

***Customer Set Up in
Accounts Receivable***



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1. Customers

Do you need a customer in CUFS?

It is expected that the following policy be adopted throughout the University when deciding if an invoice should be raised and hence a CUFS customer required:

- If the University sells goods /services as an “over the counter” transaction, for example, within University restaurants. This income will be classed as a miscellaneous receipt and no invoice would be required.
- Should the provision of the good or service be a one off supply to the general public then the payment could be collected in advance through the use of the **University’s online store** (WPM) and you will not need to raise an invoice or receipt in CUFS. See :
 1. Introduction to WPM Online Store
 2. Events and Conferences
 3. Product Catalogue

You can access all three videos by going to: <http://sms.cam.ac.uk/collection/1619391>

- If the University provides goods and services to another organisation or business then an invoice should be raised promptly within the Accounts Receivable module and consideration given to how much credit is extended to the customer.

Customers – Background

The Accounts Receivable and Projects/Grants Modules share the customer database. The University has a large and diverse customer base and it is acknowledged that departments require customer confidentiality. Therefore departments may only see details they have specified for a customer, even if they are viewing a customer which is common to a number of departments. Department specific information will be based at a customer address level. In the case of customers being used by more than one department, each department will only be able to view the address details, etc. assigned to their customer site. Only the customer header will be visible across the entire University.

Maintaining a customer database the size of the University brings with it problems in terms of data integrity. If the customer has not been created correctly it will impact the creation of transactions and the collection of income.

It is essential that there is some control over new customers to ensure that customers exist only once, even when other departments use the same one. Therefore, if after having conducted a search of CUFS you ascertained that a new customer / departmental site is needed there are two choices:

- a) **Use the service provided by Credit Control Team within the Finance Division of setting up the customer (preferred option).**

Please see the forms section on the Finance Division website
<http://www.finance.admin.cam.ac.uk/staff-and-departmental-services/forms>

- b) Set up locally in the department by a user with the ‘AR Manager’ responsibility (mandatory training required).

Are they already a Customer?

In order to raise an invoice, also known as a 'transaction', the Customer needs to have been set up on the system.

Whilst searching for your customer, initially it is not case sensitive but remember the naming conventions below.

Corporate Naming

The following protocols will be adopted for corporate customers. This approach will ensure that a more reliable result is returned when using any of the system search functionality.

- The following common abbreviations will be used:

Assoc	for	Association
Co	for	Company
Corp	for	Corporation
Inc	for	Incorporated
Ltd	for	Limited
Serv	for	Services
Plc	for	Public limited company

- The following punctuation marks will be used wherever possible

&	for	And
()	e.g.	(UK)

- The following punctuation marks SHOULD NOT be used.

.	Full Stop
/	Back slash
“	Speech marks
:	Colon
;	Semi Colon

The following word should not be used in the name of the Customer: The

Communication contact names

For customer-related correspondence, the default salutation is *Dear Sir/Madam*. This default is overridden by any contact name shown against the customer. If you do not have any contact names, you must enter "**Accounts Payable**" in the last name field.

Individual Naming

The conventions relating to supplier/customer names should also apply to the individuals. In addition, the following protocols should be applied:

PROF, DR, MR, MRS, MS AND MISS (or any other title) may be used.

Enter last name (,) title, full first name and initials,

i.e. SMITH, MR. ROBERT M
SMITH, PROF ROBERT M

The use of the comma after the last name will enable the output documentation to reformat the name such that the title and forenames appear before the surnames e.g. MR ROBERT M SMITH.

Note: In order for the system to correctly re-arrange an individual's name when printing a sales invoice, you must select "Standard Individual" as the customer classification type. See page 9 for further details.

2. Finding Customers

Navigate: Customers → Standard

In the **Search** window that is displayed enter your search parameters into the appropriate fields. However, **do not use** the wildcard (%) as the first character. Ensure customer type remains as “organization” irrespective of whether you are looking for an individual.

For example:

- Enter the customer’s name (in full or in part) in the **Customer** field with a % at the end (the search is not case sensitive).
- Click **Go**.

The screenshot displays the 'Customers' search interface. At the top, the 'Customer Type' is set to 'Organization'. A red box highlights this dropdown with the text 'Leave the type as Organization'. Below this is the 'Search' section, which includes a 'Simple Search' form. A red arrow points to the 'Customer' field, which contains 'Helen%'. Other fields include Registry ID, Account Number, Account Description, Tax Registration Number, Taxpayer ID, D-U-N-S Number, SIC Code, Account Type, Customer Class, Customer Category, Reference, Contact First Name, Contact Last Name, Contact Phone Number, Address Line 1, Address Line 2, City, State, Postal Code, County, Province, Country, and Status (set to 'Active'). A red box highlights the 'Go' button. Below the search form is a 'Create' button and a table with columns: Select Name, Registry ID, D-U-N-S Number, Address, Country, Primary URL, and Status. The table contains one row with the text 'No search conducted.'. At the bottom, there is an 'Accounts' section with a 'Status' dropdown set to 'Active' and a 'Go' button, followed by a 'Create Account' button and another table with columns: Account Number, Account Description, Profile Class, Primary Bill-To Address, Status, and Details. This table also shows 'No results found.'

Any customer containing the words you have searched will be. However if there is no match, it will show you '**No Results Found**'.

Go Clear


Create

Select	Name	Registry ID	D-U-N-S Number	Address	Country	Primary URL	Status
<input checked="" type="radio"/>	HELENS BOOKS	704375		1 ANY STREET, CAMBRIDGE, CB21 1TS	United Kingdom		Active
<input type="radio"/>	HELENS HOME	704356		GREENWICH HOUSE, MADINGLEY ROAD, CAMBRIDGE, CB1 2TS	United Kingdom		Active
<input type="radio"/>	HELENS HOMES	704357		1, 1	United Kingdom		Active
<input type="radio"/>	Helenswood School	266756		The Ridge, Hastings, East Sussex, TN37 7PS	United Kingdom		Active
<input type="radio"/>	HELENSWOOD SCHOOL (JR 9704)	38825		The Ridge, Hastings	United Kingdom		Active

Accounts

Status Active

Create Account

Account Number	Account Description	Profile Class	Primary Bill-To Address	Status	Details
201943		DEFAULT		Active	

Select the relevant customer from the results list and look at the accompanying display in the **Accounts** section at the bottom of the screen.


If there is no address, no account number and no details icon, the chances are it is an inactive supplier. To check, click on the drop down arrow for the **Status** field in the **Accounts** section. Contact the Credit Control Team within the Finance Division on 01223(7)65872 or ARCustomer@admin.cam.ac.uk

The **Account Number** displayed is the customer number

Accounts

Status Active

Create Account

Account Number	Account Description	Profile Class	Primary Bill-To Address	Status	Details
201943		DEFAULT	1 ANY STREET , CAMBRIDGE , CB21 1TS	Active	

3. Entering a brand new customer

An overview of creating a new customer

Check to see if the customer is already on the system	<ul style="list-style-type: none"> • See the previous page for details. • Should 'No Results Found' you will need to create the customer or request central finance to create the customer for you. • If creating new customers locally click on Create. 	University level
Set up the Customer organisation	<ul style="list-style-type: none"> • Enter the Customer name in Caps lock • Populate the Classification field with either <i>Standard corporate</i> or <i>Standard Individual</i> depending on the type of customer you are creating • Populate the Address and Bill to details • Click 'Apply' 	
Set up University Customer Profile	<ul style="list-style-type: none"> • In the profile tab, select the appropriate customer category and click save 	
Add communication details	<ul style="list-style-type: none"> • In the accounts tab, go to the address section at the bottom of the screen and click on details. Go to the communication tab and create a customer contact(s). Ensure if no contact details available, Accounts Payable is entered in last name field and save Add in telephone and email addresses as required. 	Department Level
Specify Business Purpose details for each address	<ul style="list-style-type: none"> • In the Business Purpose tab, click on the details icon and populate the payment terms and customer contact details and then apply 	
END	The customer now has been created to use.	

Navigate: Customers → Standard

Step 1: Searching for the customer

Carry out the search for your customer (as demonstrated on the previous page) and if it cannot be located you will see the “**No results found**” message.

Customers

Customer Type Organization

Search

Simple Search

Customer: HELENS BOOKS%

Registry ID:

Account Number:

Account Description:

Tax Registration Number:

Taxpayer ID:

D-U-N-S Number:

SIC Code:

Account Type:

Customer Class:

Customer Category:

Reference:

Contact First Name:

Contact Last Name:

Contact Phone Number:

Address Line 1:

Address Line 2:

City:

State:

Postal Code:

County:

Province:

Country:

Status: Active

Go Clear

Create

Select Name	Registry ID	D-U-N-S Number	Address	Country	Primary URL	Status
No results found.						

Step 2: Creating the Organisation for the University

- Click on the **Create** button.
- Complete **Organization Name** This is the customer name. Remembering the standard naming conventions and to enter it in caps lock (refer to page 4 and 5).
- Classification** Select either **Standard Corporate** or **Standard Individual** from the drop down list
- Enter the Customer Address Within the **Account Site Address** section.
- Complete the **Bill to Location** In the **Business Purposes** section , using the postcode.
- Click on **Apply**

Customer Set Up in Accounts Receivable

Customer Type **ORGANIZATION**

Customer Information

* Organization Name ←
 Alias
 Name Pronunciation
 URL
Must include: http://

Account Information

Account Description Sales Channel

Profile Class Reference

Classification ←

Account Type

Additional Classification Information

Account Site Address

* Country

* Address Line 1 ←

Address Line2
 Address Line3
 Address Line4

Town/City
 County
 Postal Code
 Address Description

Identifying Address

Context Value

Account Site Details

Operating Unit Reference

Category
 Territory
 Translation
 EDI Location

Context Value

Business Purposes

Context Value

Select Purpose	Location	Bill To Location	Primary	Remove	Record History
<input checked="" type="radio"/> Bill To	<input type="text" value="CB21 1TS"/> ←	<input type="checkbox"/>	<input type="checkbox"/>		

Additional Details:

Context Value

Step 3: Specify Customer Category for your University

- Click on the **Profile** tab.
- Change the **Customer Category** to the appropriate option. DO NOT use any research options (this is the only field that needs to be populated here)
- Click on **Save**.

Customer: HELENS BOOKS

Customer Type: Organization

Customer Information

* Organization Name: HELENS BOOKS Alias:

* Registry ID: 974197 Name Pronunciation:

Show Additional Basic Information

Accounts Profile Communication

Organization Information

* Customer Category: UK Industry

Tax and Financial Information

Tax Registration Num: VAT Number

Cancel Save Apply

Add in your Department's Customer Contacts

- Click on the **'Accounts'** tab. Important- do not select the *Communications* tab at this stage as you want to add these details so only your department can see and use them.
- Click on the **Details** icon in the address section at the bottom of the page.

Customer: HELENS BOOKS

Customer Type: Organization

Customer Information

* Organization Name: HELENS BOOKS Alias:

* Registry ID: 704375 Name Pronunciation:

Accounts Profile Communication Tax Profile

Accounts

Status: Active

Create Account

Select	Account Number	Account Description	Profile Class	Primary Bill-To Address	Status Details
<input checked="" type="radio"/>	201943		DEFAULT	1 ANY STREET, CAMBRIDGE, CB21 ITS	Active <input type="button" value="Details"/>

Sites

Status: Active

Operating Unit:

Address Line 2:

State:

Country:

Purpose:

Show related contact sites

Create Site

Address	Site Source	Mailstop	Country	Purposes	Operating Unit	Site Number	Map	Status	Details	Remove
1 ANY STREET, CAMBRIDGE, CB21 ITS			United Kingdom	Bill To	Cambridge University	668589	<input type="button" value="Map"/>	Active	<input type="button" value="Details"/>	<input type="button" value="Remove"/>

Cancel Save Apply

- f) Select the '**Communications**' tab Enter your contact details by clicking on '**Create Contact**'.

The screenshot shows the 'Account Site Information' section with the 'Communication' tab selected. Below the tabs, there is a 'Create Contact' button. A yellow arrow points to this button. The interface also shows fields for Organization Name (HELENS BOOKS), Account Number (201943), and Registry ID (704375).

Remember if you have no contact details, enter **Accounts Payable** in the **Last Name** field and click **Apply**

The screenshot shows the 'Contact Information' form. The 'Person Information' section has the 'Last Name' field filled with 'ACCOUNTS PAYABLE', indicated by a red arrow. The 'Address' section has the 'Country' field set to 'United Kingdom'. The 'Contact Roles' section shows a table with columns for 'Role', 'Primary', and 'Delete', and a button 'Add Another Role'.

Specify Departmental Salesperson, Payment terms and Contact Details

- g) From the Account Site Information section, click on the 'Business Purposes' tab
- h) Then click on **Details** icon as shown below:

The screenshot shows the 'Account Site Information' window with the 'Business Purposes' tab selected. The 'Details' icon (a magnifying glass) is circled in blue, and a red arrow points to it. The 'Bill To' location is set to 'CB21 1TS'. The 'Status' is 'Active'. The 'Context Value' is empty. The 'Additional Details: Bill To' section is empty. The 'Cancel', 'Save', and 'Apply' buttons are at the bottom right.

- i) Scroll down to the **Site Use Details** section. Here you will populate the **Payment Terms** and **Contact** details (Use the magnifying glass icon and quick select buttons to assist you)

The screenshot shows the 'Account Site Business Purpose : Bill To' window. The 'Accounting' section is visible, and the 'Site Use Details' section is highlighted. The 'Payment Terms' is set to '30 Days NET' and the 'Contact' is 'ACCOUNTS PAYABLE'. Red arrows point to the magnifying glass icons for 'Payment Terms' and 'Contact', and the 'Apply' button. The 'Organization Name' is 'HELENS BOOKS', 'Account Number' is '244773', 'Site Number' is '855829', and 'Business Purpose' is 'Bill To'. The 'Registry ID' is '974197', 'Account Description' is '1 ANY STREET,CAMBRIDGE,CAMBS,CB21 1TS', and 'Location' is 'CB21 1TS'. The 'Accounting' section has fields for 'Account Class', 'GL Account', and 'Description' for 'Receivable', 'Revenue', 'Tax', 'Freight', 'Clearing', 'Unbilled Receivable', and 'Unearned Revenue'. The 'Charges Activity' is set to 'Active'.

- j) Click 'Apply'. Do not populate any of the fields within the Accounting section

4. Creating a New Site for an Existing Customer

If the customer was originally created in your department

If your customer changes their address it is **not** possible to amend the existing address line in CUFS as a clear audit trail is required.

The correct procedure is to create an **additional site** by creating a **new address line** within the **same customer record**. **Do not** create a brand new customer as this will duplicate the customer on the system!

Navigate: Customers → Standard

- a) Enter search criteria (e.g. customer name) and click on **Go**

This will retrieve the customer's existing details.


The screenshot shows the 'Search' interface with the following search criteria:

- Customer: HELENS BOOKS
- Registry ID: (empty)
- Account Number: (empty)
- Account Description: (empty)
- Tax Registration Number: (empty)
- Taxpayer ID: (empty)
- D-U-N-S Number: (empty)
- SIC Code: (empty)
- Account Type: (dropdown)
- Customer Class: (dropdown)
- Customer Category: (dropdown)
- Reference: (empty)
- Contact First Name: (empty)
- Contact Last Name: (empty)
- Contact Phone Number: (empty)
- Address Line 1: (empty)
- Address Line 2: (empty)
- City: (empty)
- State: (empty)
- Postal Code: (empty)
- County: (empty)
- Province: (empty)
- Country: (dropdown)
- Status: Active

Below the search criteria is a 'Create' button and a table of search results:

Select	Name	Registry ID	D-U-N-S Number	Address	Country	Primary URL	Status
<input checked="" type="radio"/>	HELENS BOOKS	704375		1 ANY STREET, CAMBRIDGE, CB21 1TS	United Kingdom		Active

Below the table is an 'Accounts' section with a 'Status' dropdown set to 'Active' and a 'Go' button. Below that is a 'Create Account' button and another table:

Account Number	Account Description	Profile Class	Primary Bill-To Address	Status	Details
201943		DEFAULT	1 ANY STREET , CAMBRIDGE , CB21 1TS	Active	

A red arrow points to the 'Details' icon in the table above.

- b) Click on the customer's account **Details icon**

This will take you to the *Customers Information* screen where you can create another site for your existing customer.

Cancel Save Apply

Customer Information

Name **HELENS BOOKS** Customer Type **ORGANIZATION**
 Registry ID **704375**

Account

Account Number 201943 Sales Channel
 Account Description Reference 905607
 Classification Standard Corporate Status Active
 Account Type External
 Additional Classification Information Other
 Show Payroll Data (Y/N)?
 Copy Invoice required
 Expenditure Category
 Amount

Sites Account Profile Profile Amounts Communication

Account Sites

Status Active Purpose
 Operating Unit Show related contact sites
 Address Line 2 Site Number
 State Address Line 1
 Country City
 Go

Create Site

Address	Mailstop	Country	Purposes	Operating Unit	Site Number	Status	Details	Remove
1 ANY STREET, CAMBRIDGE, CB21 1TS		United Kingdom	Bill To	Cambridge University	668589	Active		

Cancel Save Apply

Note: If you see a customer with the Classification **Research** you **must not** amend it to anything else.

- c) Click on the **Create site** button This will allow you to add the new address details of the new site.
- d) Click on **Create Address**

Customers > Customer Account >

Create Account Site

Cancel Continue

Customer Information

Name **HELENS BOOKS** Registry ID **704375**

Address

Country
 Purpose
 Go

All Addresses

Create Address

Select Address	Country	Identifying	Purpose
No results found.			

Cancel Continue

- e) Now populate your new address details followed by the **Bill to** details as shown in step 1 of creating a new customer.

Create Account Site

Cancel Back Finish

Customer Account Information

Organization Name **HELENS BOOKS** Registry ID **974197**

Account Site Address

* Country United Kingdom

* Address Line 1 2 ANOTHER STREET

Address Line2

Address Line3

Address Line4

Town/City CAMBRIDGE

County

Postal Code CB3 0TX

Address Description

Addressee

Identifying Address

Context Value

Account Site Details

Operating Unit Cambridge University Reference

Category

Territory

Translation

EDI Location

Context Value

Business Purposes

Context Value

Select	Purpose	Location	Bill To Location	Primary	Remove	Record History
<input checked="" type="radio"/>	Bill To	CB3 0TX		<input type="checkbox"/>		

Add Another Row

Additional Details:

Context Value

Cancel Back Finish

- f) Click **Finish**.

- g) To complete the remainder of the setup, complete steps 3f-3j of creating a customer on page 12.