



Entering a brand new customer

Don't forget – you can always **use the Central Service** to set up and amend customers.

Please see the forms section on the Finance Division website or contact [Credit Control](http://www.finance.admin.cam.ac.uk/staff-and-departmental-services/forms)
<http://www.finance.admin.cam.ac.uk/staff-and-departmental-services/forms>

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 and click on save and add 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 salesperson, payment terms and customer contact details and then apply 	
Set up profile options for each address	<ul style="list-style-type: none"> • Click on the profile tab and a warning message will appear prompting you are creating a new profile. You must click yes change our profile class to XX External customer form drop down menu. Another warning message will pop up prompting you are changing profile class. You must click yes. • This will default in with collector details; payment terms and will tick the send statements, send credit balance and send dunning letters options. Click save after these fields have been populated and ticked. 	

Complete Tax Profile for each address	<ul style="list-style-type: none"> Click on the Tax Profile button at the top of the screen and tick the tax applicability field. Ensure in the default controls section that rounding level and rounding rule have been populated as header and nearest respectively Click on the add another row button and populate the operating unit, account number, tax registration number, rounding level and rule and tax classification. Then click apply. 	Department Level
END	The customer now has been created to use.	

Navigate: Customers → Standard

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.

The screenshot shows the 'Customers' search page. At the top, 'Customer Type' is set to 'Organization'. The 'Simple Search' section contains various input fields. The 'Customer' field is populated with 'HELENS BOOKS%'. Below the search fields are 'Go' and 'Clear' buttons. A red arrow points to the 'Create' button. Below the search area is a table with the following columns: 'Select Name', 'Registry ID', 'D-U-N-S Number', 'Address', 'Country', 'Primary URL', and 'Status'. The first row of the table contains the text 'No results found.' circled in blue.

Step 2: Creating the Customer

- a) Click on the **Create** button.
- b) 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).
- c) **Classification** Select either **Standard Corporate** or **Standard Individual** from the drop down list
- d) Enter the Customer Address Within the **Account Site Address** section.
- e) Complete the **Bill to Location** In the **Business Purposes** section , using the format of **XX, Space, Hyphen, Space, location** (e.g. *PD – Cambridge*).

The screenshot shows the 'Create Organization' form with the following details:

- Customer Information:** Organization Name: HELENS BOOKS (indicated by a red arrow).
- Account Information:** Profile Class: DEFAULT, Classification: Standard Corporate (indicated by a red arrow).
- Account Site Address:** Country: United Kingdom, Address Line 1: 1 ANY STREET (indicated by a red arrow), Town/City: CAMBRIDGE, County: CAMBS, Postal Code: CB21 1TS.
- Account Site Details:** Operating Unit: Cambridge University, Status: Active.
- Business Purposes:** A table with columns: Purpose, Location, Bill To Location, Primary, Remove. The first row has Purpose: Bill To, Location: AG - CAMBRIDGE (indicated by a red arrow).

Buttons at the top: Cancel, Save And Add Details, Apply. Buttons at the bottom: Cancel, Save And Add Details, Apply (circled in red).

- f) Click on **Apply**

Step 3: Specify Customer Category for your University

- a) Click on the **Profile** tab.
- b) 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)
- c) Click on **Save**.

The screenshot shows a web form for a customer named 'HELENS BOOKS'. The form is titled 'Customer: HELENS BOOKS' and has 'Cancel', 'Save', and 'Apply' buttons at the top right. The 'Customer Type' is set to 'Organization'. The 'Customer Information' section includes fields for 'Organization Name' (HELENS BOOKS), 'Alias', 'Registry ID' (704375), and 'Name Pronunciation'. Below this, there are tabs for 'Accounts', 'Profile', 'Communication', and 'Tax Profile', with 'Profile' being the active tab. The 'Organization Information' section features a dropdown menu for '* Customer Category' currently set to 'UK Private Industry/Comm.', which is highlighted with a red arrow. The 'Tax and Financial Information' section includes a 'Tax Registration Num' field and a 'VAT Number' label. 'Cancel', 'Save', and 'Apply' buttons are also present at the bottom right.

Step 4: Add in Your Department's Customer Contacts

- a) 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.
- b) 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 type="checkbox"/>	201943		DEFAULT	1 ANY STREET, CAMBRIDGE, CB21 1TS	Active	

Sites

Status: Active Purpose:

Operating Unit: Show related contact sites

Address Line 2: Address Line 1:

State: City:

Country:

Create Site

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

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

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

AR Detailed Procedure
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Site: 668589
 Organization Name HELENS BOOKS Registry ID 704375
 Account Number 201943 Account Description

Location
 Address 1 ANY STREET CAMBRIDGE CB21 1TS

Account Site Information
 Site Name

Site Details Business Purposes **Communication** Profile Profile Amounts

Account Site Contacts
 Status Active
 Go

Create Contact

Name	Contact Number	Mail Stop	Job Title	Reference	Status	Details	Remove
No results found.							

Account Site Phone Numbers
 Create: Telephone Go

Purpose	Preferred	Type	Number	Primary	Time Zone	Update	Remove
No results found.							

Account Site Email
 Create

Email	Primary	Purpose	Preferred	Update	Remove
No results found.					

Account Site URL
 Create

URL	Primary	Purpose	Preferred	Update	Remove
No results found.					

Cancel Save Apply

Contact Information

Person Information
 TIP Only a first or last name is required.
 Prefix
 First Name
 Middle Name
 Last Name ACCOUNTS PAYABLE
 Suffix
 Email
 Phone Number
 Phone Ext
 Mobile Number
 Contact Number
 Job Title Code
 Job Title
 Context Value

Address
 * Indicates field that is required only if entering an address
 * Country United Kingdom
 * Address Line 1
 Address Line2
 Address Line3
 Town/City
 County
 Postal Code
 Identifying Address
 Mailstop
 Context Value

Contact Details
 Reference
 Context Value

Contact Roles
 TIP Primary indicates that this role is the primary role for the contact.

Role	Primary	Delete
No results found.		

Add Another Role

Cancel Apply

Step 5: Specify Departmental Salesperson, Payment terms and Contact Details

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

Site: 668589

Organization Name: HELENS BOOKS
Account Number: 201943
Registry ID: 704375
Account Description

Location
Address: 1 ANY STREET CAMBRIDGE CB21 1TS

Account Site Information
Site Name

Site Details | **Business Purposes** | Communication | Profile | Profile Amounts

Status: Active

Context Value

Select	Purpose	Location	Bill To Location	Primary	Details	Remove
<input checked="" type="radio"/>	Bill To	AG-CAMBRIDGE		<input checked="" type="checkbox"/>		

Add Another Row

Additional Details: Bill To

Buttons: Cancel, Save, Apply

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

Customers > Customer: HELENS BOOKS > Account Site >

Account Site Business Purpose : Bill To

Organization Name: HELENS BOOKS
Account Number: 201943
Site Number: 668589
Business Purpose: Bill To

Registry ID: 704375
Account Description
Site Address: 1 ANY STREET, CAMBRIDGE, CB21 1TS
Location: AG-CAMBRIDGE

Accounting

Account Class	GL Account	Description
Receivable	<input type="text"/>	
Revenue	<input type="text"/>	
Tax	<input type="text"/>	
Freight	<input type="text"/>	
Clearing	<input type="text"/>	
Unbilled Receivable	<input type="text"/>	
Unearned Revenue	<input type="text"/>	

Charges Activity

Site Use Details

Sales Territory: Segment 1

Salesperson: AG-MARGARET PECK

SIC Code:

Payment Terms: 30 NET

Contact: ACCOUNTS PAYABLE

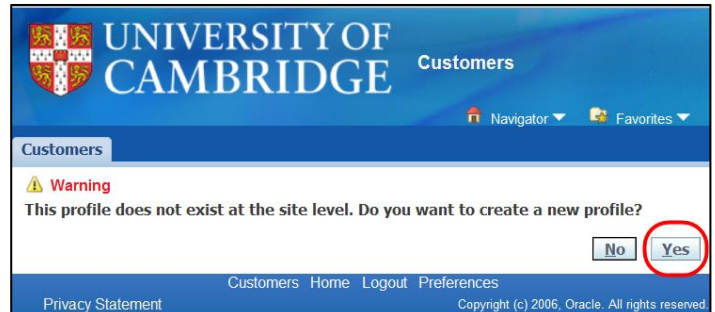
Buttons: Cancel, Apply

Do not populate any of the fields within the Accounting section

Step 6: Complete Departmental Profile for Customer

a) Click on the **Profile** tab

A **warning** message will pop up to highlight you are creating a new profile. You must click **Yes**.

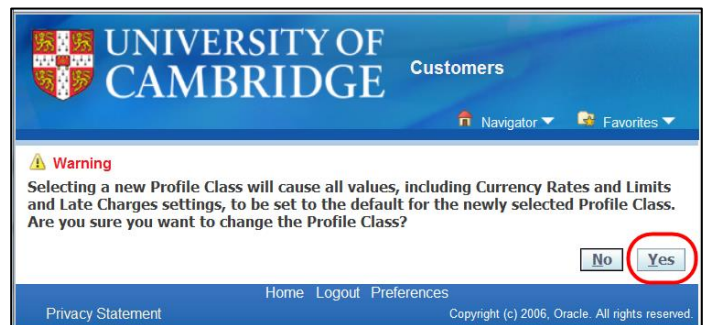


b) Change the Profile Class

Change from “default” to **XX External Customer** (where XX is your department code).

c) Click **Yes**

Once you have selected your profile class, you will see another warning message as shown below – click to accept.



d) Check the **Collector** details

Should default in with your departmental name – Do Not change this is a key driver for the Collections module.

e) Check **Payment Terms**

The standard default is '30 Net' – consider reducing if the customer is new or if you have any concerns regarding their credit worthiness.

f) Double-check

The statement cycle is “Standard” and the following items are all ticked:

- ✓ **Send Statement,**
- ✓ **Send Credit Balance**
- ✓ **Send Dunning Letters**

g) Click **Save**

Step 7: Complete Tax Profile

- a) Click on the **'Tax Profile'** button At the top right of the **Account Site Information** screen

Customers > Customer Account >
Site: 668589
Organization Name HELENS BOOKS Registry ID 704375
Account Number 201943 Account Description
Cancel Save Apply

Location
Address 1 ANY STREET CAMBRIDGE CB21 1TS Tax Profile

Account Site Information
Site Name

Site Details Business Purposes Communication Profile Profile Amounts
Profile Class AG External Customer

Credit and Collection
* Collector AG Finance Credit Held

- b) Tick **Allow Tax Applicability**
c) Ensure **Rounding Level** is **Header**
d) Ensure **Rounding Rule** is **Nearest**
e) Click on the **'Add Another Row'** button

Customers
Customers > Customer: HELENS BOOKS > Account Site >
Tax Profile
Cancel Save Apply

Main Information
 Allow Tax Applicability Allow Offset Taxes
 Set for Self Assessment / Reverse Charge

Default Controls
Update the values that default to all invoices and tax registration records of this party or party site.
Rounding Level Header Set Invoice Values as Tax Inclusive
Rounding Rule Nearest

Customer Account Site Business Purpose Tax Details
Review or update the tax details for the customer account. Note: Values defined at the tax registration level take precedence over these values.
* Indicates required field

*Operating Unit	*Account Number	Account Description	Site Number	Business Purpose	Tax Registration Number	Rounding Level	Rounding Rule	Tax Classification	Geography Type	Remove
No results found.										

Add Another Row

Cancel Save Apply

Complete the **Business Purpose Tax Details** for this site. Using the search function (magnifying glass icon) populate the following fields.

- f) **Operating Unit** Only one option – Cambridge University.
- g) **Account Number** When you search the system will automatically generate the account number for you.

- h) **Tax Registration number** If an EC customer then you must enter their Tax Registration number here so it prints out on the invoice and to support any non-charging of VAT.
- i) **Rounding Level – Header**
- j) **Rounding Rule – Nearest**
- k) **Tax classification** Search and select the Tax rate that you are most likely to use with this customer. **Ignore** all the “(ad hoc)” items in the list. Using ad hoc rates will **cause problems when transactions are being interfaced and for VAT reports.**
- l) Click **Apply** until you return to the search screen. The customer is set up and ready to use (you may wish to make a note of the account number).

Customers > Customer: HELENS BOOKS > Account Site >

Tax Profile

Cancel Save Apply

Main Information

Allow Tax Applicability ⓘ Allow Offset Taxes ⓘ

Set for Self Assessment / Reverse Charge ⓘ

Default Controls

Update the values that default to all invoices and tax registration records of this party or party site.

Rounding Level: Header ▼ Set Invoice Values as Tax Inclusive

Rounding Rule: Nearest ▼

Customer Account Site Business Purpose Tax Details

Review or update the tax details for the customer account. Note: Values defined at the tax registration level take precedence over these values.

* Indicates required field

*Operating Unit	*Account Number	Account Description	Site Number	Business Purpose	Tax Registration Number	Rounding Level	Rounding Rule	Tax Classification
Cambridge University	201943	HELENS BOOKS	283603	BILL_TO		Header	Nearest	20.0 - Standard Rate

Add Another Row

Cancel Save Apply

