AR323 Creating and Maintaining Customers (VDOT Only)

Creating and Maintaining Customers Overview

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

Cardinal stores all the information needed for a customer. Customer profiles allow users to manage customer information. The data stored in customer information can contain names, addresses, contact information, payment terms, and other billing information.

Customer information is used to bill individuals and businesses for damage to state property (i.e., guard rails, signs, equipment, etc.) and Federal and State Agencies.

From time to time, the user may need to update customer information. In Cardinal, users can update the customer’s Type and other general information using the same **General Information** page used to initially enter the customer.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

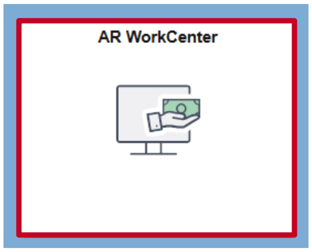
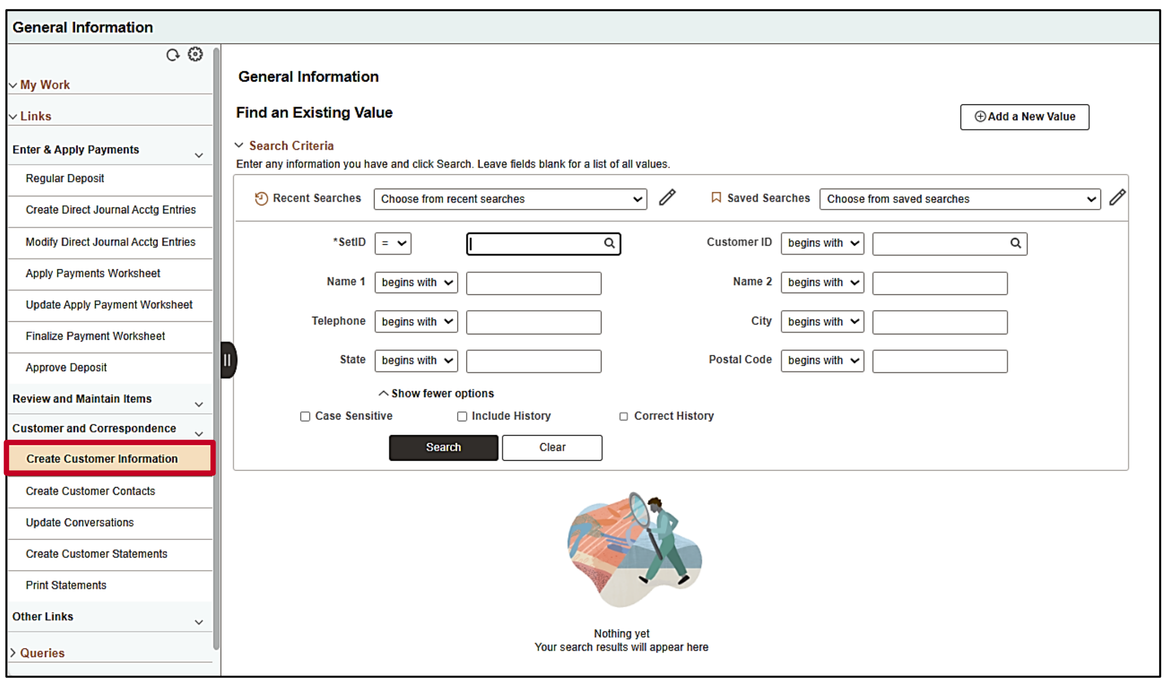
Table of Contents

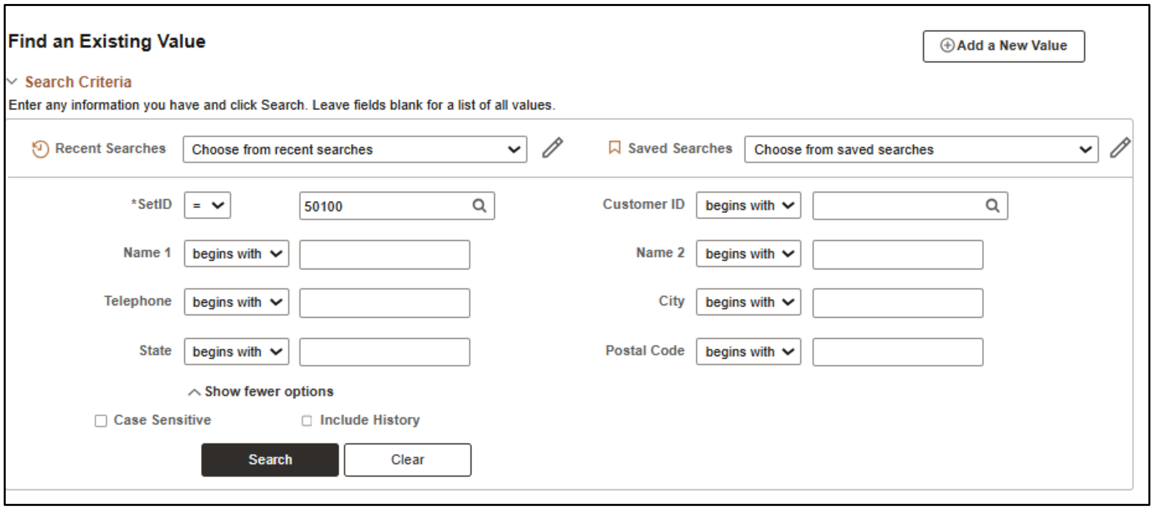
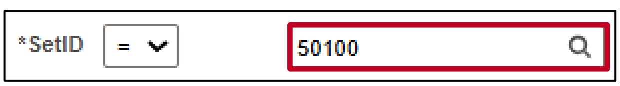
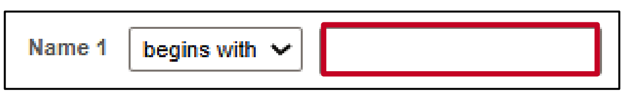
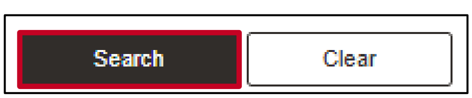
Revision History

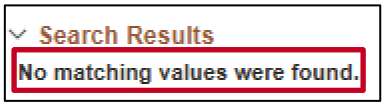
Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
8/15/2024	Baseline.

Verifying that the Customer Does Not Already Exist

This step is required before creating a customer to prevent duplication.

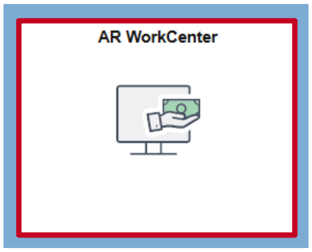
Step	Action
1.	Navigate to the **Create Customer Information** page by clicking the **AR WorkCenter** tile. 
(i)	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal Financials WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**
2.	Use the following navigation path in the WorkCenter: **Links > Customer and Correspondence > Create Customer Information** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
(i)	Users can also access the **Create Customer Information** page using the following navigation path: **NavBar** > **Menu** > **Customers** > **Customer Information** > **Create Customer Information**

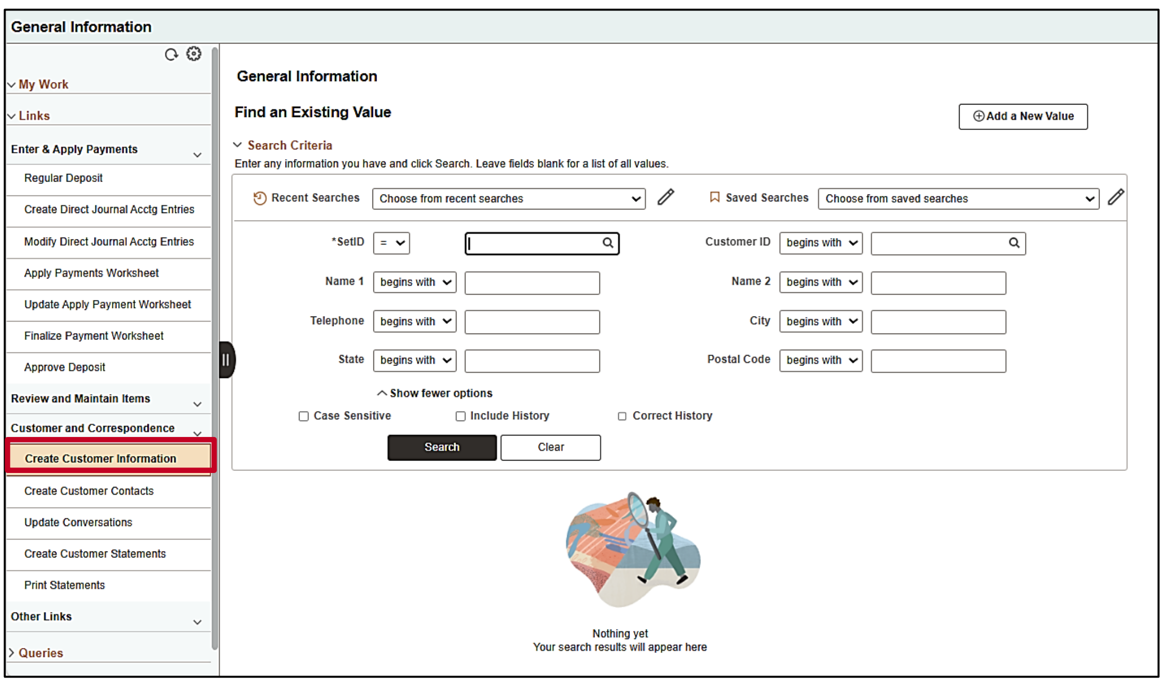
Step	Action
	The **General Information Find an Existing Value Search** page displays. 
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
3.	Select the applicable Business Unit using the **SetID Look up** icon. 
4.	Enter the Customer name in the **Name 1** field. 
	If unsure of the Customer name, change the search criteria to “contains” and search for part of the name. Search criteria can be added using a combination of additional fields such as **Telephone**, **City**, **State**, and/or **Postal Code**.
5.	Click the **Search** button. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>If the customer’s name that was entered does not match an existing customer, the message “No matching values were found.” displays. Refer to the Entering a New Customer section of this Job Aid to proceed and create a new customer.


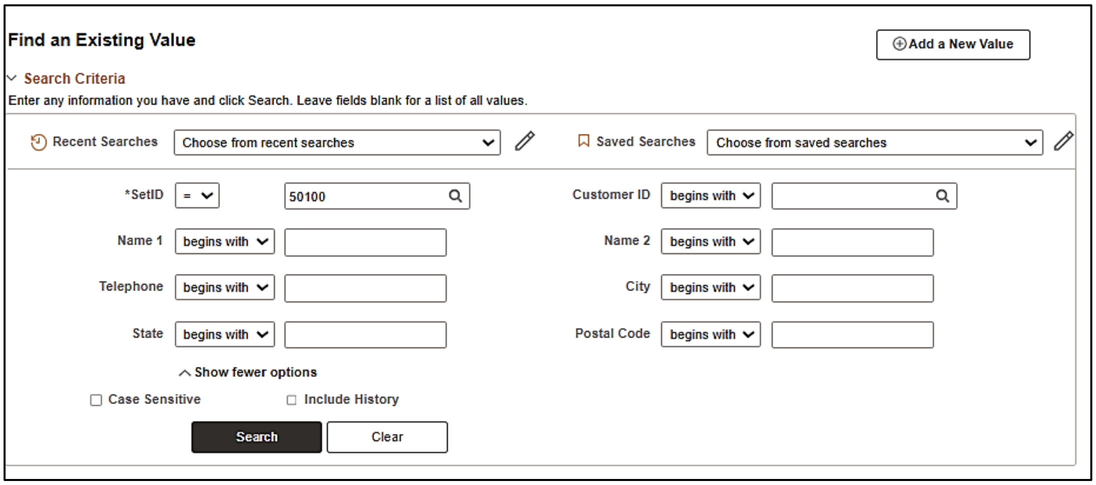
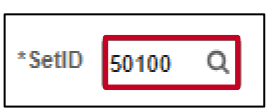
If the customer exists, a customer does not need to be created since they are already in the system.</td></tr>
</table>

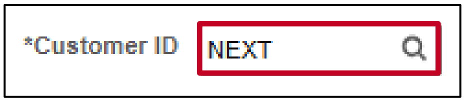
Entering a New Customer

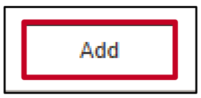
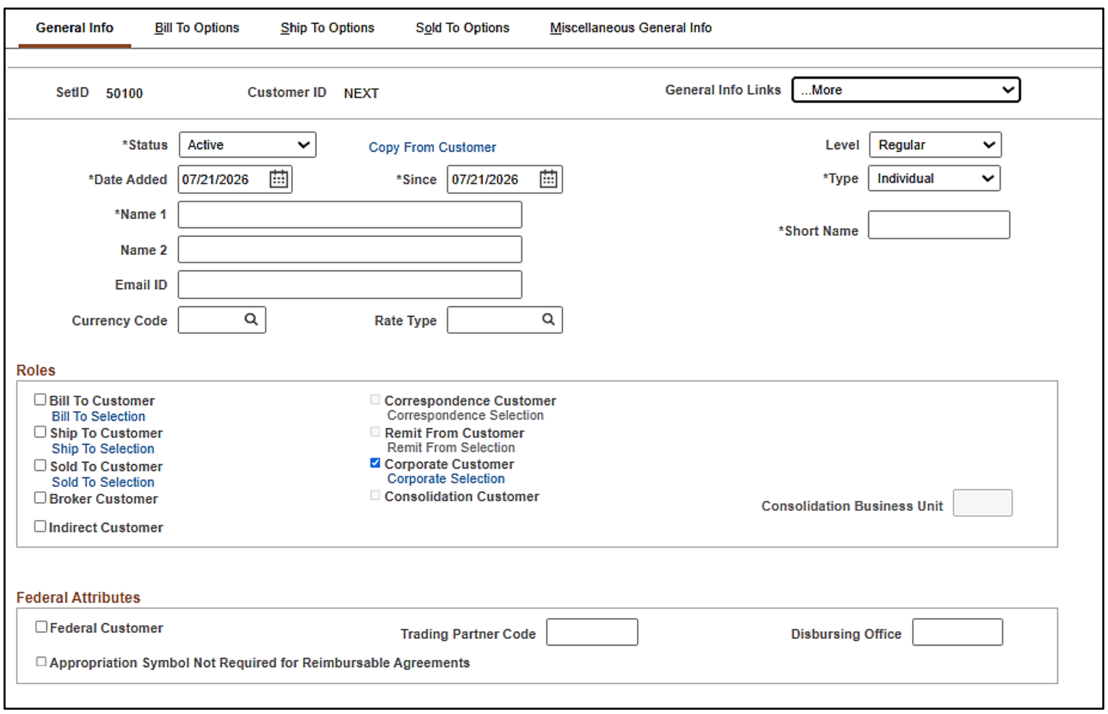
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Create Customer Information page by clicking the AR WorkCenter tile.


</td></tr>
<tr><td></td><td>For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Links > Customer and Correspondence > Create Customer Information
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.


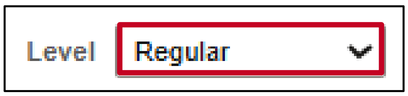
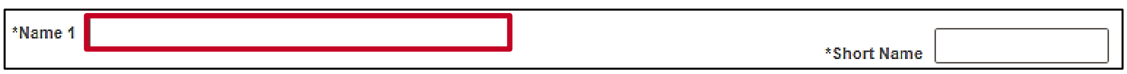
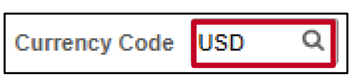
</td></tr>
<tr><td></td><td>Users can also access the Create Customer Information page using the following navigation path:
NavBar > Menu > Customers > Customer Information > Create Customer Information</td></tr>
</table>

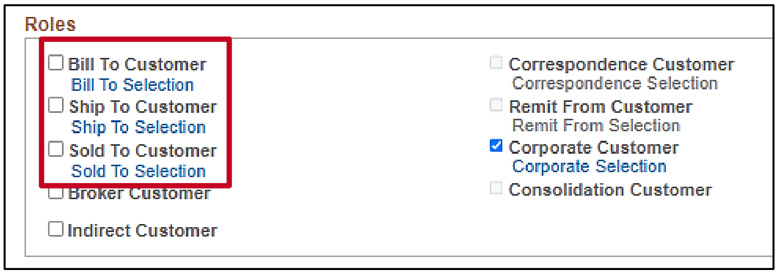
Step	Action
	The **General Information Find an Existing Value Search** page displays. 
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
3.	Click the **Add a New Value** button. 
	The **Add a New Value** page displays. 
4.	If the Business Unit does not default in the **SetID** field, select the applicable Business Unit using the **SetID Look up** icon. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>The Customer ID field defaults to “NEXT”. Do not change.


When the required customer information has been entered and saved, Cardinal updates “NEXT” to the next available sequential Customer ID Number.</td></tr>
<tr><td>5.</td><td>Click the Add button.

</td></tr>
<tr><td colspan="2">The General Info tab displays.

</td></tr>
<tr><td></td><td>The Status field defaults to “Active” and should not be changed.

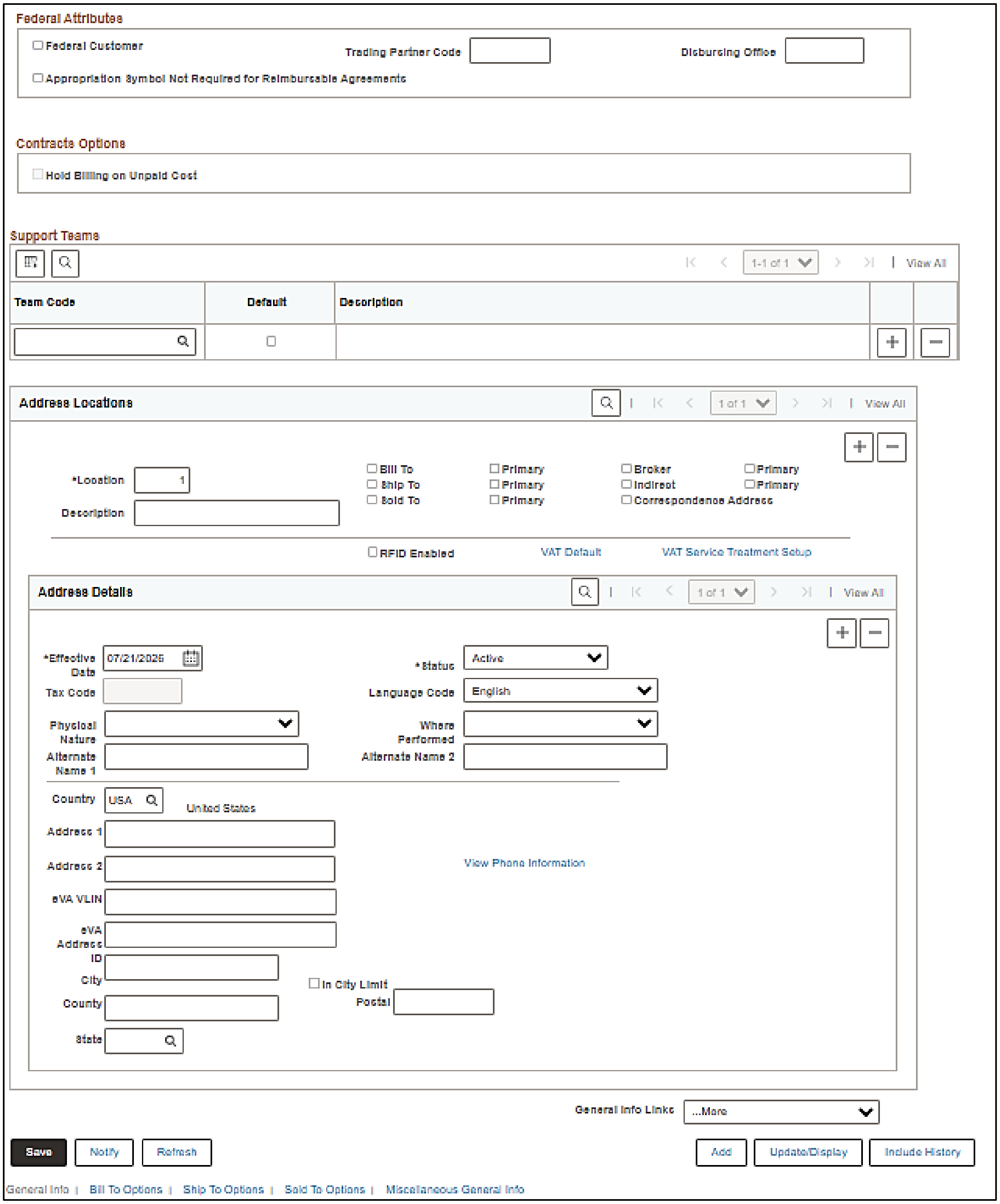
</td></tr>
</table>

Step	Action
6.	The **Date Added** and **Since** fields default to the current date. Update these dates as needed using the corresponding **Calendar** icons. 
	The **Level** field defaults to “Regular” and should not be changed. 
7.	Select the applicable Customer Type using the **Type** dropdown button (“Business”, “Government”, “Individual”, or “State Agency”). 
8.	Enter the name of the customer in the **Name 1** field. 
	The **Short Name** field populates using the first 10 characters of the value entered in the **Name 1** field. The **Name 2** field can be used for additional information as needed. 
9.	Click the **Currency Code Look up** icon and select “USD”. 
10.	Click the **Rate Type Look up** icon and select “CRRNT”. 

Step	Action
11.	Select the applicable checkbox options (**Bill to Customer**, **Ship to Customer**, and/or **Sold to Customer**) in the **Roles** section. 

Step	Action

The bottom section of the **General Info** tab displays after scrolling down.

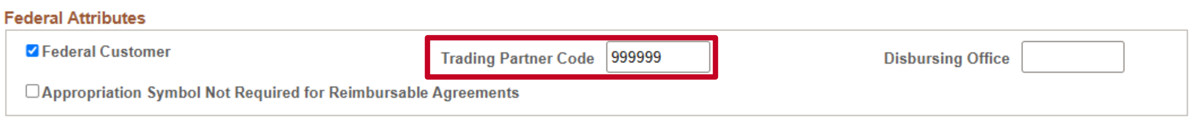


<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>12.</td><td>

Select the **Federal Customer** checkbox option if "Government" was selected as the Customer Type.

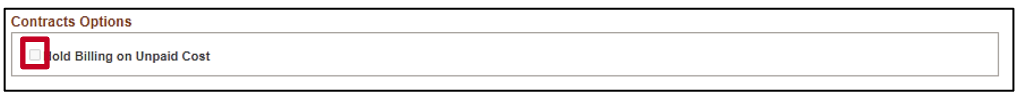
</td></tr>
<tr><td></td><td>

If the **Federal Customer** checkbox is selected, the user must enter 999999 in the **Trading Partner Code**.



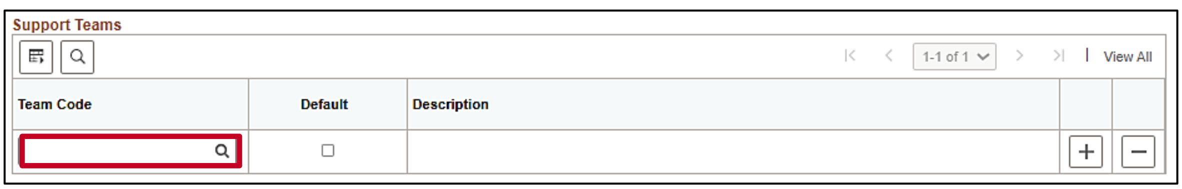
</td></tr>
<tr><td></td><td>

The **Hold Billing on Unpaid Cost** checkbox option defaults from the **Contracts – Installation Options** page. The checkbox is grayed out on this page and cannot be updated. The value indicated here will default on the new contract that is created from the Project Accounting module.



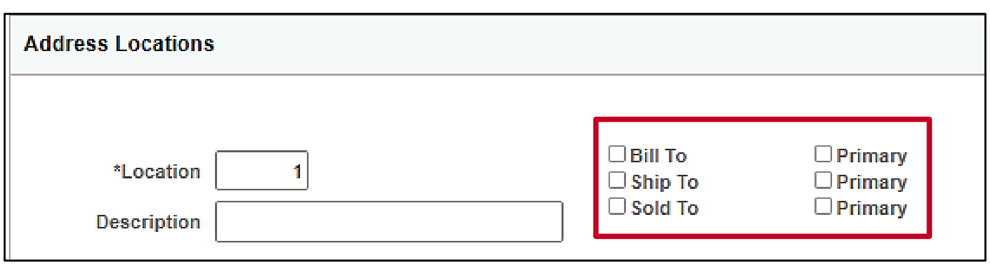
</td></tr>
<tr><td>13.</td><td>

Click the **Team Code Look up** icon and select the applicable Team Code that corresponds to the Customer Type and then select the **Default** checkbox option.

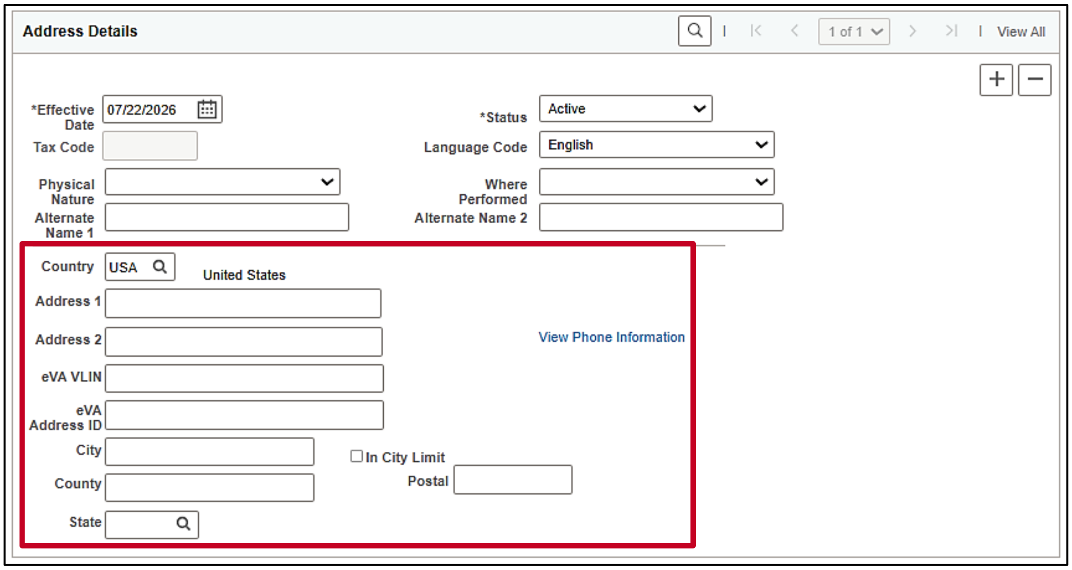
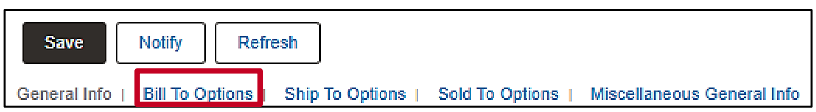
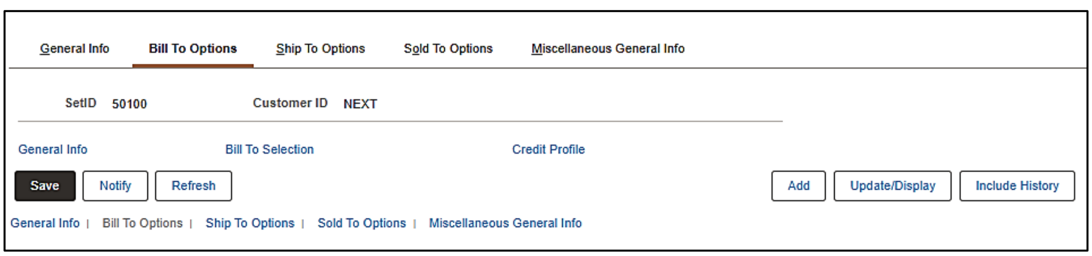


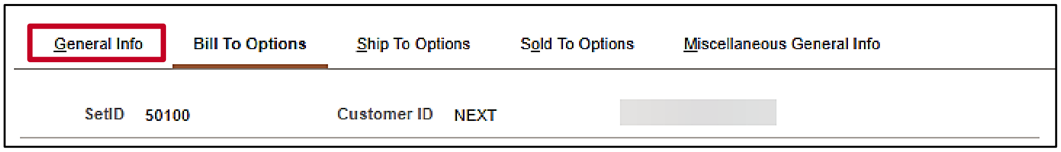
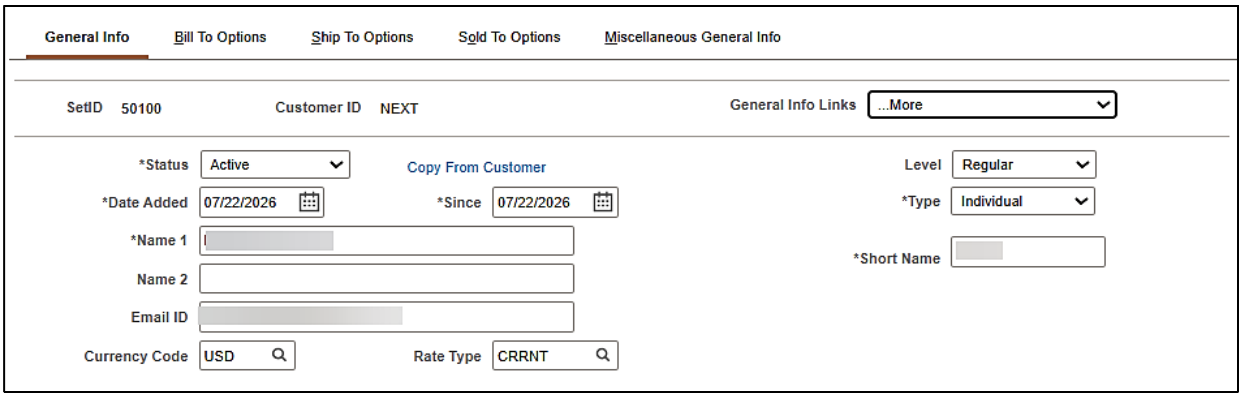
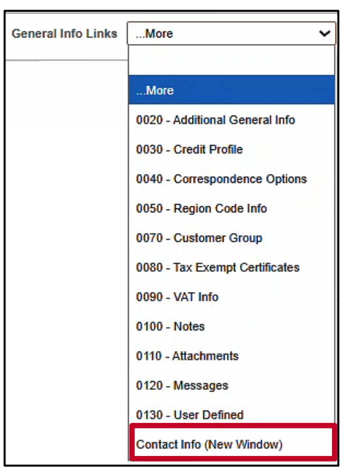
</td></tr>
<tr><td>14.</td><td>

Select the applicable address location checkbox options (**Bill To**, **Ship To**, and/or **Sold To**). Select the **Primary** checkbox option for each one selected.



</td></tr>
</table>

Step	Action
15.	Enter the customer address information in the **Address Details** section. 
16.	Click the **Bill To Options** link at the bottom of the page. 
The **Bill To Options** tab displays. 	
17.	Click the **Credit Analyst Look up** icon and select the applicable Credit Analyst. 
18.	Click the **Collector Look up** icon and select the applicable Collector (typically, the person entering the customer information is the Collector). 

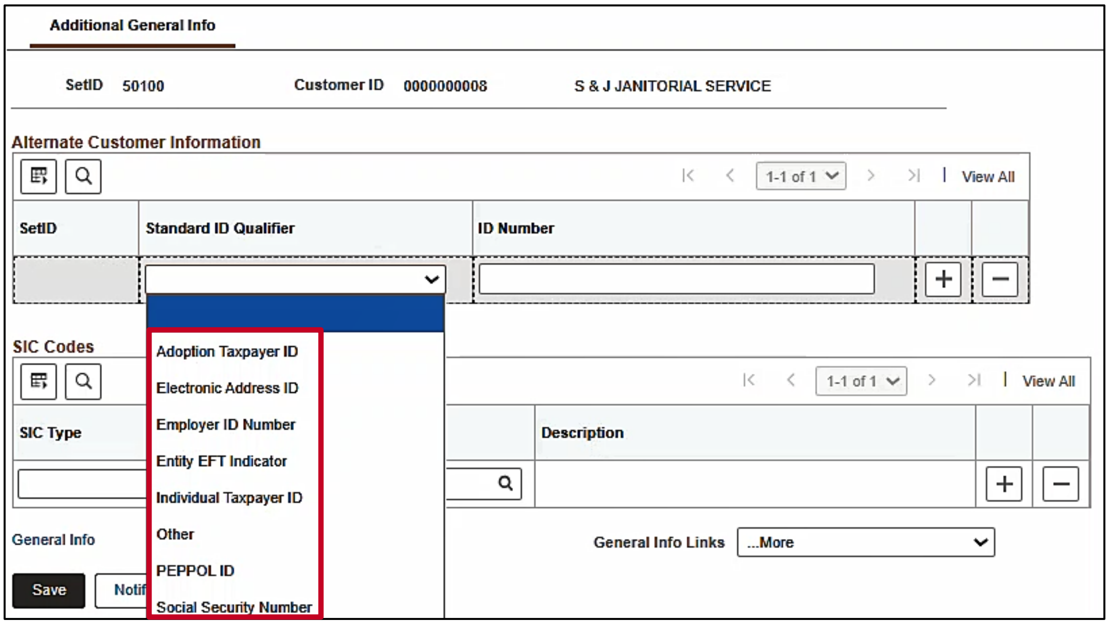
Step	Action
19.	Click the **General Info** tab. 
The **General Info** tab redisplays. 	
20.	Click the **General Info Links** dropdown button and select the **Contract Info (New Window)** list item. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

The **General Info Links** dropdown menu contains additional customer data options.

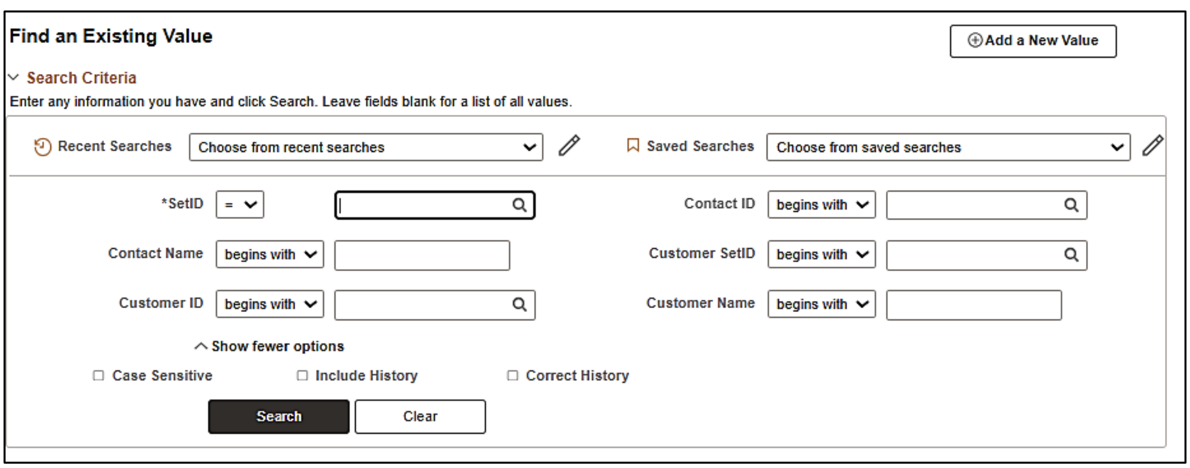
Only a few users (Collection Specialists and Post Production Support (PPS) users) will have access to the **Additional General Info** page from the **General Info Links** dropdown menu.

The **Additional General Info** page contains sensitive data (e.g., Social Security Number, Individual Taxpayer ID). The **Standard ID Qualifier** field is used to enter a Standard ID type.



</td></tr>
<tr><td colspan="2">

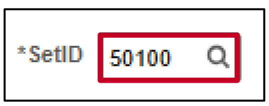
The **Contact Info Find an Existing Value Search** page displays in a new window.

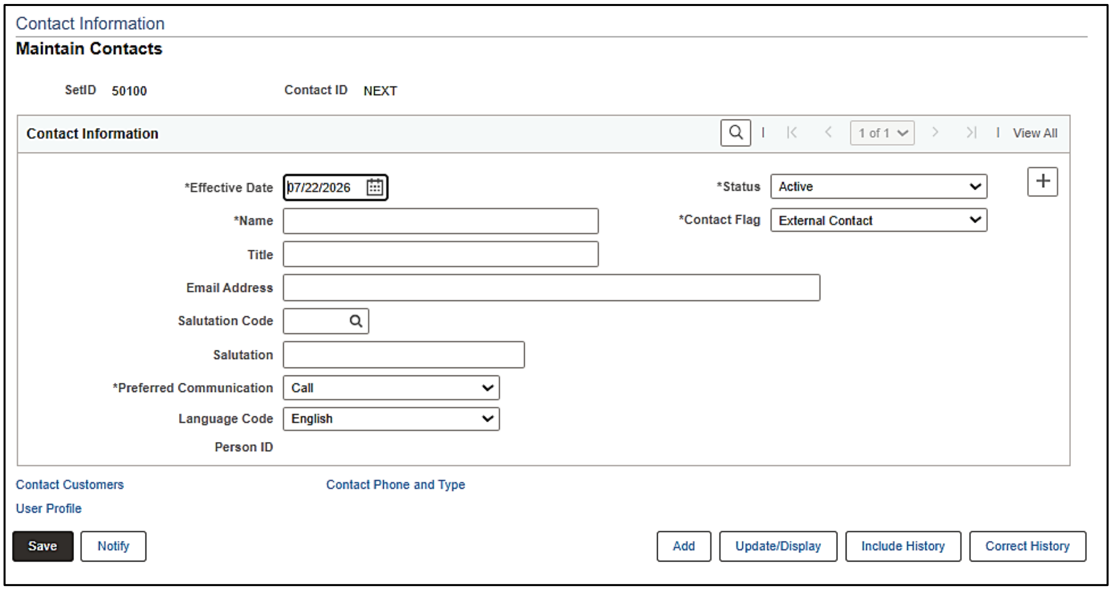
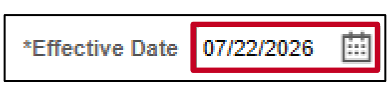


</td></tr>
<tr><td>21.</td><td>

Click the **Add a New Value** button.

</td></tr>
</table>

Step	Action
	The **Add a New Value** page displays. 
22.	Click the **SetID Look up** icon and select the applicable Business Unit. 
	The **Contact ID** field should display “NEXT”. Do not change. 
23.	Click the **Add** button. 

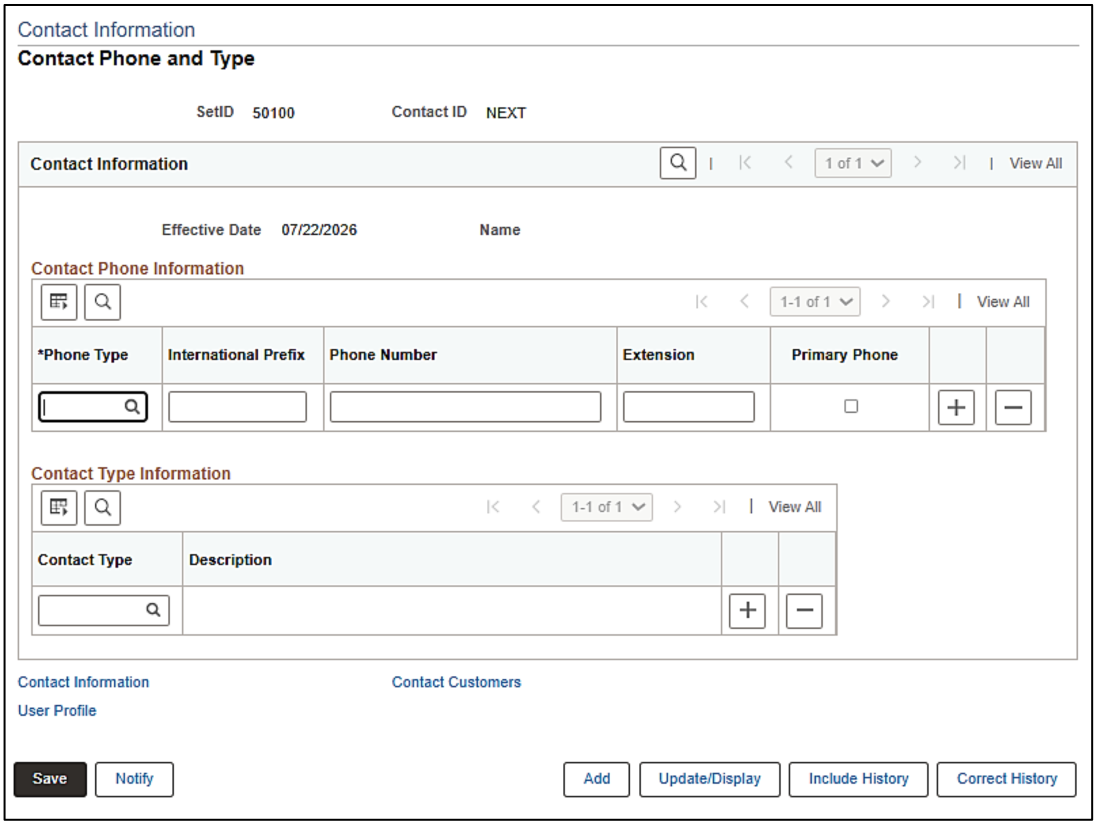
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Customer Information Maintain Contacts page displays.

</td></tr>
<tr><td></td><td>In the Contact Information section, some contact information is required.
Required fields are:
- Effective Date (defaults to the current date)
- Name
- Status (defaults to “Active”)
- Contact Flag (defaults to “External Contact”)
Optional fields are:
- Title
- Email ID
- Salutation Code
- Salutation
- Preferred Communication
- Language Code</td></tr>
<tr><td>24.</td><td>The Effective Date field defaults to the current date. Update the effective date as needed using the Effective Date Calendar icon.

</td></tr>
<tr><td>25.</td><td>Enter the name of the contact in Name field.

</td></tr>
</table>

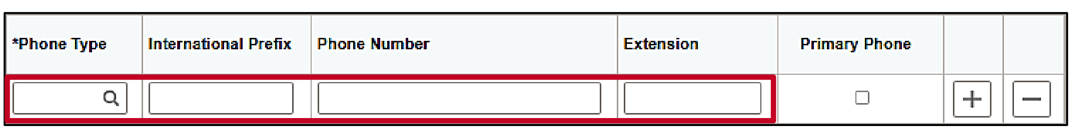
Step	Action
26.	Click the **Preferred Communication** dropdown button and select the applicable preferred communication option. *Preferred Communication: Call
27.	If the **Status** field does not default to “Active”, click the **Status** dropdown button and select “Active”. *Status: Active
28.	If the **Contact Flag** field does not default to “External Contact”, click the **Contact Flag** dropdown button and select “External Contact”. *Contact Flag: External Contact
29.	Click the **Contact Phone and Type** link at the bottom of the page. Contact Phone and Type

Step	Action

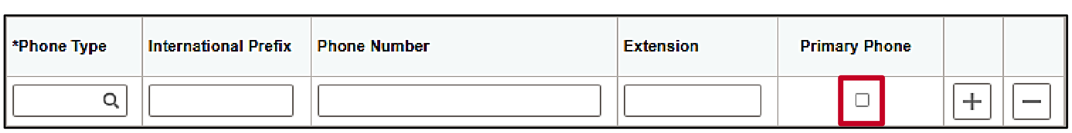
The **Contact Phone and Type** page displays.

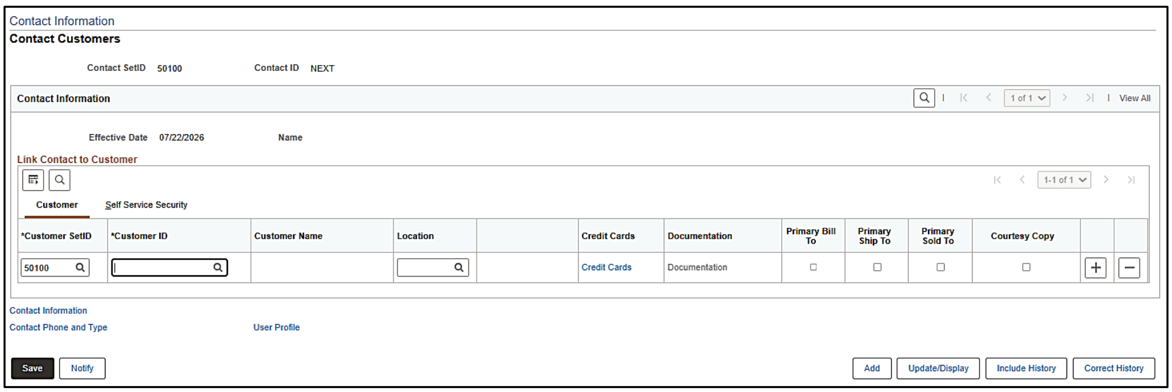
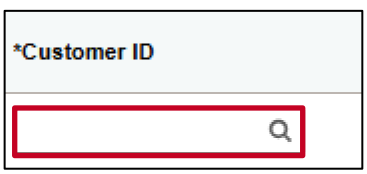
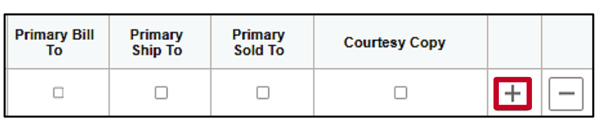


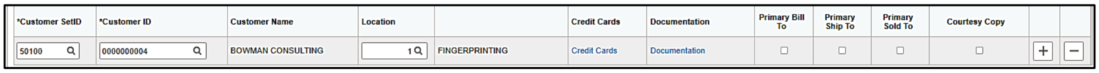
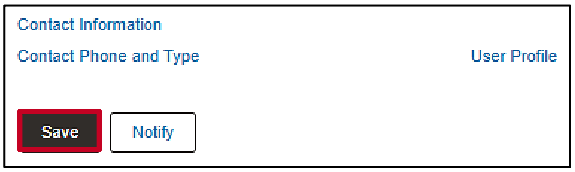
ℹ	If “Call” or “Fax” was selected as the Preferred Communication, this page is required.
30.	Select the phone type using the **Phone Type Look up** icon. Enter the Phone Number, including any Extension information, in the corresponding fields.



ℹ	If multiple phone numbers are entered, be sure to use the **Primary Phone** checkbox option to identify one as preferred.



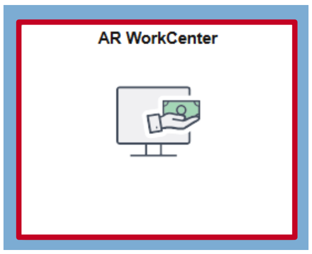
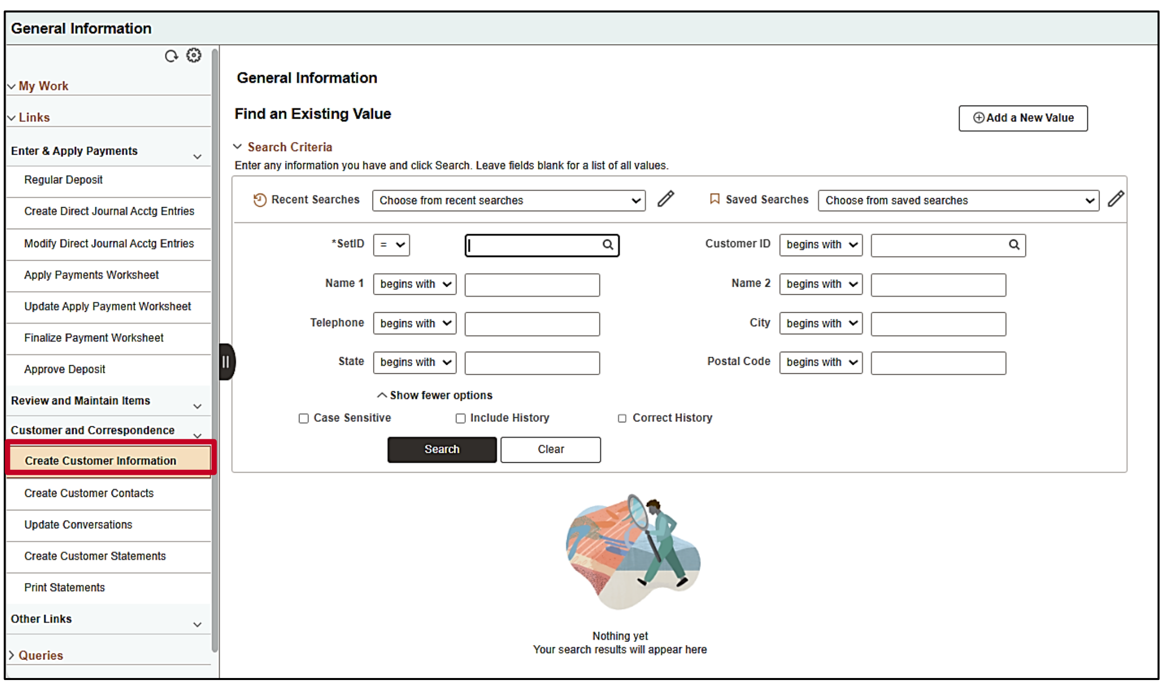
Step	Action
31.	Click the **Contact Customers** link at the bottom of the page to link this contact to the new customer. 
The **Contact Information Contact Customers** page displays. 	
32.	Click the **Customer ID Look up** icon and select the applicable Customer ID. 
	Once the Customer ID is selected, the **Customer Name** field populates. If more than one customer shares the same contact, another Customer can be added by clicking the **Add a New Row** (**+**) icon to add another row. 
33.	Select the location using the **Location Look up** icon. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>The Location field is populated along with the Primary Bill To, Primary Ship To, and Primary Sold To checkbox options.

</td></tr>
<tr><td>34.</td><td>Click the Save button when the contact information is complete.

</td></tr>
<tr><td></td><td>Once information is saved, Cardinal updates the Contact ID field in the Header section with the next available sequential number.

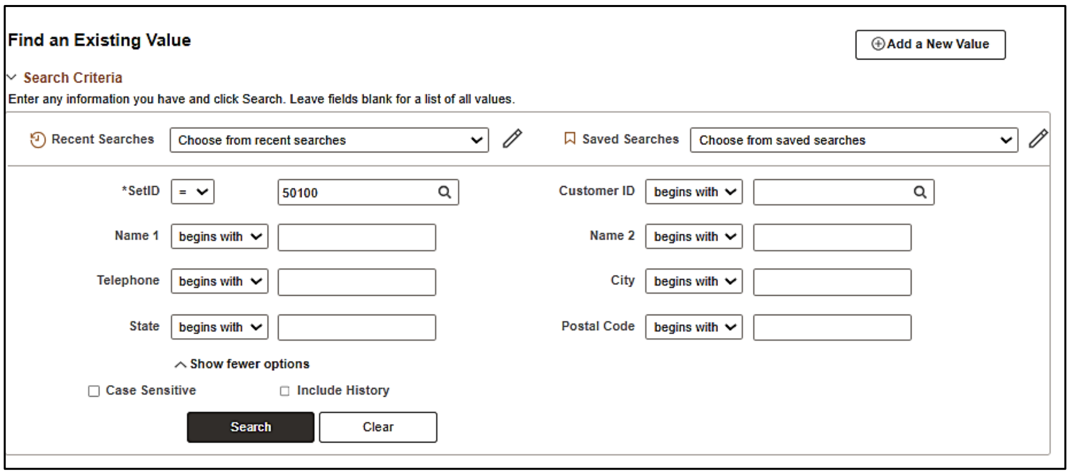
</td></tr>
</table>

Setting Up Customer Correspondence Options

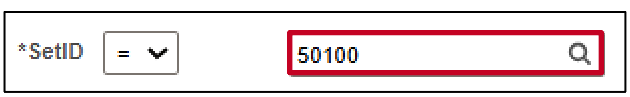
The Correspondence Options allows users to select the information used on Invoices and other communications with customers.

Step	Action
1.	Navigate to the **Create Customer Information** page by clicking the **AR WorkCenter** tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal Financials WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**
2.	Use the following navigation path in the WorkCenter: **Links > Customer and Correspondence > Create Customer Information** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 

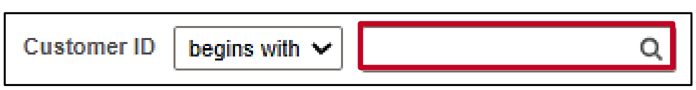
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>Users can also access the Create Customer Information page using the following navigation path:
NavBar > Menu > Customers > Customer Information > Create Customer Information</td></tr>
<tr><td colspan="2">The General Information Find an Existing Value Search page displays.



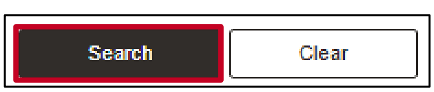
</td></tr>
<tr><td></td><td>For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search Pages. This Job Aid is located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>3.</td><td>Click the SetID Look up icon and select the applicable Business Unit.



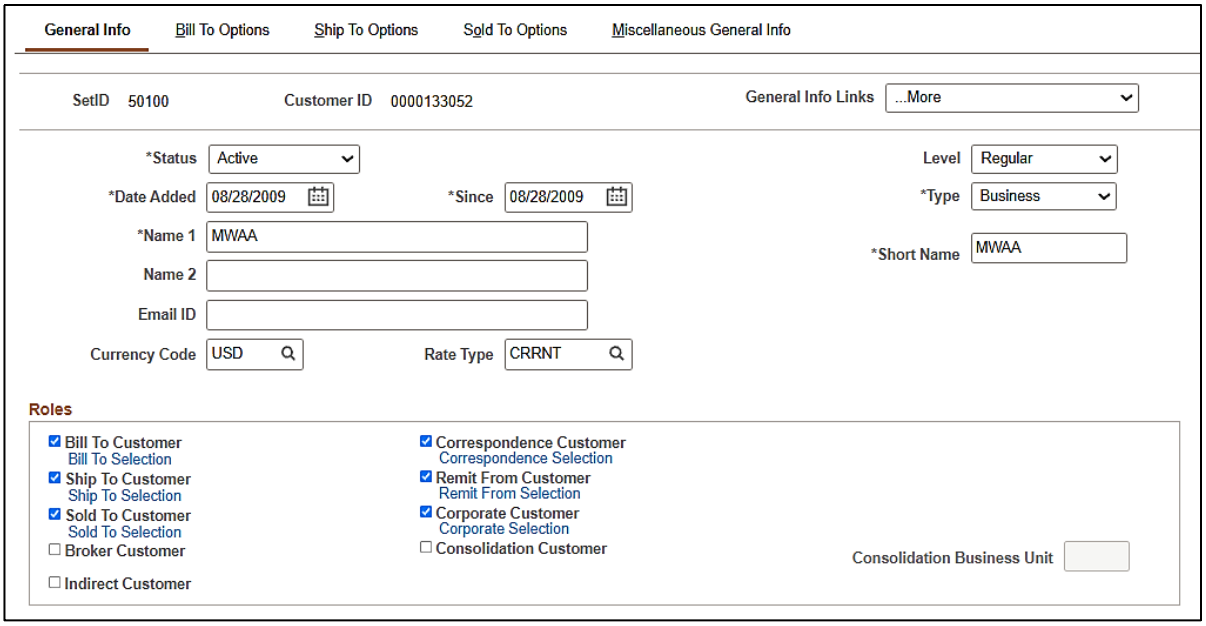
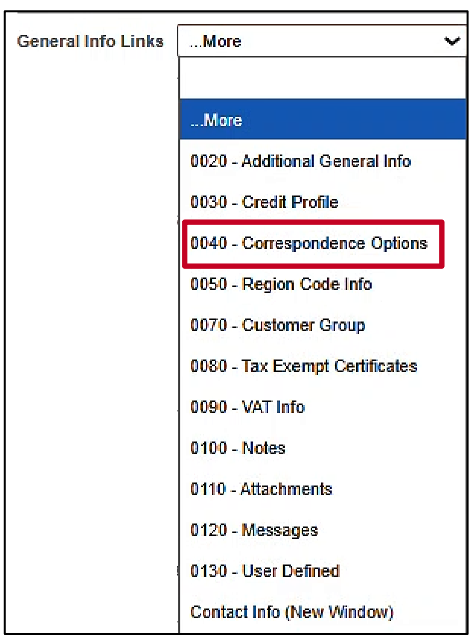
</td></tr>
<tr><td>4.</td><td>Click the Customer ID Look up icon and select the applicable Customer ID.



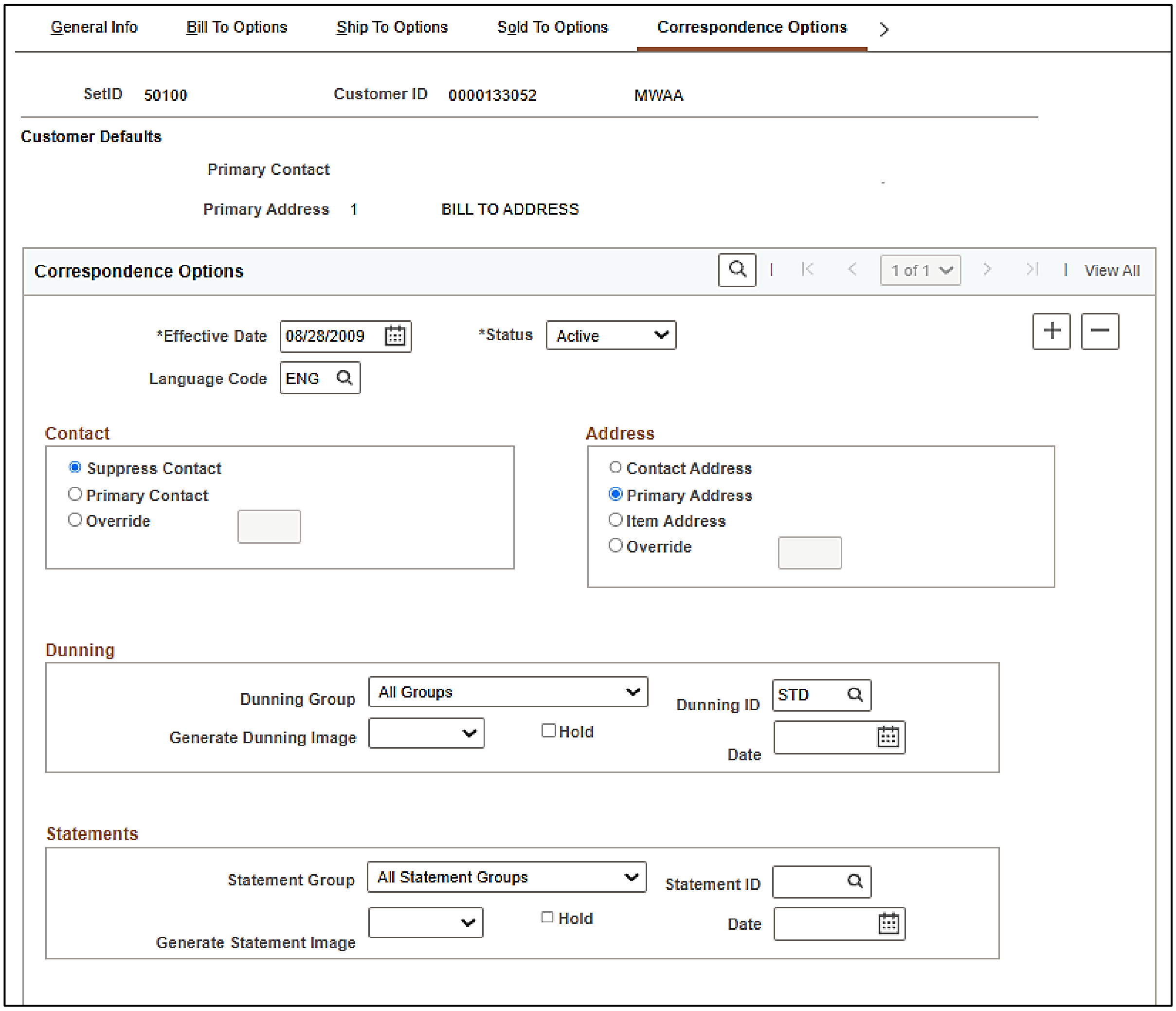
</td></tr>
<tr><td>5.</td><td>Click the Search button.

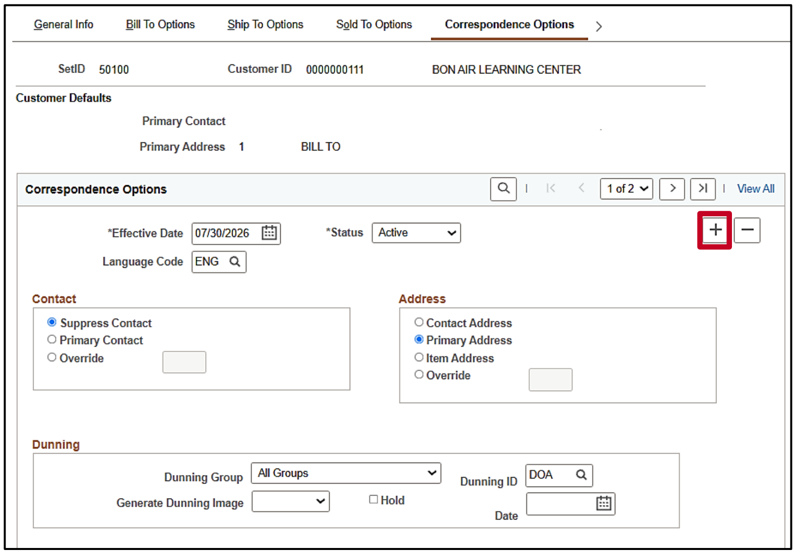
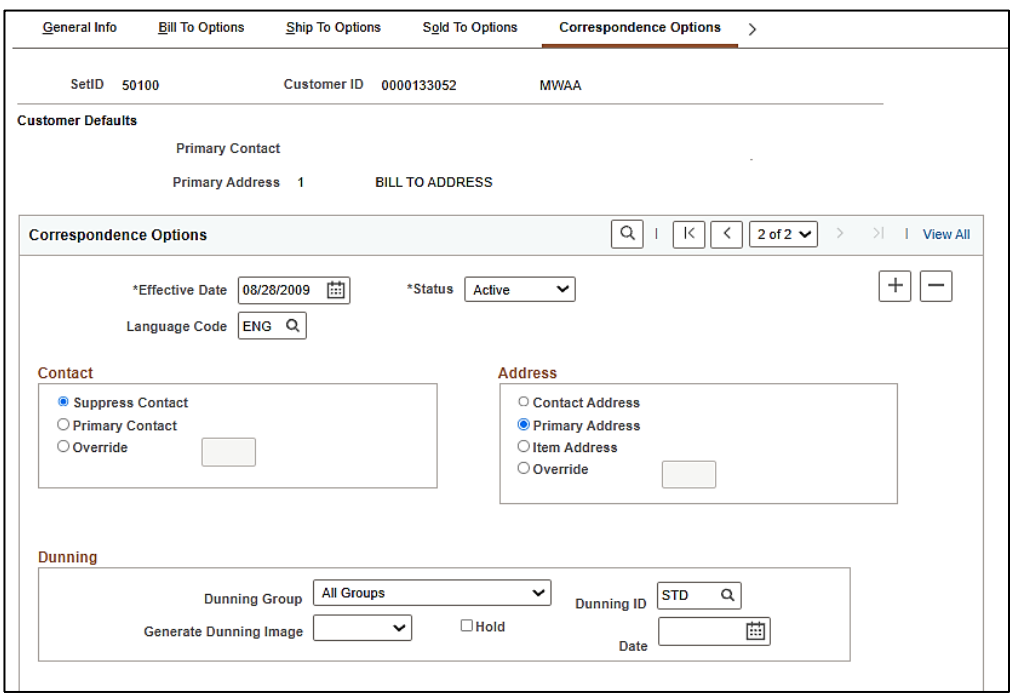


</td></tr>
</table>

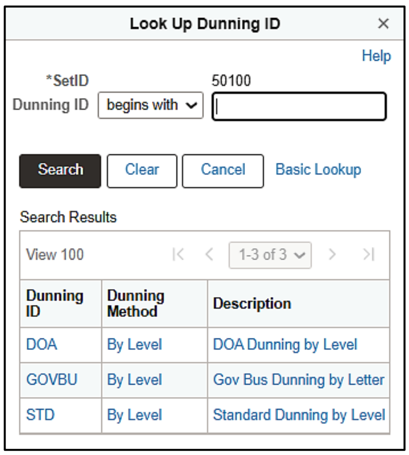
Step	Action
	The **General Info** tab displays. 
6.	Click the **General Info Links** dropdown button and select the “0040 - Correspondence Options” list item. 

Step	Action
The **Correspondence Options** tab displays.	

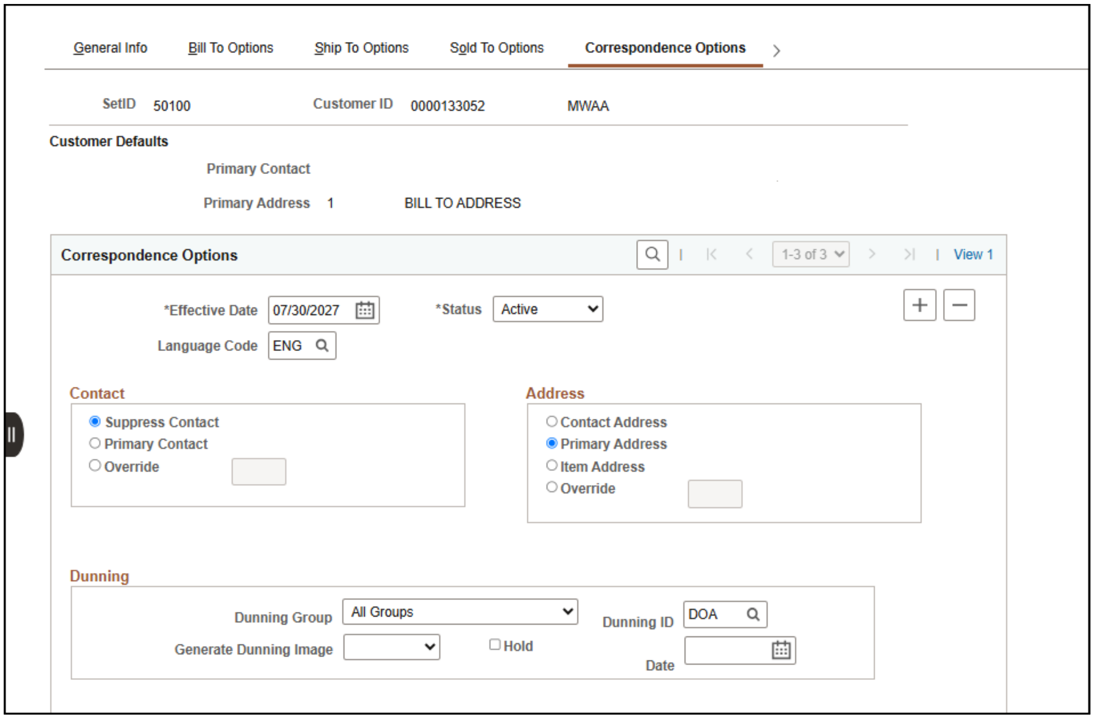


Step	Action
7.	In the **Dunning** section, review the information. If the **Dunning ID** needs to be changed, click the **Add a New Row** icon. 
The **Correspondence Options** page displays. 	

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8.</td><td>Click the Dunning ID Lookup icon.

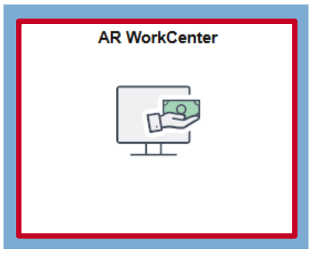
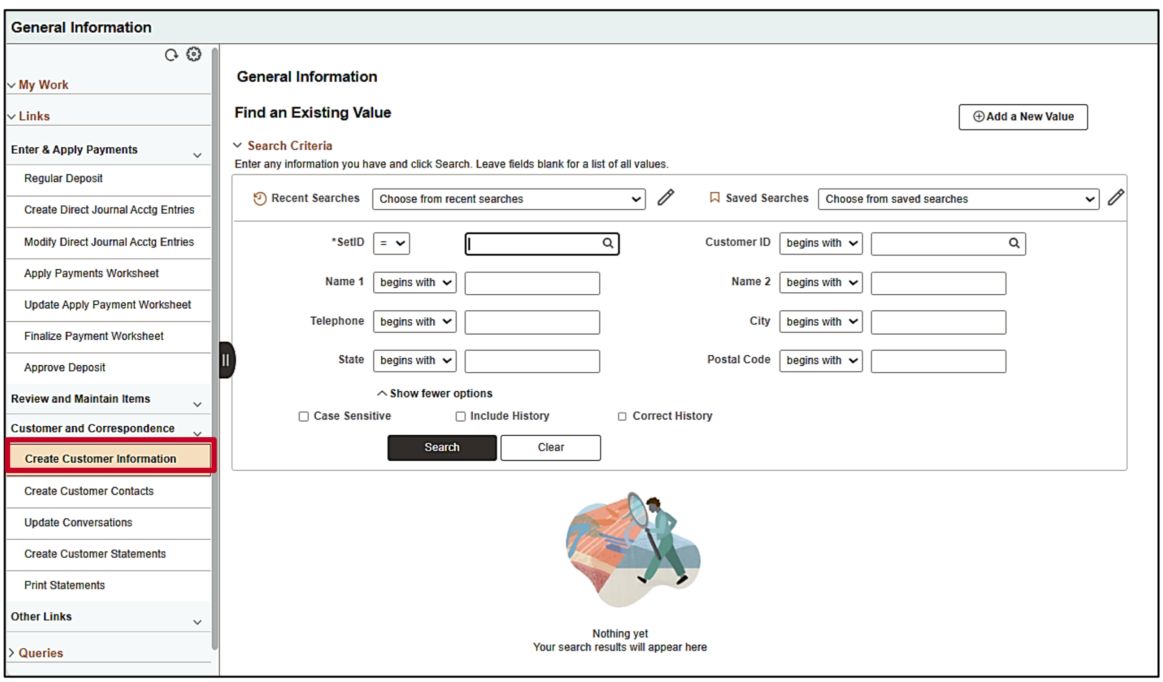

</td></tr>
<tr><td>9.</td><td>Select the appropriate Dunning ID from the list.


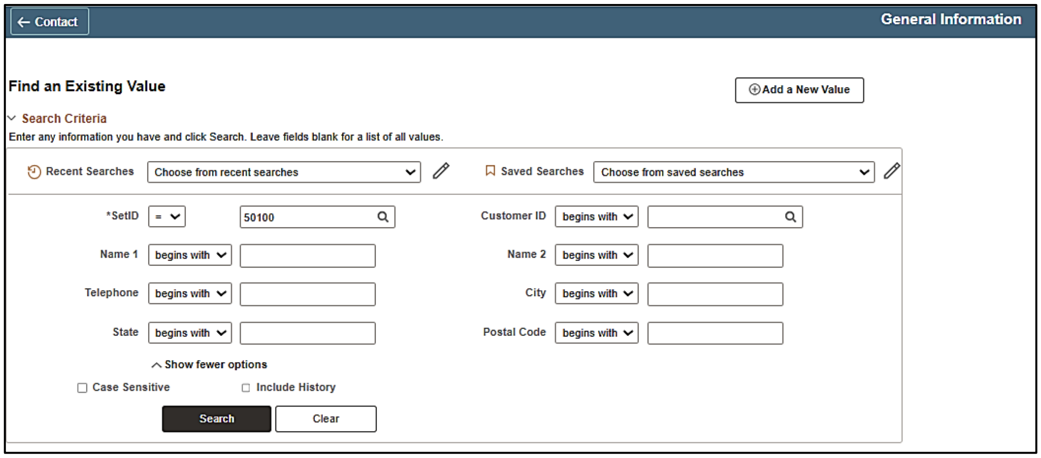
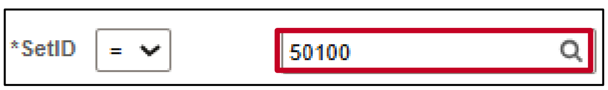
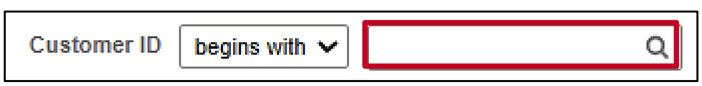
</td></tr>
<tr><td></td><td>“DOA” should be used for dunning state Agencies. “STD” is used for individual customers. Federal customers are not typically set up to receive dunning notices.</td></tr>
</table>

Step	Action
	The **Correspondence Options** page displays with the updated **Dunning ID**. 
10.	Click the **Save** button once all the required changes are entered. 

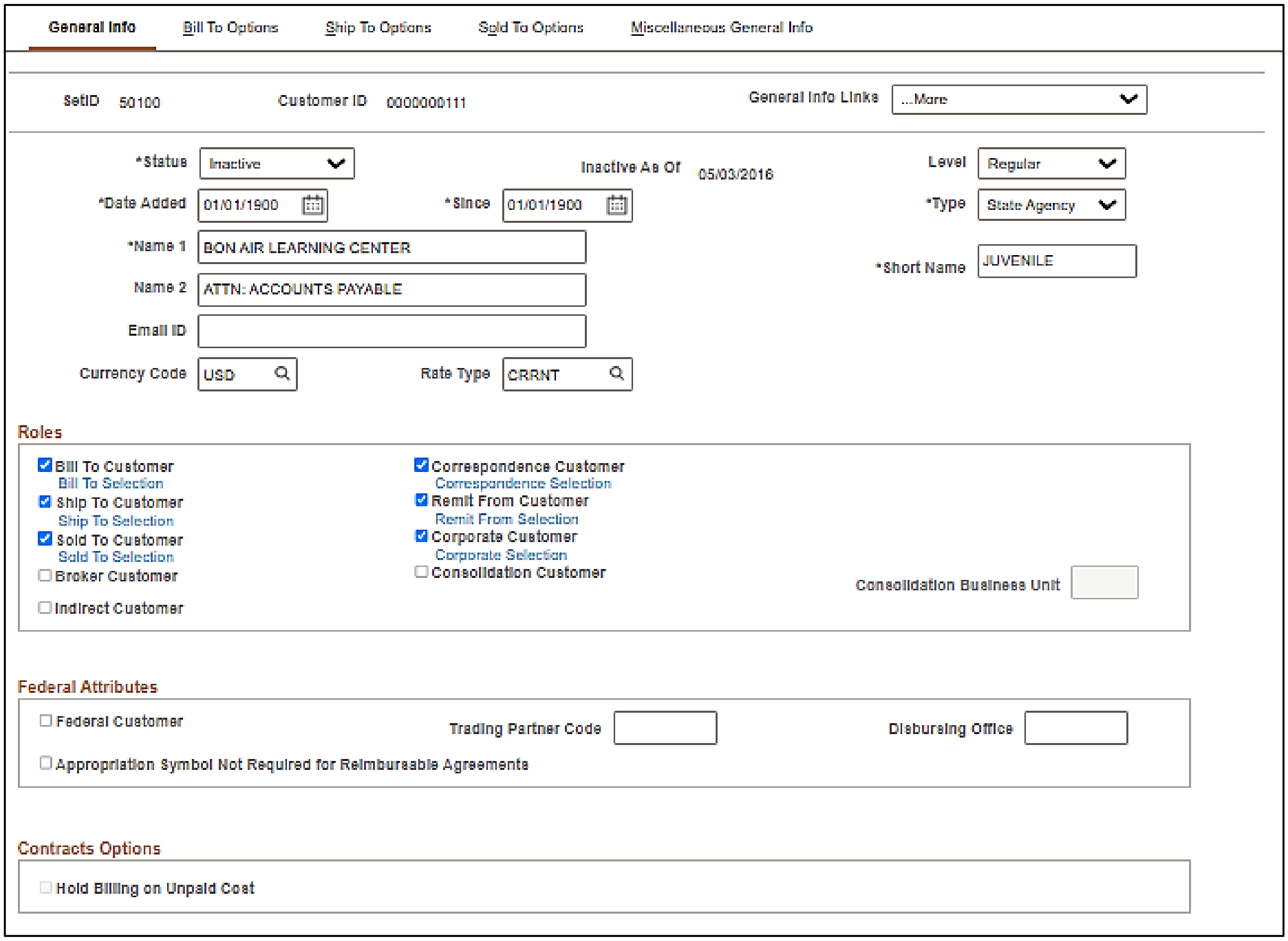
Adding Attachments

Attachments can be used to enter additional information about the customer.

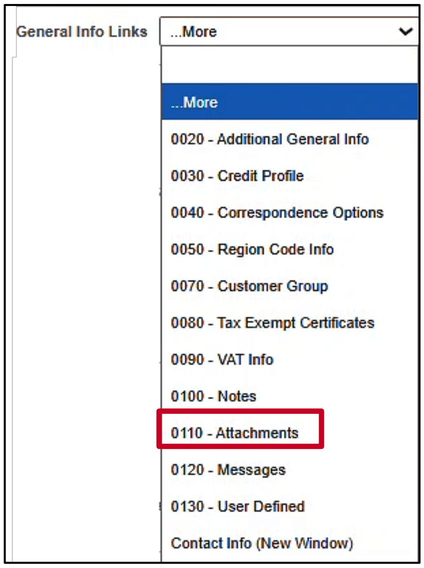
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Create Customer Information page by clicking the AR WorkCenter tile.

</td></tr>
<tr><td></td><td>For more information pertaining to WorkCenters, see the Job Aid titled Overview of the Cardinal Financials WorkCenters located on the Cardinal website in Job Aids under Learning</td></tr>
<tr><td>2.</td><td>Use the following navigation path in the WorkCenter: Links > Customer and Correspondence > Create Customer Information
Note: WorkCenter sections, folders, and pages may vary based on the user’s Security roles.

</td></tr>
<tr><td></td><td>Users can also access the Create Customer Information page using the following navigation path:
NavBar > Menu > Customers > Customer Information > Create Customer Information</td></tr>
</table>

Step	Action
	The **General Information Find an Existing Value Search** page displays. 
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled **Overview of the Cardinal FIN Search Pages**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.
3.	Click the **SetID Look up** icon and select the applicable Business Unit. 
4.	Click the **Customer ID Look up** icon and select the applicable Customer ID. 
5.	Click the **Search** button. 

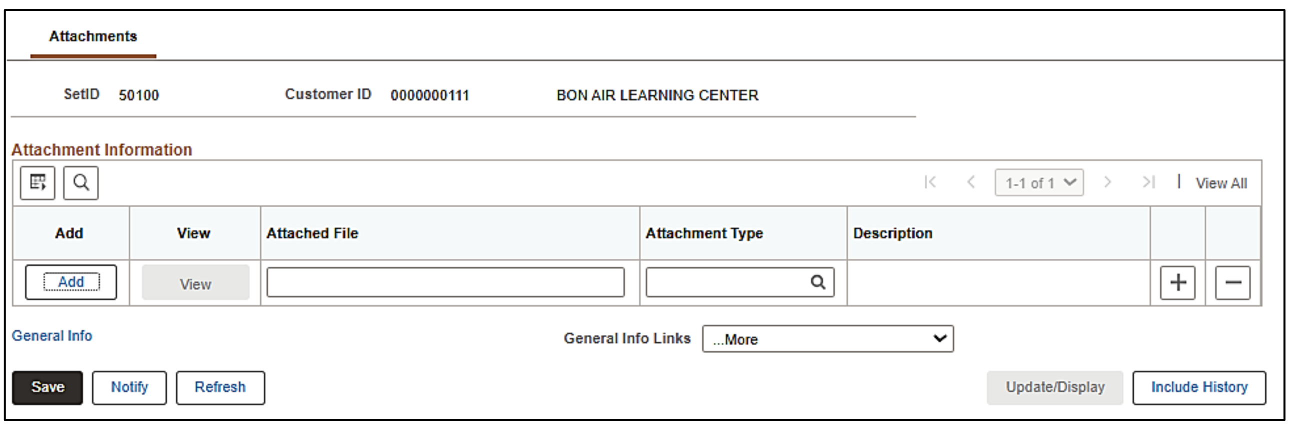
Step	Action
The **General Info** tab displays.	



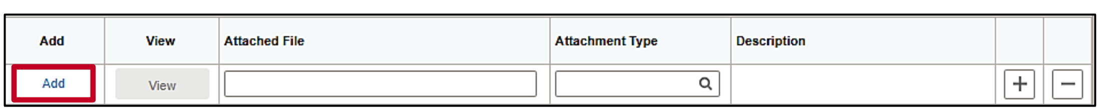
Step	Action
6.	Click the **General Info Links** dropdown button and select the “0110 – Attachments” list item.

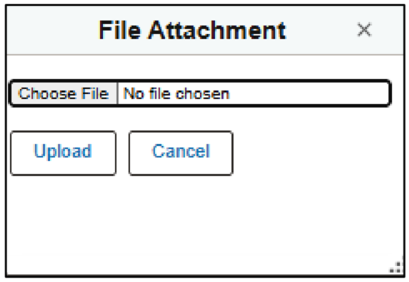
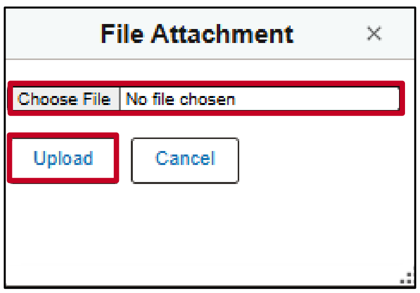
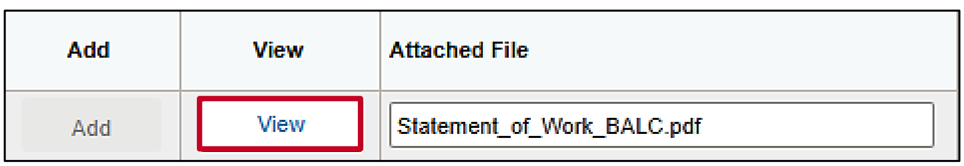


The **Attachments** tab displays.



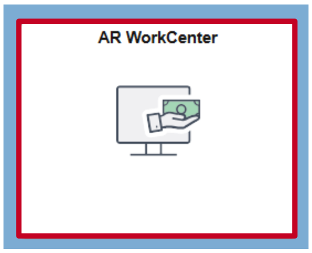
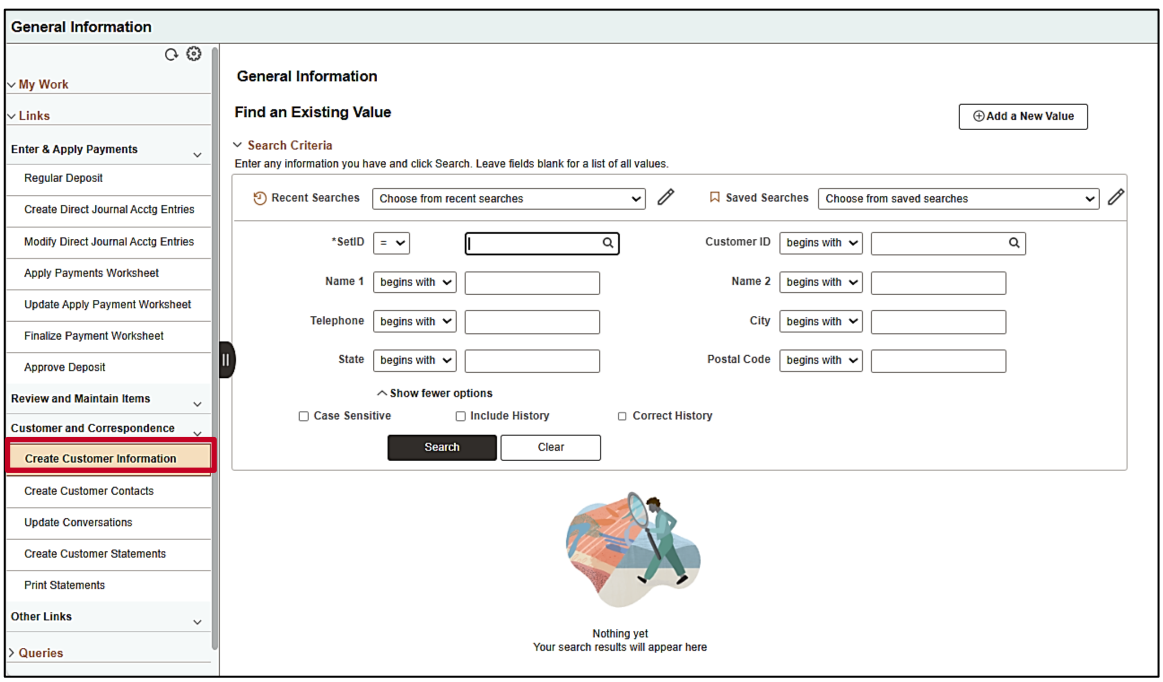
Step	Action
7.	Click the **Add** button to locate, select, and upload the attachment.



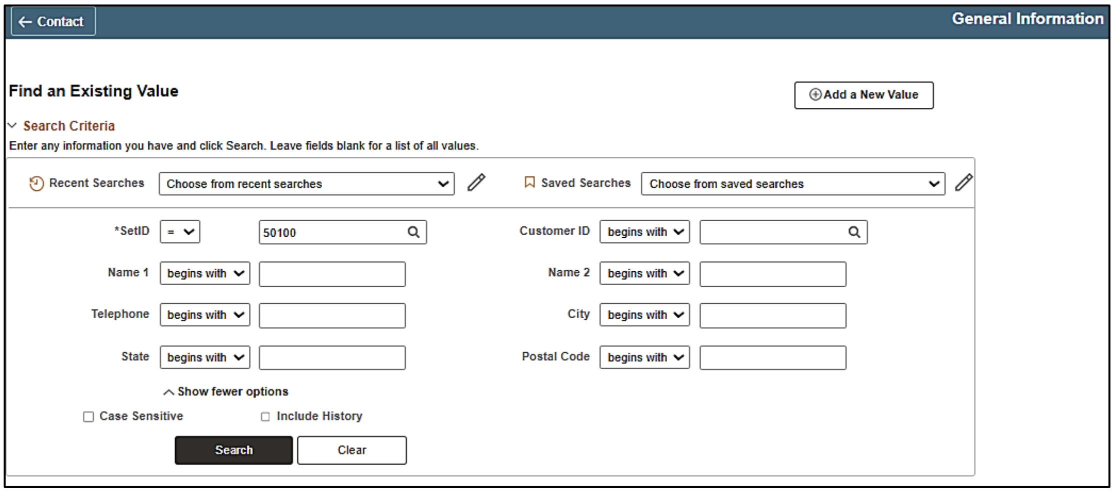
Step	Action
	The **File Attachment** page displays in a pop-up window. 
8.	Click the **Choose File** button to locate the file and then click the **Upload** button. 
9.	Click the **View** button to review the attachment. 
10.	Click the **Save** button. 

Adding Notes

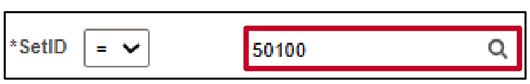
Notes can be used to enter additional information about a customer.

Step	Action
1.	Navigate to the **Create Customer Information** page by clicking the **AR WorkCenter** tile. 
	For more information pertaining to WorkCenters, see the Job Aid titled **Overview of the Cardinal Financials WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**
2.	Use the following navigation path in the WorkCenter: **Links > Customer and Correspondence > Create Customer Information** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users can also access the **Create Customer Information** page using the following navigation path: **NavBar** > **Menu** > **Customers** > **Customer Information** > **Create Customer Information**

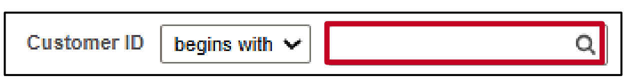
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The General Information Find an Existing Value Search page displays.



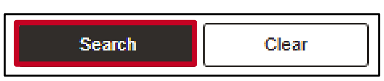
</td></tr>
<tr><td></td><td>For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled Overview of the Cardinal FIN Search Pages. This Job Aid is located on the Cardinal website in Job Aids under Learning.</td></tr>
<tr><td>3.</td><td>Click the SetID Look up icon and select the applicable Business Unit.



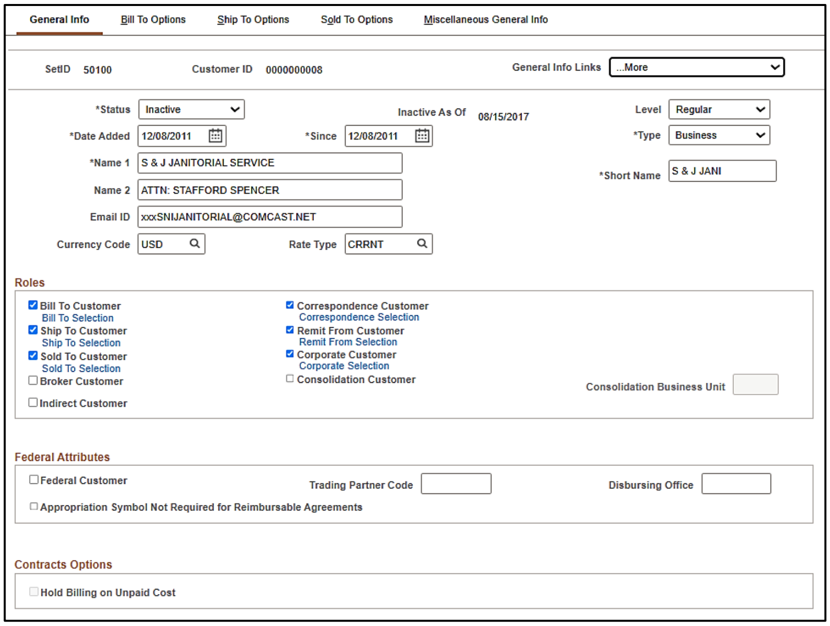
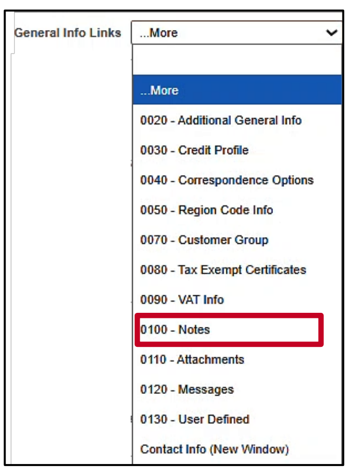
</td></tr>
<tr><td>4.</td><td>Click the Customer ID Look up icon and select the applicable Customer ID.

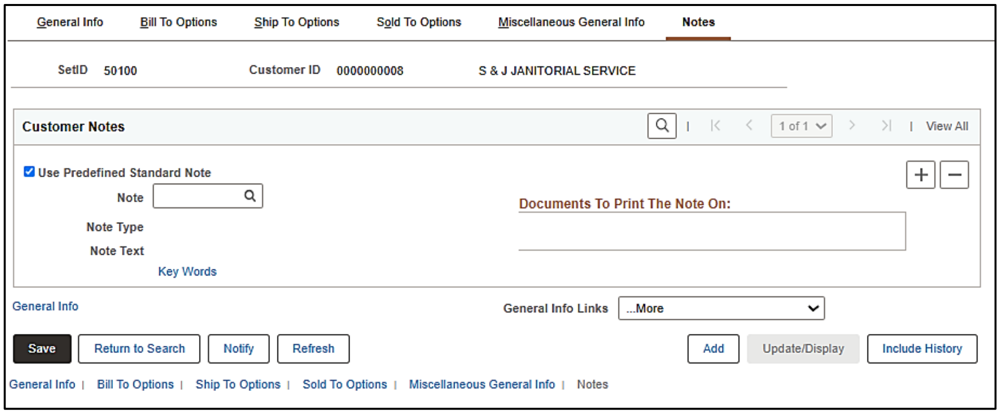
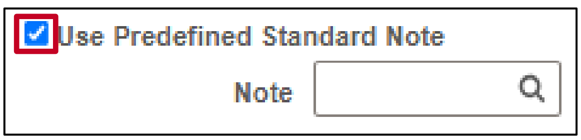
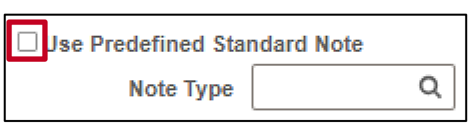


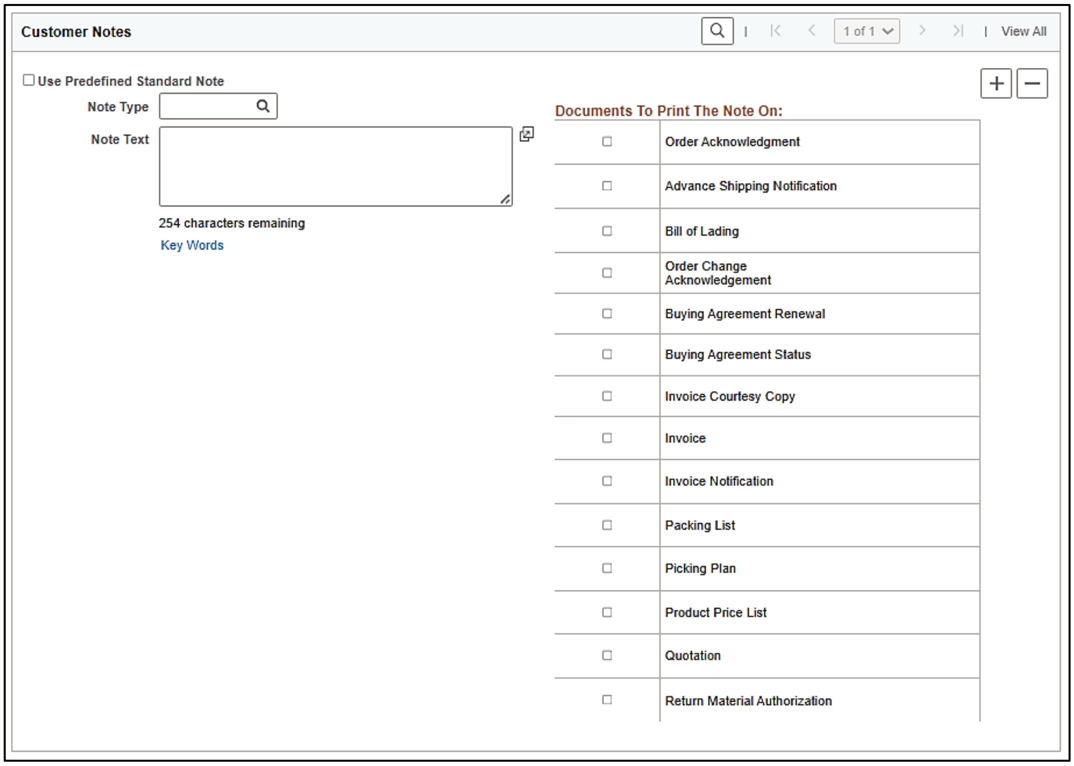
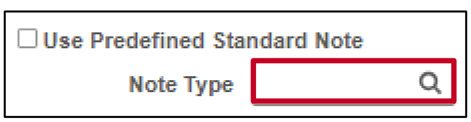
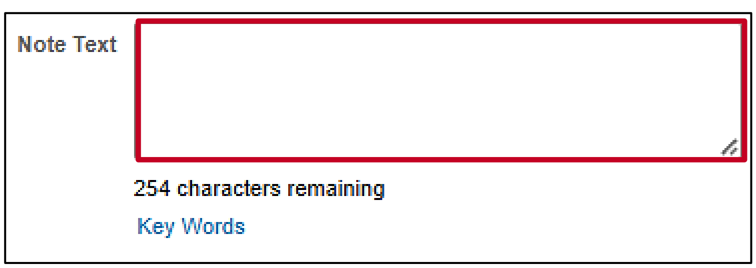
</td></tr>
<tr><td>5.</td><td>Click the Search button.

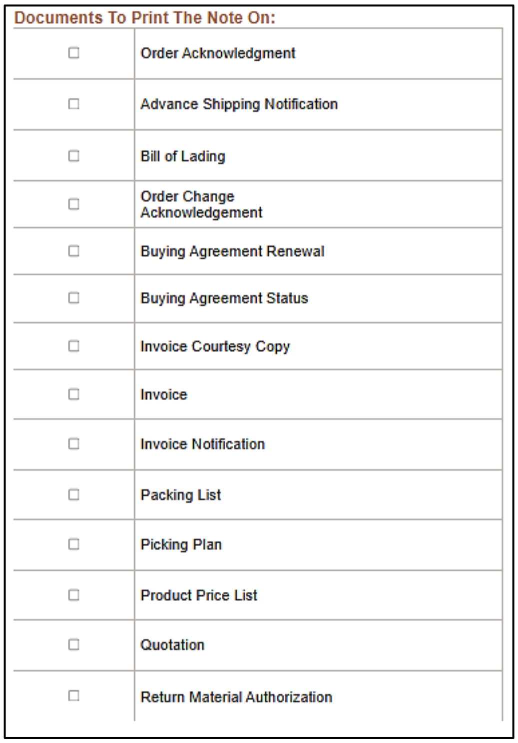


</td></tr>
</table>

Step	Action
	The **General Info** tab displays. 
6.	Click the **General Info Links** dropdown button and select the “0100 – Notes” list item. 

Step	Action
The **Notes** tab displays. 	
	The **Use Predefined Standard Note** checkbox option defaults as checked. This allows users to select a standard note. To create a customized note, skip to step 9. 
7.	Click the **Note Look Up** icon and select the applicable option. 
8.	Click the **Save** button. 
	The steps below are only used to create a customized note.
9.	Uncheck the **Use Predefined Standard Note** checkbox option to create a customized note. 

Step	Action
	The **Customer Notes** page displays. 
10.	Click the **Note Type Look Up** icon and select the applicable Note Type. 
11.	Enter a free form note in the **Note Text** field (maximum of 254 characters). 

Step	Action
12.	Select the applicable **Documents to Print the Note On** checkbox option(s). 
13.	Click the **Save** button.