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

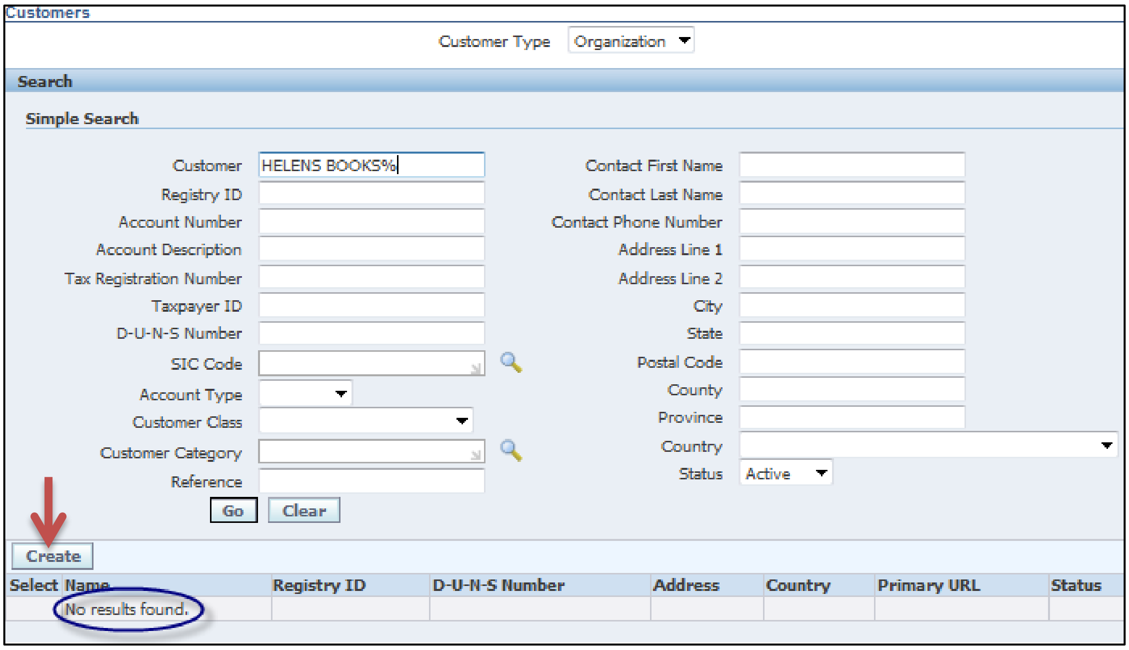
An overview of creating a new customer

Check to see if the customer is already on the system	• 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	• Enter the **Customer name** in Caps lock • Populate the **Classification** field with either *Standard corporate* or *Standard Individual* 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	• In the profile tab, select the appropriate customer **category** and click save	
Add communication details	• 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	• 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	• 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 statement**s, send credit balance and **send dunning letters** options. Click **save** after these fields have been populated and ticked.	

Complete Tax Profile for each address	• 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.



Step 2: Creating the Customer

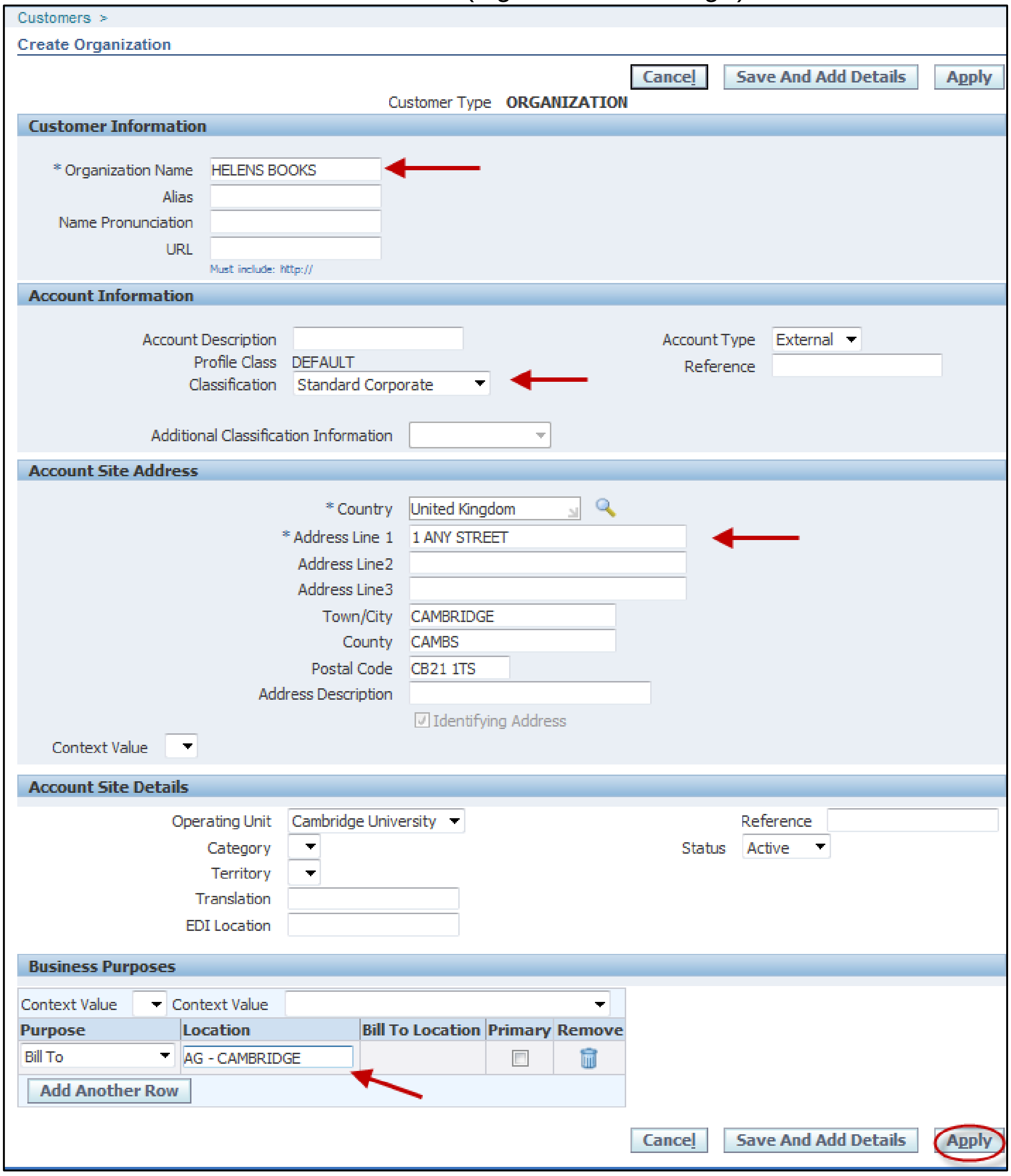
a) Click on the **Create** button.

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*).



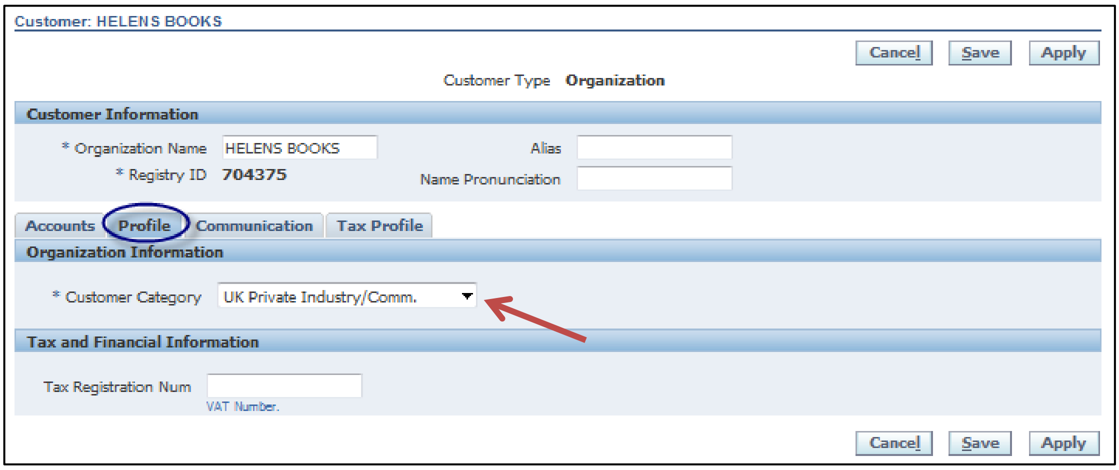
f) Click on **Apply**

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**.

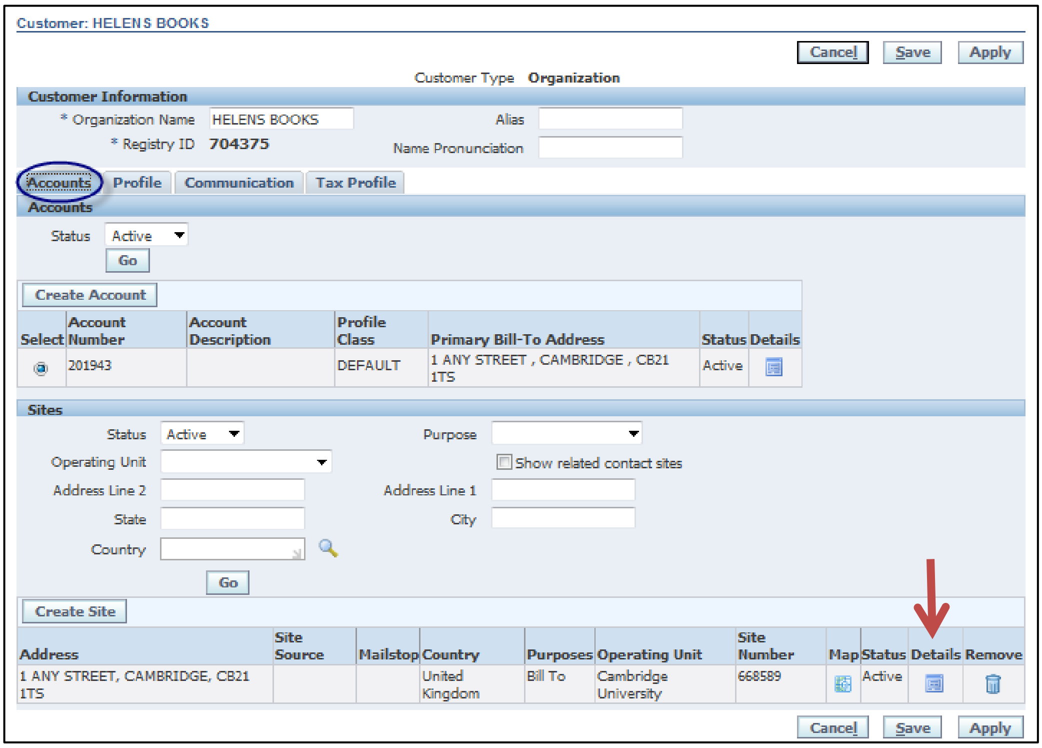


Step 4: Add in Your Department's Customer Contacts

a) Click on the '**Accounts**' tab.

Important- <u>do not</u> 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.

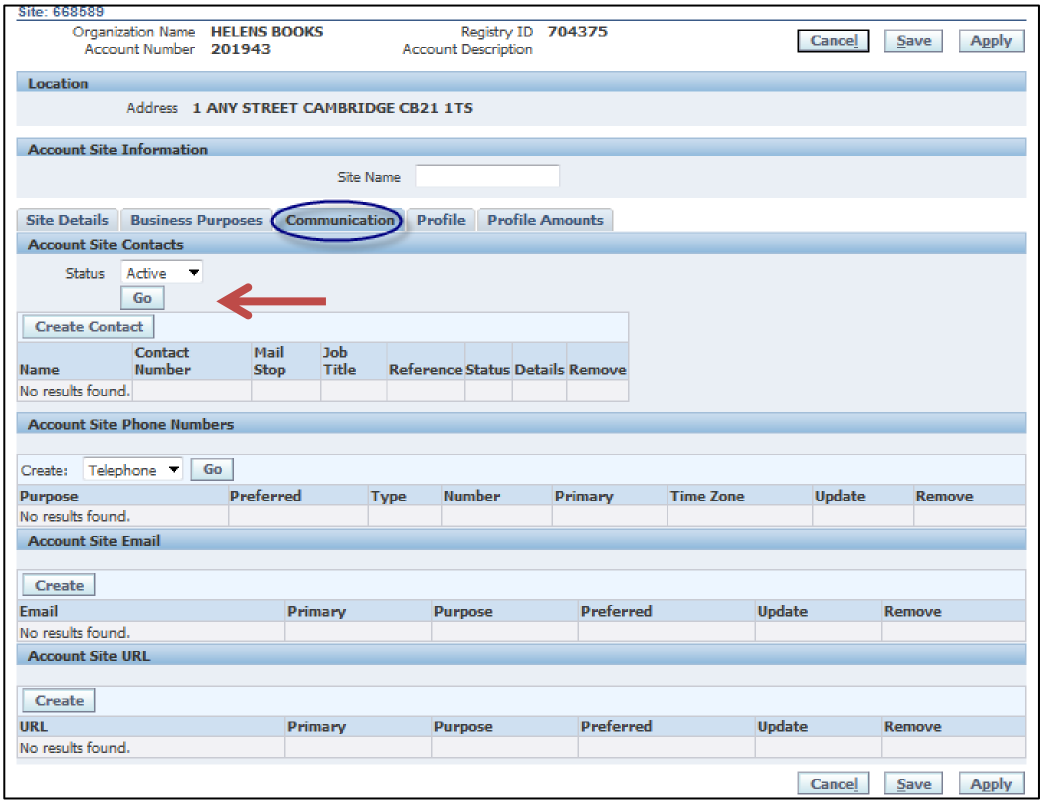


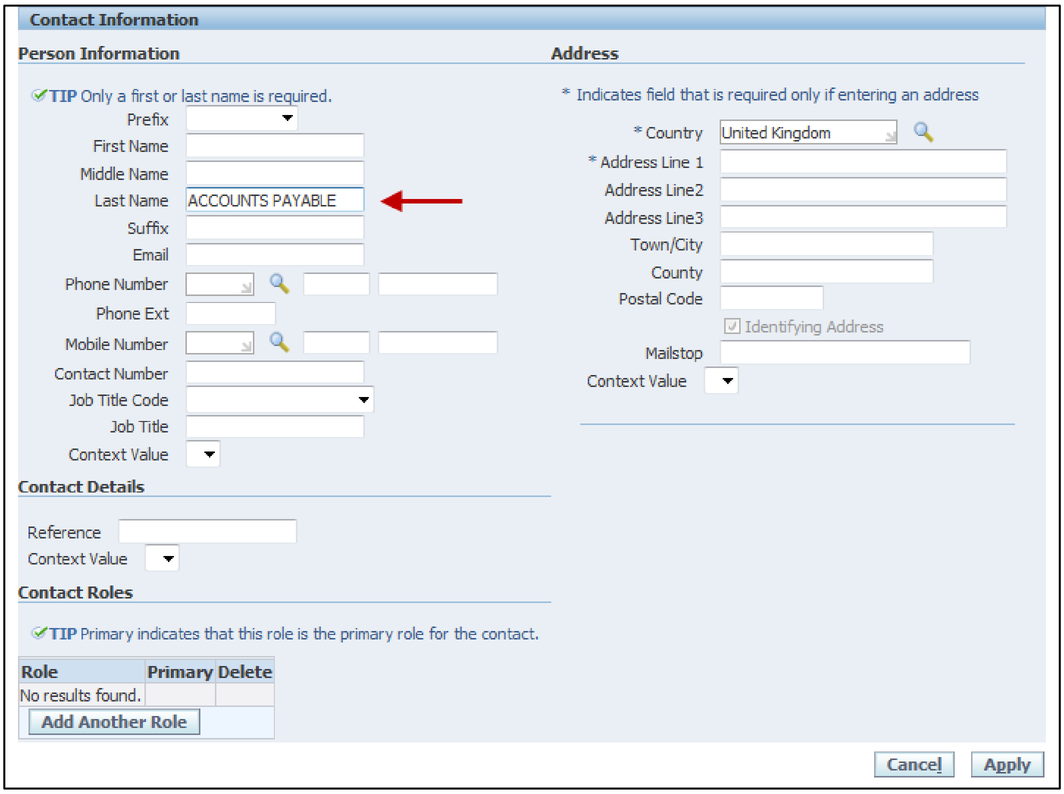
c) Select the '**Communications**' tab

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**

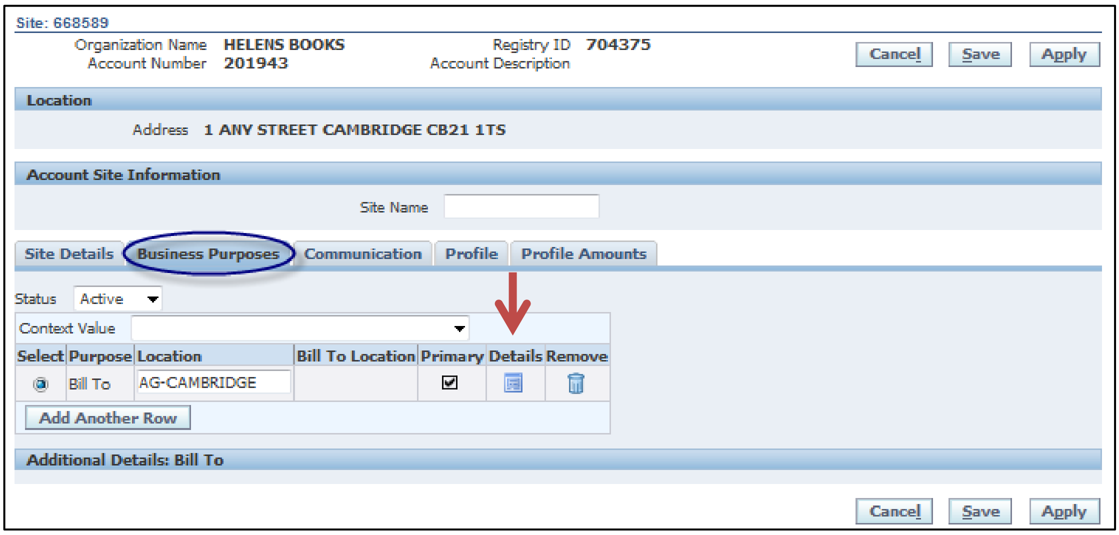

Site: 668589
Organization Name HELENS BOOKS
Account Number 201943
Registry ID 704375
Account Description
Cancel
Save
Apply
Location
Address 1 ANY STREET CAMBRIDGE CB21 1TS
Account Site Information
Site Name
Site Details
Business Purposes
Communication
Profile
Profile Amounts
Account Site Contacts
Status 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

a) From the Account Site Information section, click on the '**Business Purposes**' tab

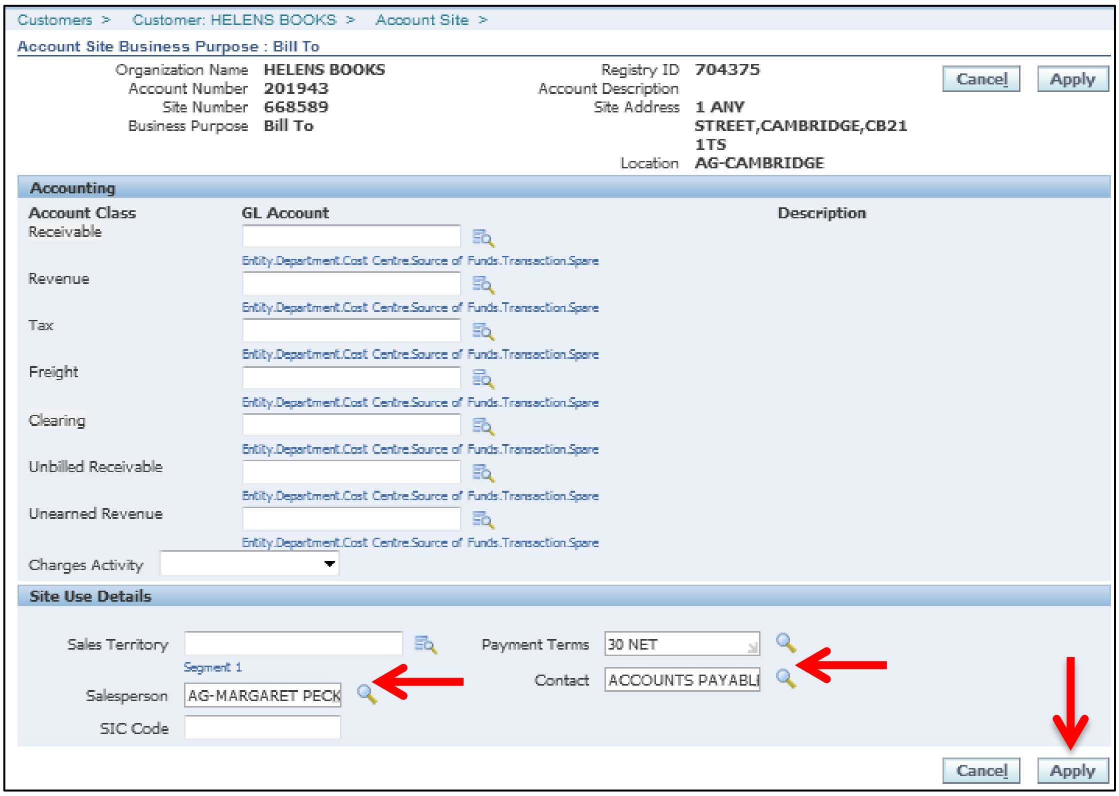
b) Then click on **Details** icon as shown below:



c) 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)

d) Click '**Apply**'.

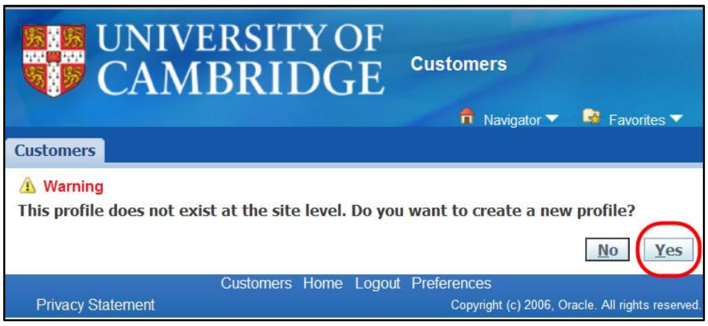


Do not populate any of the fields within the Accounting section

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**'.

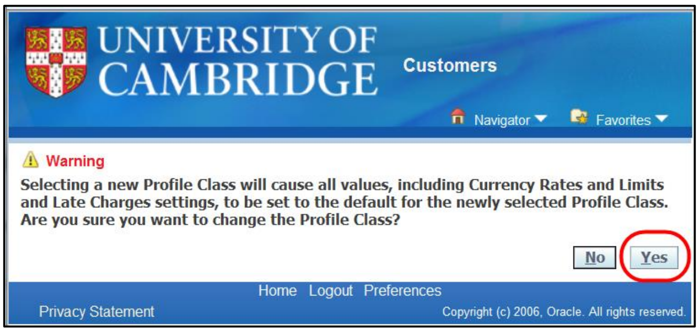


b) Change the Profile Class

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

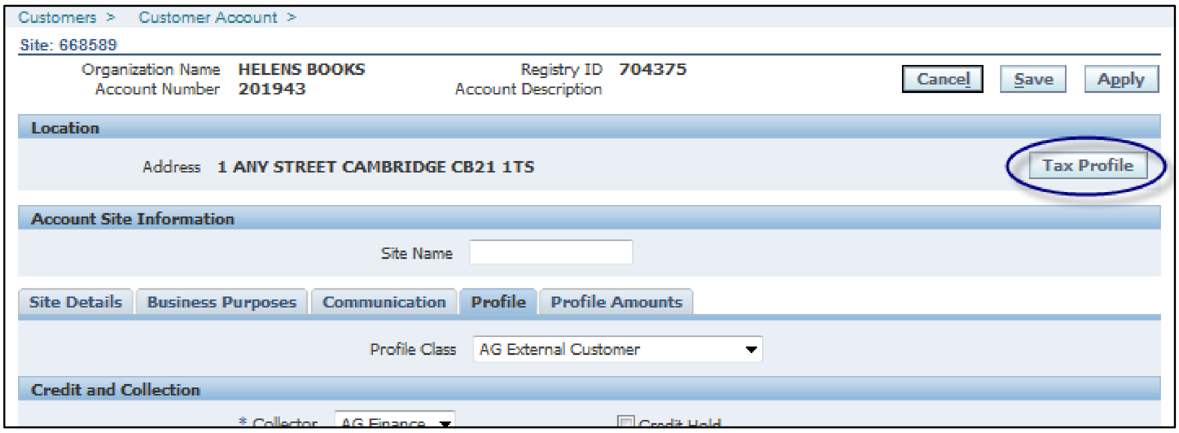
The statement cycle is "Standard" and the following items are all ticked:

- ✓ **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

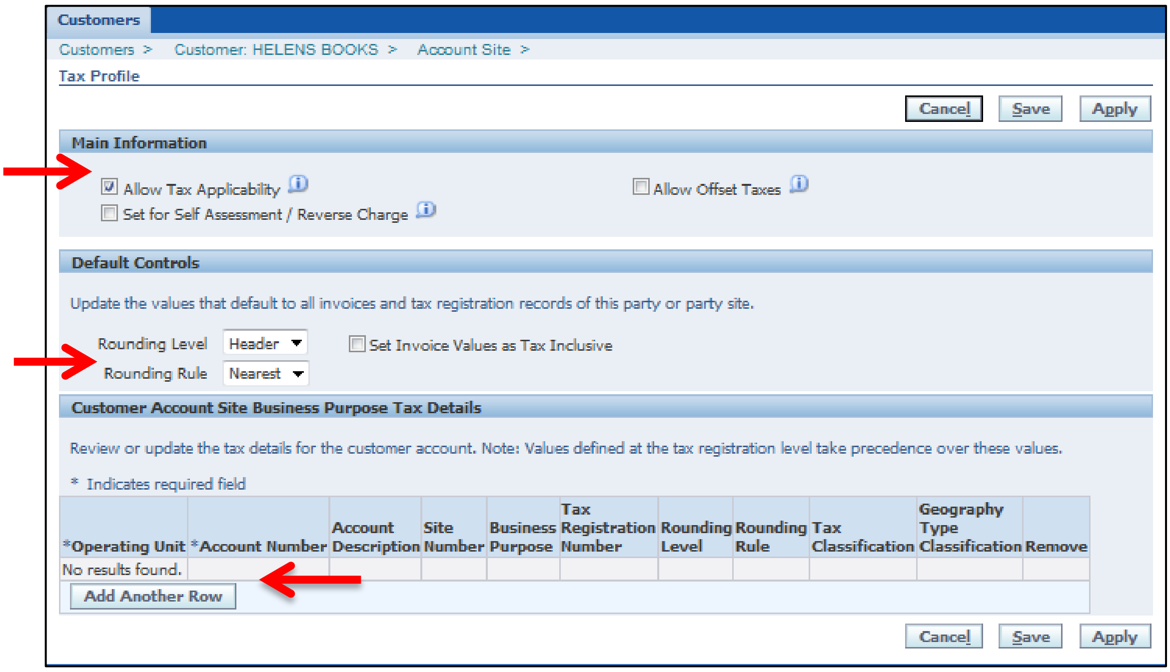


b) Tick **Allow Tax Applicability**

c) Ensure **Rounding Level** is **Header**

d) Ensure **Rounding Rule** is **Nearest**

e) Click on the '**Add Another Row**'' button



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 "(adhoc)" items in the list. Using adhoc 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).