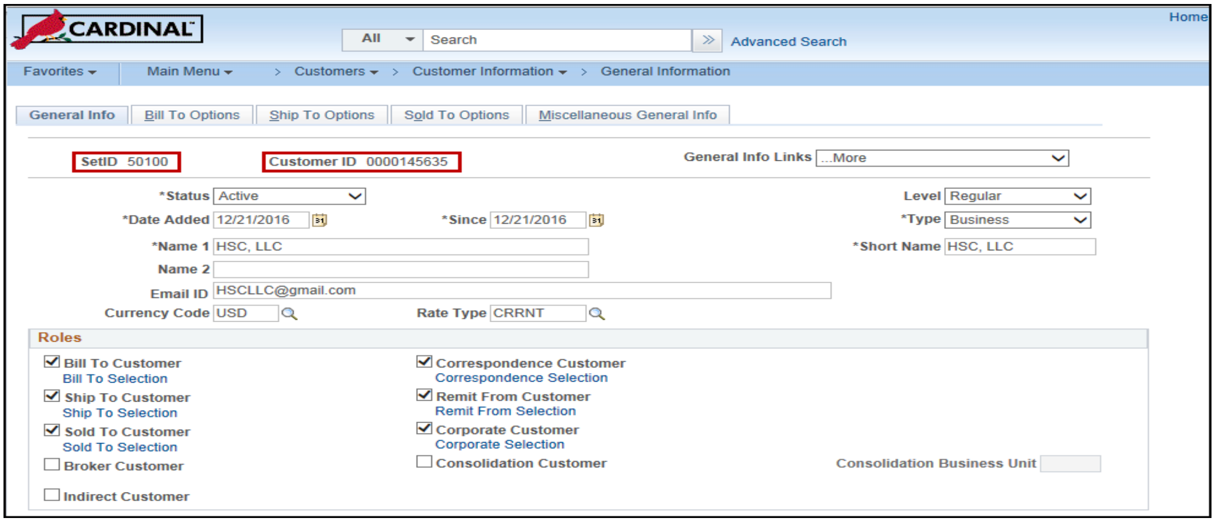
47 Once you **Save** the information, Cardinal updates the **Contact ID** with next available sequential number**.**



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.



Customer Correspondence Options

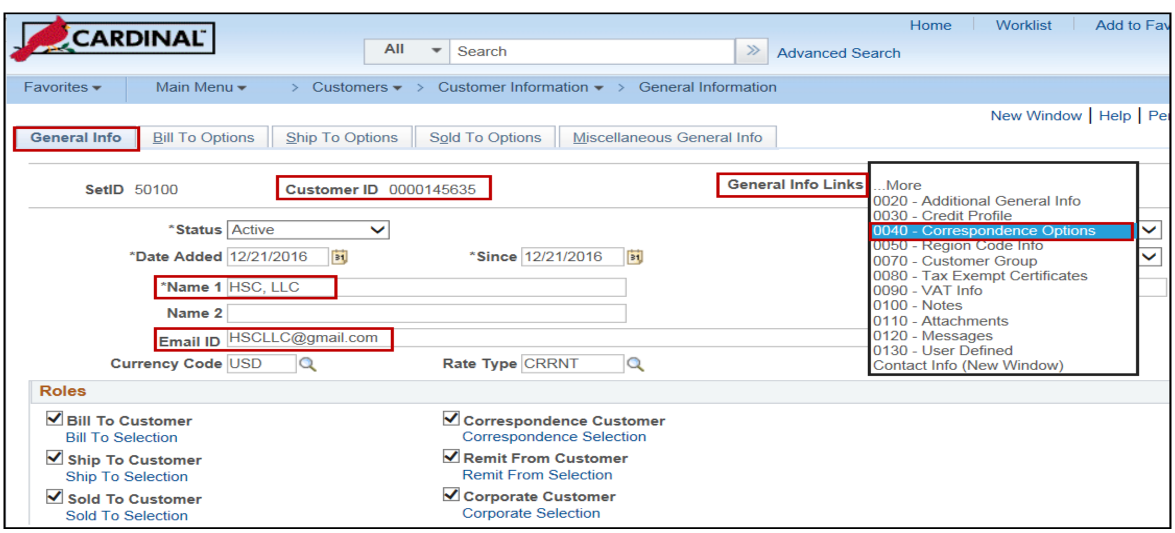
1 The **Correspondence Options** allows you to select the information used on invoices and other communication with customers.

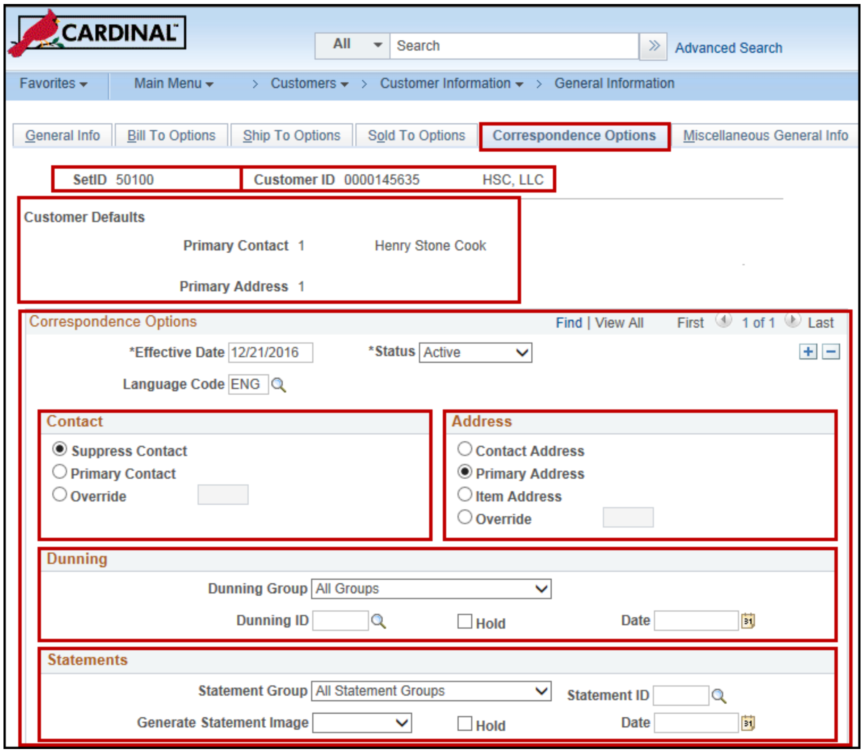
2 To update **Correspondence Options** from the **General Info** tab, go to **General Info Links** and select **Correspondence Options** from the drop-down menu.

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**.

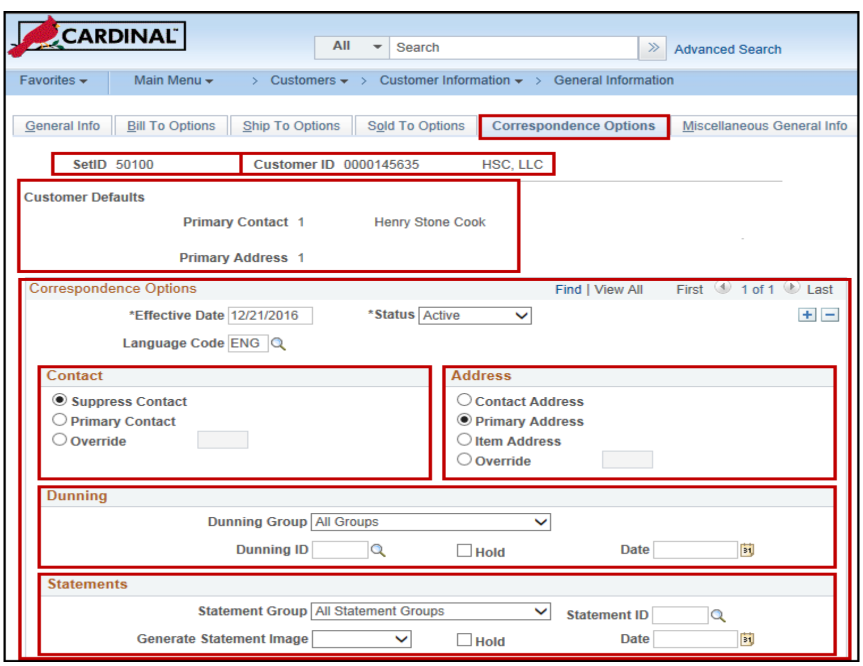




6 In the **Dunning** section, select the **Dunning ID** from the drop down (choices are **STD** or **DOA**). **DOA** should be used for dunning state agencies. **STD** is used for individual customers. Federal customers are not typically set up to receive dunning notices.

7 Click the **Save** button.

8 Once you click **Save,** Cardinal assigns a **Customer ID**.

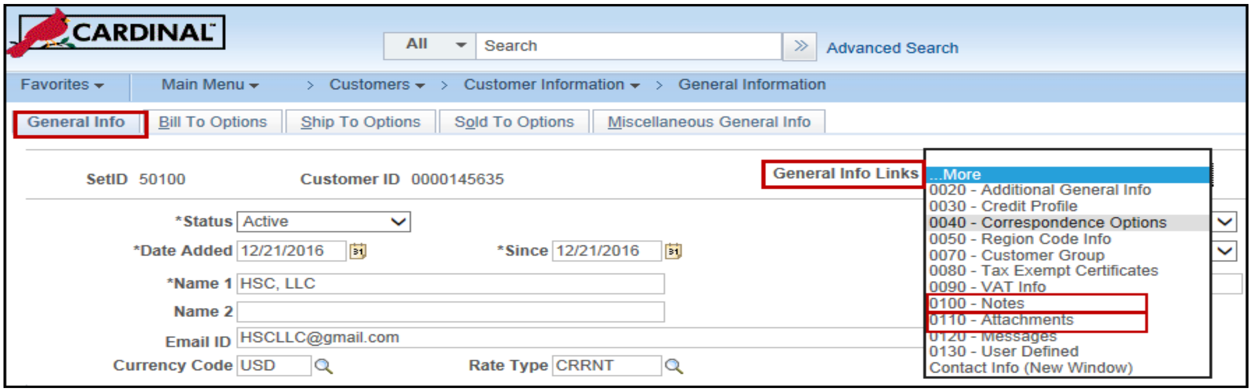


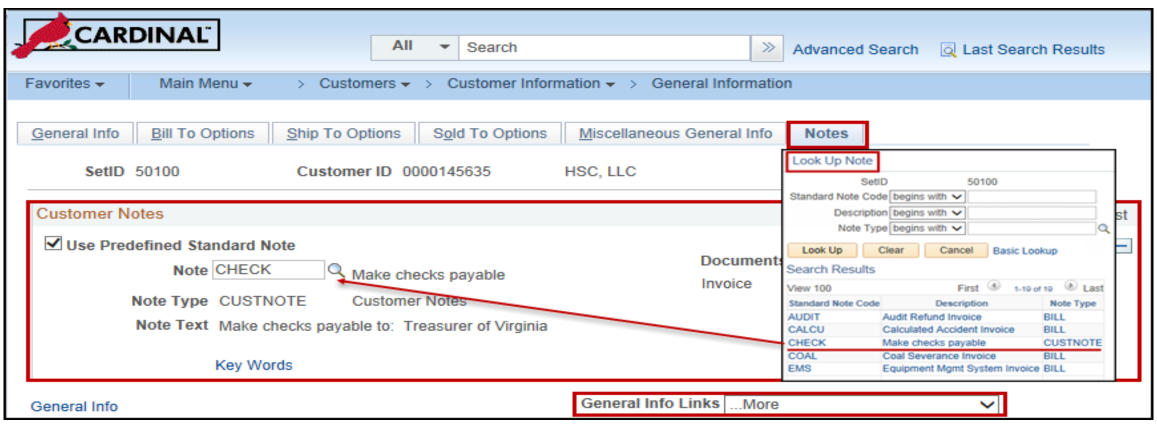
Attachment and Notes

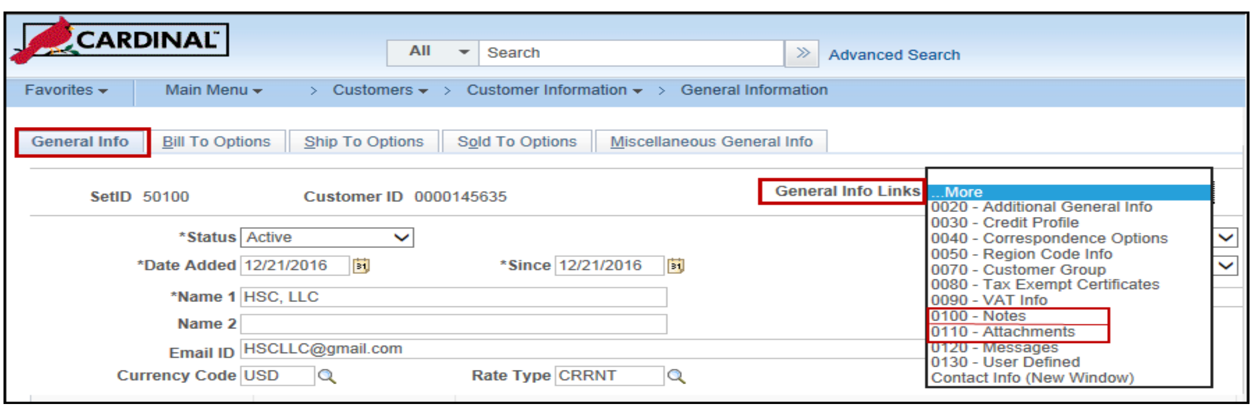
1 You can use **Attachment**s and **Notes** to enter additional information about a customer:

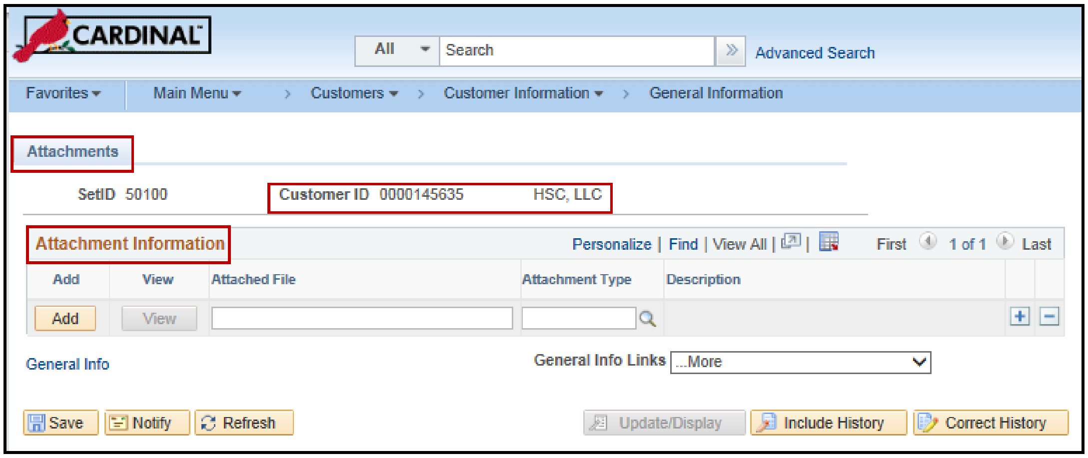
- **Attachments** – Click the **Add** button and select **Browse** to locate the file to attach**.**
- **Notes** – You can either use a standard note or create one and enter your text. Information that appears on printed documents that are sent to the customer such as invoices

2 The **General Info Links** dropdown allows you to go to another link (e.g., from **Notes** to **Attachments).**





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All
Search
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Customers
Customer Information
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Customer ID 0000145635
HSC, LLC
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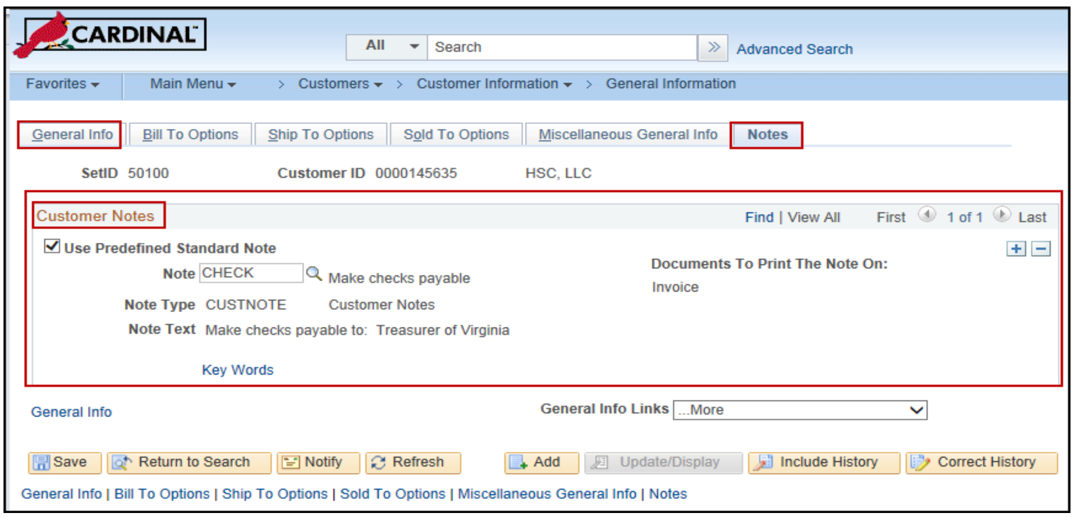
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Sold To Options
Miscellaneous General Info
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1 of 1
Last
Use Predefined Standard Note
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Documents To Print The Note On:
Invoice
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Customer Notes
Note Text Make checks payable to: Treasurer of Virginia
Key Words
General Info
General Info Links
...More
Save
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