

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, you must check to see if the customer is already established in Cardinal.

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.

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, you may need to update customer information. In Cardinal, you can update the customer's Type and other general information using the same General Information page you use to initially enter the customer.

Navigation Note: Please note that you may see 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.

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Verify the Customer Does Not Already Exist

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

Step	Action				
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information				
The Gene	ral Information page displays with the Find an Existing Value tab displayed by default.				
	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				
	▼ Search Criteria				
	*SetID = ✓ 50100 Customer ID begins with ✓ Name 1 begins with ✓ Name 2 begins with ✓ Name 2 begins with ✓ Telephone begins with ✓ City begins with ✓ State begins with ✓ Postal Code begins with ✓ Include History Case Sensitive Limit the number of results to (up to 300): 300 Search Clear Basic Search				
2.	The SetID field defaults to your Agency's Business Unit. If not, select the applicable Business Unit using the SetID Look Up icon. *SetID = 50100				
3.	Enter the Customer name in the Name 1 field. Name 1 begins with				



Step	Action
ĺ	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 using a combination of additional fields such as Telephone , City , State , and/or Postal Code .
4.	Click the Search button. Search Clear Basic Search Save Search Criteria
1	If the customer's name that was entered does not match an existing customer, the message "No matching values were found" displays. Limit the number of results to (up to 300): 300 Search Clear Basic Search Save Search Criteria No matching values were found. If the customer exists, a customer does not need to be created since they are already in the system.
5.	If the customer does not exist, proceed to the next section of this Job Aid titled <u>Entering a</u> <u>New Customer</u> .



Entering a New Customer

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information
The Gene	ral Information page displays the Find an Existing Value tab by default.
	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
	Search Criteria
	*SetID = ~ 50100
	Customer ID begins with V
	Name 1 begins with
	Name 2 begins with V
	Telephone begins with
	City begins with ~
	State begins with ~
	Postal Code begins with V
	Include History Case Sensitive
	Limit the number of results to (up to 300): 300
	Search Clear Basic Search 🖾 Save Search Criteria
2.	Click the Add a New Value tab.
	Find an Existing Value Add a New Value



Step	Action	Action				
The Add a New Value tab displays.						
		General Information				
		Eind an Existing Value Add a New Value				
		*SetID 50100 Q *Customer ID NEXT Q				
		Add				
3.	The SetID field defaults based on your Business Unit. If this is not correct, select the applicable SetID using the SetID Look Up icon. *SetID 50100					
4.		The Customer ID field defaults to NEXT . Do not change. *Customer ID NEXT				
i	When the required customer information has been entered and saved, Cardinal updates NEXT to the next available, sequential Customer ID number.					
5.	Click the Add	button.				



Step	Action	
The Gene	eral Info tab displays.	
General	al Info Bill To Options Ship To Options Sold To Options Miscellaneous	General Info
s	SetID 50100 Customer ID NEXT	General Info LinksMore 🗸
	Name 2	Level Regular v *Type Individual v tame 1 *Short Name and a lame 2
Roles	Currency Code Q Rate Type Q	
Bill Bill Shi Solo Bro Indi Federa	II To Customer Correspondence Customer ITo Selection Correspondence Selection nip To Customer Remit From Customer ip To Selection Remit From Selection old To Customer Corporate Customer old To Customer Corporate Selection old To Selection Corporate Selection old To Selection Corporate Selection oker Customer Consolidation Customer direct Customer Consolidation Customer ral Attributes Trading Partner Code oppropriation Symbol Not Required for Reimbursable Agreements The Status field defaults to Active and shou	Consolidation Business Unit
	*Status Active	
7.	The Date Added and Since fields default to Since Calendar Icons to change to the appl *Date Added 05/29/2024	
8.	The Level field defaults to Regular and shou	ld not be changed.
9.	Select the applicable Customer Type using th "Government", "Individual", or "State Agency" *Type	



Step	Action
10.	Enter the name of the customer in the Name 1 field. The Short Name field populates using the first 10 characters of the Name 1 field.
	*Name 1 *Short Name
1	The Name 2 field can be used for additional information as needed. Name 2 Alt Name 2
11.	Click the Currency Code Look Up icon and select "USD". Currency Code
12.	Click the Rate Type Look Up icon and select the rate type of "CRRNT".
13.	In the Roles section, select the applicable checkbox options (Bill to Customer, Ship to Customer, and Sold to Customer). Roles Bill To Customer Bill To Customer Bill To Selection Ship To Customer Ship To Selection Broker Customer Broker Customer Indirect Customer Indirect Customer



eenshot of the bottom section of the General Info tab:	Step	Action							
Federal Customer Trading Partner Code Appropriation Symbol Not Required for Reimbursable Agreements Contracts Options I hold Billing on Unpaid Cost Support Teams Personalize Find View All [2] First @ 1 of 1 @ Last Team Code Default Description Address Locations *Location 1 Bill To Primary Bill To Primary Bill To Primary Cortracts Option *Location 1 Bill To Primary Bill To Primary Bill To Primary Cortracts Option *Location	reenshot	of the botton	n section of th	e General Info ta	ab:				
Appropriation Symbol Not Required for Reimbursable Agreements Contracts Options Hold Billing on Unpaid Cost Support Teams Personalize Find View All [3] First 1 of 1 Last Team Code Default Description Address Locations Find View All First 1 of 1 Last * * Contracts Options Address Default Find View All First 1 of 1 Last * * Contracts Options Find View All First 1 of 1 Last * * Contracts Options Find View All First 1 of 1 Last * * Contracts Options Find View All First 1 of 1 Last * * Contracts Options Find View All First 1 of 1 Last * * * Contracts Options Find View All First 1 of 1 Last * * * * * * * * * * * * *	Federal	Attributes							
Contracts Options Hold Billing on Unpaid Cost Support Teams Personalize Find View All [2] [2] First @ 1 of 1 @ Last Team Code Default Description @ Address Locations Find View All [2] [2] First @ 1 of 1 @ Last *Location 1 *Location 1 Bill To Primary Description Bill To Primary Description Bill To Primary Description Primary Description RFID Enabled VAT Default VAT Service Treatment Setup Address Details Find View All First @ 1 of 1 @ Last * Effective Date 0529/2024 Tax Code Physical Nature Address 1 Address 2 Country USA Quinted States Address 1D City Country USA City <td< td=""><td>C Fede</td><td>ral Customer</td><td></td><td>Trading Partner Code</td><td></td><td>Disbursi</td><td>ng Office</td><td></td></td<>	C Fede	ral Customer		Trading Partner Code		Disbursi	ng Office		
Hold Billing on Unpaid Cost Support Teams Team Code Default Description Address Locations *Location *Location Bill To Primary Bill To Primary Boker *Location Sold To Primary Description Sold To Primary Bill To Primary Bill To Primary Boker Primary Description Sold To Primary Correspondence Address View All First © 10f1 © Last * Effective Date @5/29/2024 * Status Active Y View Phone Information eVA Address 10 City City County Postal	Appr	opriation Symbol Not	Required for Reimburs	able Agreements					
Support Teams Personalize Find View All First I of 1 Last Team Code Default Description <td <td<="" td=""><td>Contrac</td><td>ts Options</td><td></td><td></td><td></td><td></td><td></td><td></td></td>	<td>Contrac</td> <td>ts Options</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Contrac	ts Options						
Team Code Default Description Address Locations Find View All First @ 1 of 1 @ Last *Location 1 Bill To Primary Broker Primary Description Sold To Primary Indirect Primary Description Sold To Primary Correspondence Address RFID Enabled VAT Default VAT Service Treatment Setup Address Details Find View All First @ 1 of 1 @ Last *Effective Date 05/29/2024 *Status & Address * Tax Code Language Code English * Atternate Name 1 Atternate Name 2	Hold	Billing on Unpaid Cos	t						
Address Locations Find View All First @ 1 of 1 @ Last *Location 1 Bill To Primary Broker Primary Correspondence Address *Effective Date Size *Effective Date Size *Effective Date Language Code Physical Nature Where Performed Address 1 Address 2 Address 2 View Phone Information eVA Address 1D County City In City Limit Postal In City Limit	Support	t Teams			Personalize Fi	nd View All 🗖 📑	First 🕢 1 of 1	I 🛞 Last	
Address Locations Find View All First (a) 1 of 1 (b) Last *Location 1 0 Ship To Primary Description 0 Ship To Primary 0 Indirect Description 0 Sold To Primary 0 Indirect RFID Enabled VAT Default VAT Service Treatment Setup Address Details Find View All First (b) 1 of 1 (c) Last *Effective Date 05/29/2024 *Status Active ************************************	Team Code	2	Default	Description					
*Location 1 Bill To Primary Broker Primary Description Ship To Primary Indirect Primary Description Sold To Primary Correspondence Address RFID Enabled VAT Default VAT Service Treatment Setup Address Details Find View All First 1 of 1 © Last *Effective Date 05/29/2024 Status Active V Hysical Nature V Where Performed Alternate Name 1 Alternate Name 2 Country USA United States Address 1 Address 1 Address 1 View All First Set 1 Country USA United States Address 1 Primary Usa Primary View Phone Information eVA Address 1 In City Limit Country In City Limit Country In City In City In City In City Limit Country In City Limit Postal		Q						+ -	
*Location 1 Bill To Primary Description Ship To Primary Indirect Primary Correspondence Address RFID Enabled VAT Default VAT Service Treatment Setup Address Details *Effective Date 05/29/2024 *Status Active *Effective Date 05/29/2024 *Status Active *Image: Code Language Code English * Alternate Name 1 Address 1 Address 1 Address 10 Country Country Country Other View Phone Information View Phone Information	Address	Locations				Find View All	I First ⊛ 1 of	1 🕑 Last	
Location								+ -	
Description Sold To Primary Correspondence Address RFID Enabled VAT Default VAT Service Treatment Setup Address Details Find View All First • 1 of 1 • Last *Effective Date 05/29/2024 *Status Tax Code Language Code English Physical Nature V Where Performed Alternate Name 1 Alternate Name 2 Country USA • United States Address 2 View Phone Information eVA Address ID In City Limit City In City Limit		*Location	1				-		
Address Details Find View All First (*) 1 of 1 (*) Last *Effective Date 05/29/2024 *Status Active *Status Active *Status Active <td></td> <td>Description</td> <td></td> <td></td> <td>-</td> <td></td> <td>-</td> <td></td>		Description			-		-		
Address Details Find View All First (*) 1 of 1 (*) Last *Effective Date 05/29/2024 *Status Active *Status Active *Status Active <td> -</td> <td></td> <td></td> <td>BEID Enabled</td> <td>VAT Default</td> <td>VAT Service T</td> <td>reatment Setup</td> <td></td>	-			BEID Enabled	VAT Default	VAT Service T	reatment Setup		
*Effective Date 05/29/2024 Tax Code Language Code Physical Nature V Where Performed V Alternate Name 1 Alternate Name 2 Country USA United States Address 1 Address 2 View Phone Information eVA VLIN city In City Limit County	Addre	ess Details				Find View All	First 🕚 1 of 1	🕑 Last	
Tax Code Language Code Physical Nature Physical Nature Alternate Name 1 Alternate Name 2 Country USA United States Address 1 Address 2 View Phone Information eVA VLIN City In City Limit Postal								+ -	
Physical Nature Where Performed Alternate Name 1 Alternate Name 2 Country USA USA United States Address 1 Address 2 View Phone Information eVA VLIN eVA Address ID City In City Limit Postal									
Alternate Name 1 Alternate Name 2 Country USA Q United States Address 1 Address 2 View Phone Information eVA VLIN eVA Address ID City In City Limit Postal				~					
Address 1 Address 2 View Phone Information eVA VLIN eVA Address ID City In City Limit Postal		Alternate Name 1			Alternate Name	2			
Address 1 Address 2 View Phone Information eVA VLIN eVA Address ID City In City Limit Postal		Country	USA Q United State	s					
eVA VLIN eVA Address ID City In City Limit County Postal		-		-					
eVA Address ID		Address 2				View Phone Informati	ion		
City In City Limit County Postal		eVA VLIN							
County Postal									
				Posta					
		State							
14. Select the Federal Customer checkbox option if "Government" was selected as the) partner code is r	equired if the	Federal Cus	tomer chec	kbox	
Customer Type. A trading partner code is required if the Federal Customer checkbox		option is sele	ected.						
		Federal Attribu	utes]	
Customer Type. A trading partner code is required if the Federal Customer checkbox		Federal Cus	tomer		Trading Partner Co	ode			
Customer Type. A trading partner code is required if the Federal Customer checkbox option is selected.		Appropriation	on Symbol Not Rea	uired for Reimbursable /	Agreements		-		
Customer Type. A trading partner code is required if the Federal Customer checkbox option is selected. Federal Attributes			-,		-				



Step	Action
1	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.
	Contracts Options
	Hold Billing on Unpaid Cost
15.	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.
	Support Teams
	Team Code Default Description
	Q
	Select the Primary checkbox option for each one selected. Address Locations *Location 1 Description Bill To Primary Ship To Primary Sold To Primary
17.	Enter the customer address information in the Address Details section.
	Address Details Find View All First (1 of 1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (



Step	Action
18.	Click the Bill To Options link at the bottom of the page or scroll to the top of the page and click the Bill To Options tab.
	Save Notify Refresh General Info Bill To Options Ship To Options Sold To Options Miscellaneous General Info

The **Bill To Options** tab displays (top portion of the page).

Customer Bill To Opt		
	*Effective Date 05/29/2024 [5]	Find View All First (1 of 1) Last *Status Active
	Currency Code USD	Rate Type CRRNT
Responsibilities		
	Credit Analyst	Collector
	AR Specialist	Bill Inquiry Phone
	Billing Specialist	Billing Authority
Billing Options		Billing Consolidation Data
	Direct Invoicing	Consolidation Key
	Federal Highway File	SetID
	Prompt for Billing Currency Electronic Invoice	Customer ID
	*Freight Bill Type Shipping 🗸	Blanket Purchase Orders
	Bill Type	Blanket PO Number
В	illing Cycle Identifier	Start Date
	Invoice Form	End Date
	Bill By Identifier	
	AR Distribution Code	Order Management Options Purchase Order Required
H	lold Number of Days	
	the Credit Analyst Look Up icon and	d select the applicable Credit Analyst.
	the Collector Look Up icon and sele ng the customer information is the Co	ect the applicable Collector (typically, the person ollector).



Step	Action	
21.	Click the General Info tab.	
	General Info Bill To Options Sold To Options Miscellaneous General Info	
	SetID 50100 Customer ID NEXT Ann D LLC	
	Customer Bill To Options	
	*Effective Date 05/29/2024	
	Currency Code USD	
The Gene i	ral Info tab displays (top portion of the page).	
General	Bill To Options Sold To Options Miscellaneous General Info	
Se	etiD 50100 Customer ID NEXT General Info LinksMore 🗸	
	*Status Active Copy From Customer Level Regular V	
	*Date Added 05/29/2024 B *Since 05/29/2024 B *Type Business V *Name 1 Ann D LLC *Short Name Ann D LLC	
	Name 2 Alt Name 1	
	Email ID adgg@hotmail.com	
22.	Click the General Info Links dropdown menu (i.e., … More). The General Info Links dropdown contains additional customer data options.	
	General Info LinksMore	
	…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)	



Step	Action					
i	Only a few users (Collection Specialists and Post Production Support (PPS) users) will hav access to the Additional General Info page from the General Info Links dropdown menu					
	The Additional General Info page contains sensitive data like Social Security Number, Individual Tax ID, etc. The Standard ID Qualifier field is used to enter a Standard ID type.					
23.	Select Contract Info (New Window) from the General Info Links dropdown menu to enter customer contact information.					



Step	Action					
The Contact Info page displays in a new window.						
	Contact Info 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 Search Criteria					
	<pre>*SetID = \coloremathcal{SetID} Contact ID begins with \coloremathcal{Degins} Contact Name begins with \coloremathcal{Degins} Customer SetID begins with \coloremathcal{Degins} Customer ID begins with \coloremathcal{Degins} Customer Name begins with \coloremathcal{Degins} Custom</pre>					
24.	24. Click the Add a New Value tab. Find an Existing Value Add a New Value					
The Conta	ct Info page displays.					
	Contact Info <u>Find an Existing Value</u> *SetID 50100					
	*Contact ID NEXT					



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Step	Action				
25.	The SetID defaults based on your Business Unit. If it does not, use the SetID Look Up ice to select the applicable SetID.				
	*SetID 50100				
26.	The Contact ID field should display "NEXT". Do not change.				
	*Contact ID NEXT				
27.	Click the Add button.				
	Add				

The Maintain Contacts page displays.

Contact Information		
Vaintain Contacts		
SetID 50100	Contact ID NEXT	
Contact Information		Find View All First 🕢 1 of 1 🕟 Last
*E	ffective Date 05/30/2024	*Status Active 🗸 🕂
	*Name	*Contact Flag External Contact
	Title	
Er	nail Address	
Sal	utation Code	
	Salutation	
*Preferred Cor	mmunication Call	
Lar	nguage Code English 🗸	
	Person ID	
Contact Customers	Contact Phone and Type	
Jser Profile		
Save Notify		💽 Add 👔 Update/Display 👂 Include History



Step	Action						
•	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						
28.	The Effective Date defaults to the current date. Update, if applicable, using the Effective Date Calendar icon.						
	*Effective Date 05/29/2024						
29.	Enter the name of the contact in Name field.						
	*Name						
30.	The Preferred Communication field defaults to "Call". Select the applicable option using the Preferred Communication dropdown button as needed.						
	*Preferred Communication Call						
31.	The Status field should default to "Active". If it does not, select the "Active" option using the Status dropdown button.						
	*Status Active						
32.	The Contact Flag field should default to "External Contact". If it does not, use the Contact Flag dropdown button to select "External Contact".						
33.	Click the Contact Phone and Type link at the bottom of the page. Contact Phone and Type						



Step	Action	I					
The Contact Phone and Type page displays.							
If "Call" or	"Fax" wa	as selected a	s the Preferred Co	mmunication, thi	is page is req	uired.	
	ontact Infor						
C	Contact Pl	hone and Type	e				
	Contact Infor	SetID 50	100 Contact ID		Find View All Fi	rst 🕢 1 of 1 🕟 Last	
	Sontact Infor		VOO VOO A		rind i view Ali i i ri		
	Contact Pl	Effective Date 05		Ann DeNeen Find View All 🔁 🗮	First 🕢 1 of 1	€ Last	
	*Phone Type	International Prefix	Phone Number	Extension	Primary Phone		
						+ -	
	Contact Ty Information		ersonalize Find View All 🛛	즤 🔣 🔣 First 🕚 1 c	Last		
	Contact Type	Description					
		Q			+ -		
		47	Contact Cust				
	ontact Informa ser Profile	uon	Contact Cust	omers			
34.			pe using the Phon				
			sion information, ir e to use the Prima				
		-			•		preieneu.
	*Phone Ty	ype International Pr	efix Phone Number	Extension	Primary	Phone	
		Q				• -	
35.	Click th	a Cantaat C	hetemene link at t	he hetters of the	nage to link	this contract to t	
35.	custor		Customers link at t	ne bollom of the	page to link	this contact to	.ne new
	Cont	act Informatio	in	l	Contact Cust	omers	
	User	Profile					



Step	Action							
The Conta	ct Custome	e rs page displa	ays.					
Contact Inf	ormation Customers							
Contact In	Contact SetID 50100 Contact ID NEXT Information Find View All							
Link Cor Custome	Effective Date 05/29/20 ntact to Customer er Self Service Security	24 Name Ann Del	leen		Persi	onalize Find 🗗 🌆	First 🕢 1 of 1 🕑	Last
*Customer SetID	*Customer ID	Customer Name	Location	Credit Cards	Documentation	Primary Bill To To	Primary Sold To	
50100	्		Q	Credit Cards	Documentation			± =
Contact Infor Contact Phor 36.	Select the	ne Customer	using the Cust Name field pop		ook Up icon	Once the	e Customei	r ID is
i	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.							
37.	Select the location using the Location Look Up icon.							
i	The Locati Primary Se	i on field is pop old To checkb	oulated along v box options.	with the Pri	Primary E	Bill Primary Ship	Y Ship To , Primary Sold To	and
-		FINGERPRINTING	Credit Cards	Documentation	10	To		



Step	Action					
38.	When the Contact Customers information is complete, click the Save button.					
	Contact Information Contact Phone and Type User Profile					
i	Once you save the information, Cardinal updates the Contact ID in the Header section with the next available sequential number. Contact SetID 50100 Contact ID 259					





Setting Up Customer Correspondence Options

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

Step	Action							
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information							
The Gene i	The General Information page displays with the Find an Existing Value tab displayed by default.							
	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							
	Search Criteria							
	*SetID = ~							
	Customer ID begins with V							
	Name 1 begins with Name 2 begins with							
	Telephone begins with V							
	City begins with V							
	State begins with V							
	Postal Code begins with V							
	□ Include History □ Case Sensitive							
	Limit the number of results to (up to 300): 300							
	Search Clear Basic Search 🖾 Save Search Criteria							
2.	The SetID defaults based on your Business Unit. If it does not, select the applicable SetID using the SetID Look Up icon.							
	*SetID = V							
3.	Enter or select the Customer's ID using the Customer ID Look Up icon.							
	Customer ID begins with V							



ер	Action		
4.	Click the Search I	outton.	
	Search	Clear Basic Search 🖉 Save S	earch Criteria
Genei	al Info tab displays).	
Genera	I Info Bill To Options Ship To	o Options Sold To Options Miscellaneous General Inf	0
;	SetID 50100 Custo	mer ID 0000167446 Ge	neral Info LinksMore 🗸
	*Name 1 Ann D LLC	* Since 05/29/2024	Level Regular ✓ *Type Business ✓ *Short Name Ann D LLC
	Name 2 Email ID addg@zhotma Currency Code USD	Ait Name 2 il.com	
Roles	l To Customer	Correspondence Customer	
🗹 Sh	To Selection ip To Customer ip To Selection	Correspondence Selection Remit From Customer Remit From Selection	50100 Q 000000004 Q
Sol	Id To Customer Id To Selection oker Customer	Corporate Customer Corporate Selection Consolidation Customer	50100 Q 000000007 Q
	lirect Customer		
	al Attributes deral Customer	Trading Partner Code	Disbursing Office
Contra	propriation Symbol Not Required acts Options Id Billing on Unpaid Cost	for Reimbursable Agreements	
	Select "Correspon	dence Options" from the Genera	I Info Links dropdown menu.
	General Info Bill To Options	Ship To Options Sold To Options Miscellaneous General	Info
	SetID 50100	Customer ID 0000167446	General Info Links
	*Status Actii *Date Added 05/2 *Name 1 Ann Name 2	*Since 05/29/2024	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
	Currency Code USD	@zhotmail.com Q Rate Type CRRNT Q	0100 - Notes 0110 - Attachments 0120 - Messages
	Roles		0130 - User Defined Contact Info (New Window)



Action

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Step

The General Info links dropdown menu on the **General Info** tab has links to **Correspondence Options**, **Notes**, and **Attachments**.

The Correspondence Options tab displays.

General Info	Bill To Options	Ship To Options	Sold To Op	tions Correspond	dence Options	Miscellaneous Gen	neral Info
SetID	50100	Customer ID (0000167446	Ann D LLC			
Customer De	efaults						
	Primary	y Contact 1	Ann DeNe	een LLC			
	Primary	Address 1				-	
Correspon	dence Options			F	ind View All	First 🕢 1 of 1 🕖) Last
	*Effective Date	05/29/2024	*Status A				+ -
	Language Code	ENG Q	_				
Contact				Address			
	ess Contact			O Contact Addr	ess		
	ry Contact			Primary Addr			
○ Overri	de			O Item Address			
				Override			
Dunning							
Dunning Group All Groups V Dunning ID							
	Dun	ining Group [rai or	Jupo	~	Dunning ID	~	
	Dun Generate Dun		~		Dunning ID	¥	
	Generate Dun	nning Image	~	Hold	Date	B	
Click	Generate Dun	nning Image	~		Date	B	
	Generate Dun	ew Row (+) i	~	Hold	Date	B	Last
	Generate Dur	ew Row (+) i	∽ con in the	Hold	Date Date	ns section.	Last
	Generate Dur the Add a N respondence Optic *Effective	ew Row (+) io	∽ con in the	Corresponde	Date Date	ns section.	
Con	Generate Dur the Add a N respondence Optic *Effective	ew Row (+) id ons Date 05/29/2024	∽ con in the	Corresponde	Date Date	ns section.	
Corr	Generate Dur the Add a N respondence Optic *Effective Language ontact Suppress Contact	ew Row (+) in ons Date 05/29/2024 Code ENG Q	∽ con in the	Hold Corresponde Corresponde Address Contact Address	Date Date	ns section.	
Corr	Generate Dur the Add a N respondence Optic *Effective Language ontact Suppress Contact Primary Contact	ew Row (+) in ons Date 05/29/2024 Code ENG Q	∽ con in the	Hold Corresponde Address Contact Ad Primary Ad	Date Date	ns section.	
Corr	Generate Dur the Add a N respondence Optic *Effective Language ontact Suppress Contact	ew Row (+) in ons Date 05/29/2024 Code ENG Q	∽ con in the	Hold Corresponde Corresponde Address Contact Address	Date Date	ns section.	
Corr	Generate Dur the Add a N respondence Optic *Effective Language ontact Suppress Contact Primary Contact Override	ew Row (+) in ons Date 05/29/2024 Code ENG Q	∽ con in the	Hold Corresponde Address Address Contact Ad Primary Ad Item Addre	Date Date	ns section.	
Corr	Generate Dur the Add a N respondence Optic *Effective Language ontact Suppress Contact Primary Contact	ew Row (+) in ons Date 05/29/2024 Code ENG Q	con in the	Hold Corresponde Address Address Contact Ad Primary Ad Item Addre	Date Date	ns section.	



Step	Action						
A new row is created in the Correspondence Options section.							
Co	rrespondence Options	Find View All First 🕢 1 of 2 💽 Last					
	*Effective Date 05/30/2024 *Status Acti Language Code ENG Q	/e 🗸 🕂 🗕					
C	Contact	Address					
	Suppress Contact Primary Contact	○ Contact Address ● Primary Address					
	Override	O Item Address					
		O Override					
	Junning						
	Dunning Group All Groups	✓ Dunning IDQ					
	Generate Dunning Image	Hold Date					
7.	Enter or select the Dunning ID using the D	unning ID Look Up icon.					
	Dunning Group All Groups	Dunning ID					
	Generate Dunning Image	Hold Date					
i	"DOA" should be used for the dunning state Agencies. "STD" is used for individual customers. Federal customers are not typically set up to receive dunning notices.						
8.	Once your changes are entered, click the	Once your changes are entered, click the Save button.					
	Return to Search	evious in List					



Adding Attachments

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

Step	Action		
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information		
The Gene	ral Information page displays the Find an Existing Value tab.		
	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		
	Search Criteria		
	*SetID = Customer ID begins with Name 1 begins with Name 2 begins with Telephone begins with City begins with State begins with Postal Code begins with Code begins with Code begins with Code begins with State code begins with State begins with Sta		
2.	The SetID should default based on your Business Unit. If it does not, select the applicable SetID using the SetID Look Up icon. *SetID = v		
3.	Enter or select the Customer's ID using the Customer ID Look Up icon.		



AR323_Creating and Maintaining Customers

Step	Action
4.	Click the Search button.
	Search Clear Basic Search 🖾 Save Search Criteria
The Ge	eneral Info tab displays.
	General Info Bill To Options Sold To Options Miscellaneous General Info
	SetID 50100 Customer ID 0000167446 General Info LinksMore
	*Status Active V Level Regular V
	*Date Added 05/29/2024 3 *Since 05/29/2024 3 *Type Business ~
	*Name 1 Ann D LLC Alt Name 1 *Short Name Ann D LLC
	Name 2 Alt Name 2
	Email ID addg@zhotmail.com Currency Code USD Q Rate Type CRRNT Q
	Currency Code USD Q Rate Type CRRNT Q
	Bill To Customer
	Bill To Selection Correspondence Selection Ship To Customer Remit From Customer 50100 0000000004
	Ship To Selection Remit From Selection Sold To Customer Corporate Customer 50100 0000000007
	Sold To Selection Corporate Selection
	Indirect Customer
	Federal Attributes Federal Customer Trading Partner Code Disbursing Office
	Appropriation Symbol Not Required for Reimbursable Agreements
	Contracts Options
	Hold Billing on Unpaid Cost
5.	Select "0110 – Attachments" from the General Info Links dropdown menu.
	General Info Bill To Options Sold To Options Miscellaneous General Info
	SetiD 50100 Customer ID 0000167446 General Info LinksMore
	*Status Active
	*Date Added 05/29/2024 3 *Since 05/29/2024 3 0030 - Credit Profile 0040 - Correspondence Options
	*Name 1 Ann D LLC 0050 - Region Code Info Alt Name 1 0070 - Customer Group
	Alt Name 2 0080 - Tax Exempt Certificates

Rate Type CRRNT

Correspondence Customer

Correspondence Selection

Q

Email ID addg@zhotmail.com

Currency Code USD

Roles

Bill To Customer

Bill To Selection

0090 - VAT Info

0100 - Notes 0110 - Attachments 0120 - Messages 0130 - User Defined

Contact Info (New Window)



Step)	Action	
The At	The Attachments page displays.		
	Att	tachments	
		SetID 50100 Customer ID 0000167446 Ann D LLC	
	A	Attachment Information Personalize Find View All 🔄 🔜 First 🕢 1 of 1 🕟 Last	
		Add View Attached File Attachment Type Description Add View Image: Comparison of the second seco	
		Add View General Info LinksMore	
	Ħ	Save 🔄 Notify 📿 Refresh 🖉 Update/Display 👂 Include History	
6.		Click the Add button to select, browse, and upload the attachment.	
		Add View Attached File Attachment Type Description	
		Add View Q	
The Fi	le A	Attachment pop up box displays.	
		File Attachment	
		Choose File No file chosen	
		Upload Cancel	
7.		Click the Choose File to locate your file and then click the Upload button.	
		File Attachment	
		Choose File Security Issuestes (Macro).docx	
		Upload Cancel	



Step	Action					
8.	Click the View button to review the attachment.					
	Attachment Information					
	Add View Attached File					
	Add View Security_Issues_when_opening_templates_					
9.	Click the Save button to save the attachment.					
	General Info					
	Save Notify Refresh					



Adding Notes

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

Step	Action		
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information		
	Main Menu > Customers > Customer mormation > General mormation		
The G	eneral Information page displays the Find an Existing Value tab.		
	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		
	Search Criteria		
	*SetID = V		
	Customer ID begins with V		
	Name 1 begins with V		
	Name 2 begins with v		
	Telephone begins with V		
	City begins with State begins with		
	Postal Code begins with V		
	Limit the number of results to (up to 300): 300		
	Search Clear Basic Search 📴 Save Search Criteria		
2.	The SetID should default based on your Business Unit. If it does not, select the applicable SetID		
	using the SetID Look Up icon.		
	*SetID = V		
3.	Enter or select the Customer's ID using the Customer ID Look Up icon.		
	Customer ID begins with V		



Step	ction
4.	ick the Search button.
	Search Clear Basic Search 🖾 Save Search Criteria
The G	eral Info tab displays.
	Bill To Options Sold To Options Miscellaneous General Info
	SetID 50100 Customer ID 0000167446 General Info LinksMore V
	*Status Active
	Bill To Customer Correspondence Customer Correspondence Selection Correspondence Selection Ship To Customer Remit From Customer 50100 Q 0000000004 Q Sold To Customer Corporate Customer 50100 Q 0000000007 Q Sold To Customer Corporate Selection 50100 Q 000000007 Q Sold To Selection Corporate Selection 50100 Q 000000007 Q Sorker Customer Consolidation Customer Consolidation Business Unit
	eral Attributes Eederal Customer Trading Partner Code Disbursing Office Appropriation Symbol Not Required for Reimbursable Agreements
	tracts Options Hold Billing on Unpaid Cost elect "0100 – Notes" from the General Info Links dropdown menu.
5.	General Info Bill To Options Sold To Options Miscellaneous General Info SetiD 50100 Customer ID 0000167446 General Info Links More
	*Status Active More *Date Added 05/29/2024 is *Since 05/29/2024 is *Name 1 Ann D LLC Alt Name 1 Name 2 Alt Name 1 Email ID addg@zhotmail.com Alt Name 2 Currency Code USD Q Rate Type CRRNT Pill To Customer Otrespondence Customer Bill To Customer Correspondence Selection



Step	Action
The (Customer Notes page displays.
	General Info Bill To Options Sold To Options Miscellaneous General Info Notes
	SetID 50100 Customer ID 0000167446 Ann D LLC
	Customer Notes Find View All First ④ 1 of 1 ④ Last
	Use Predefined Standard Note Note Note Note Type
	Note Text
	Key Words
	General Info LinksMore
L	
6.	The Use Predefined Standard Note checkbox option defaults as checked. This allows you to select a standard note. If you want to create your own note, skip to step 9.
	Use Predefined Standard Note
	Note
7.	Select the applicable option using the Note Look Up icon.
	Note
8.	Click the Save button.
	Return to Search
9.	If you want to create your own note, uncheck the Use Predefined Standard Note checkbox option.
	Use Predefined Standard Note Note



Step	Action			
The C	The Customer Notes page displays.			
	Customer Notes			Find View All First 🕢 1 of 1 🕟 Last
	Use Predefined Standard Note			•
	Note Type		cuments I	o Print The Note On: Order Acknowledgment
	Note Text	(J		Advance Shipping Notification
		11		Bill of Lading
	254 characters remaining Key Words			Order Change Acknowledgement
				Buying Agreement Renewal
				Buying Agreement Status
				Invoice Courtesy Copy
				Invoice
				Invoice Notification
				Packing List
				Picking Plan
				Product Price List
				Quotation
				Return Material Authorization
10.	Select the Note Type using the Note Type Look	Up icc	on.	
	Customer Notes			
	Use Predefined Standard Note			
	Note Type			
	Note Type			
11.	Enter a free form note in the Note Text field. This	s field	holds (up to 254 characters.
	Note Text 254 characters remaining Key Words	g		<u>ر</u> م بر



Step	Action				
12.	Select the a	Select the applicable Documents to Print the Note On checkbox option(s).			
	Documents To	Print The Note On:			
		Order Acknowledgment			
		Advance Shipping Notification			
		Bill of Lading			
		Order Change Acknowledgement			
		Buying Agreement Renewal			
		Buying Agreement Status			
		Invoice Courtesy Copy			
		Invoice			
		Invoice Notification			
		Packing List			
		Picking Plan			
		Product Price List			
		Quotation			
		Return Material Authorization			
40					
13.		ve button to save the note.			
	Real Save	Return to Search Previous in List			