Customer Set Up in Accounts Receivable

Finance Training

Table of Contents

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.

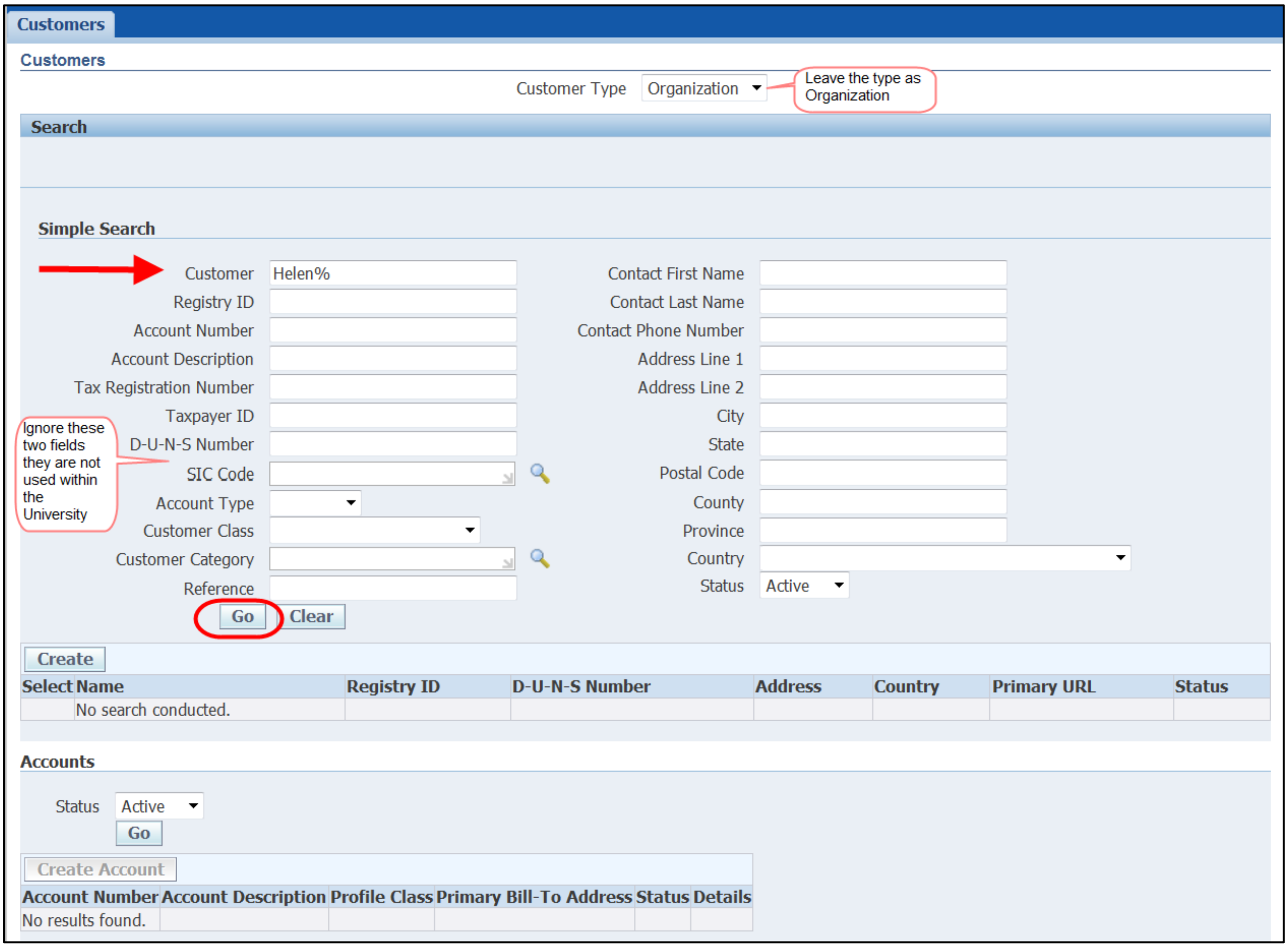
2. Finding Customers

Navigate: Customers → Standard

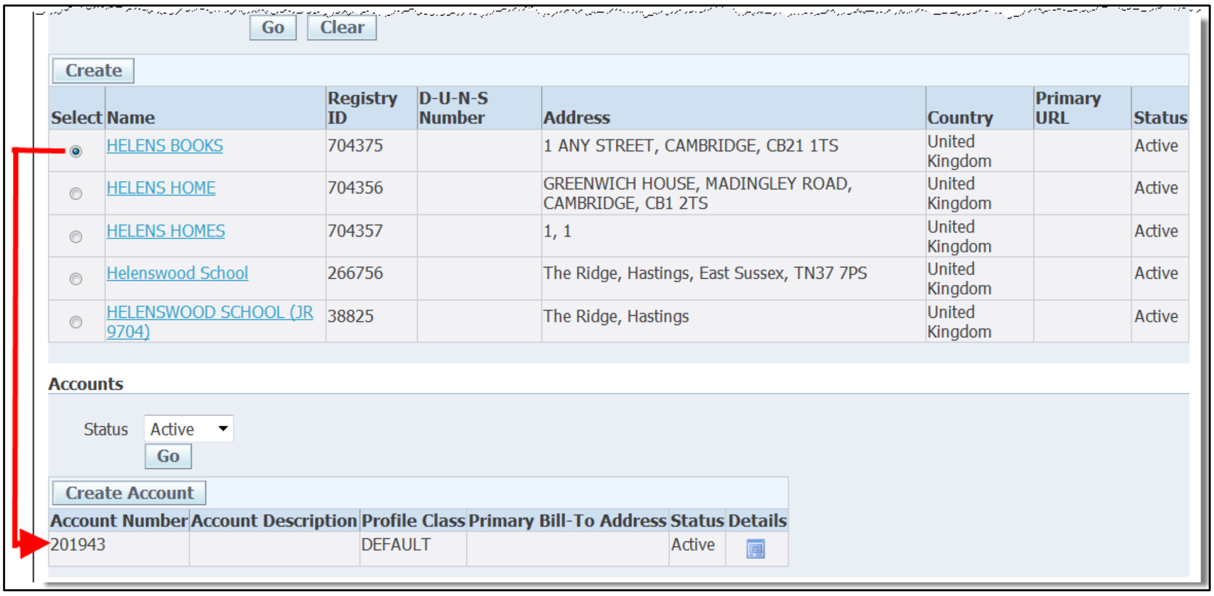
In the **Search** window that is displayed enter your search parameters into the appropriate fields. However, do not use the wildcard (%) as the first character. Ensure customer type remains as "organization" irrespective of whether you are looking for an individual.

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.**



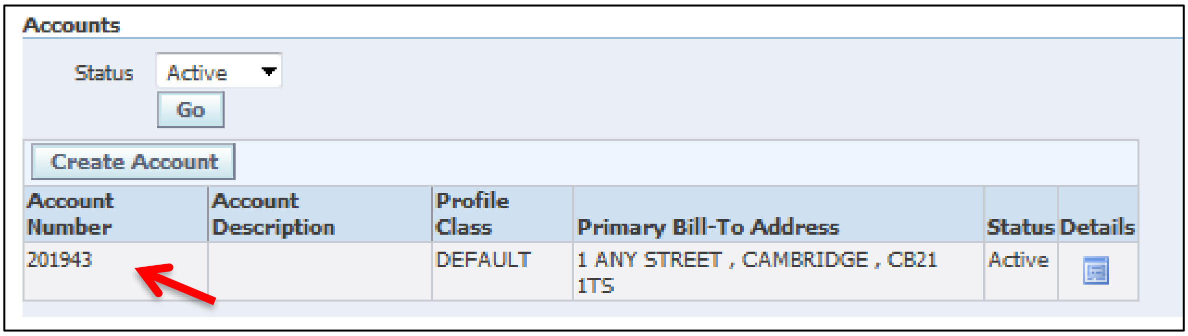
Any customer containing the words you have searched will be. However if there is no match, it will show you '**No Results Found**'.



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



3. Entering a brand new customer

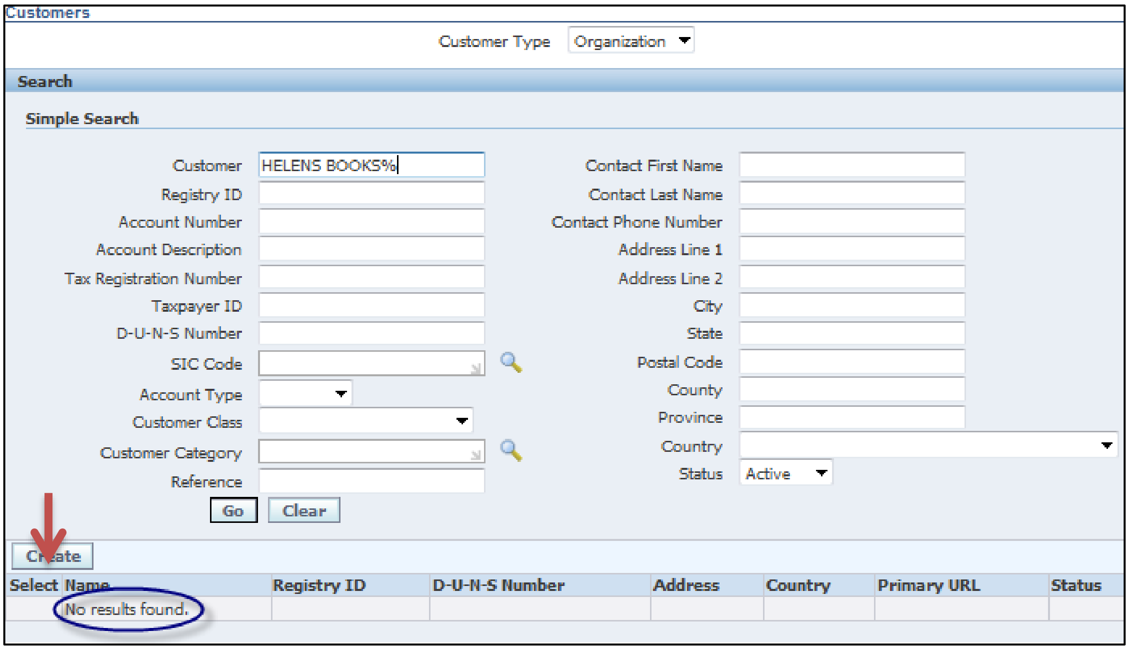
An overview of creating a new customer

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 • 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 **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.



Step 2: Creating the Organisation for the University

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

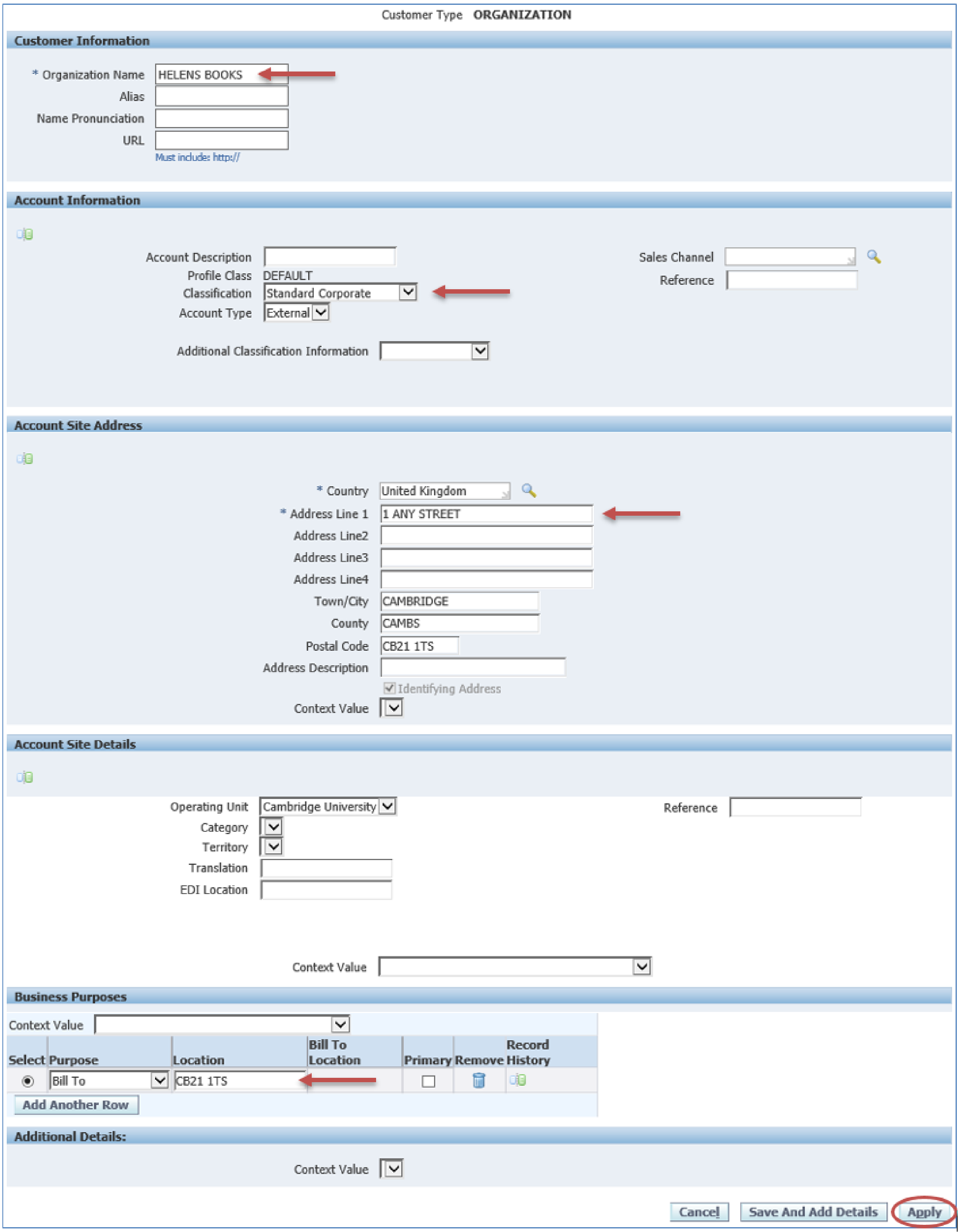
b) Complete **Organization Name** — This is the customer name. Remembering the standard naming conventions and to enter it in caps lock (refer to page 4 and 5).

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 postcode.

f) Click on **Apply**

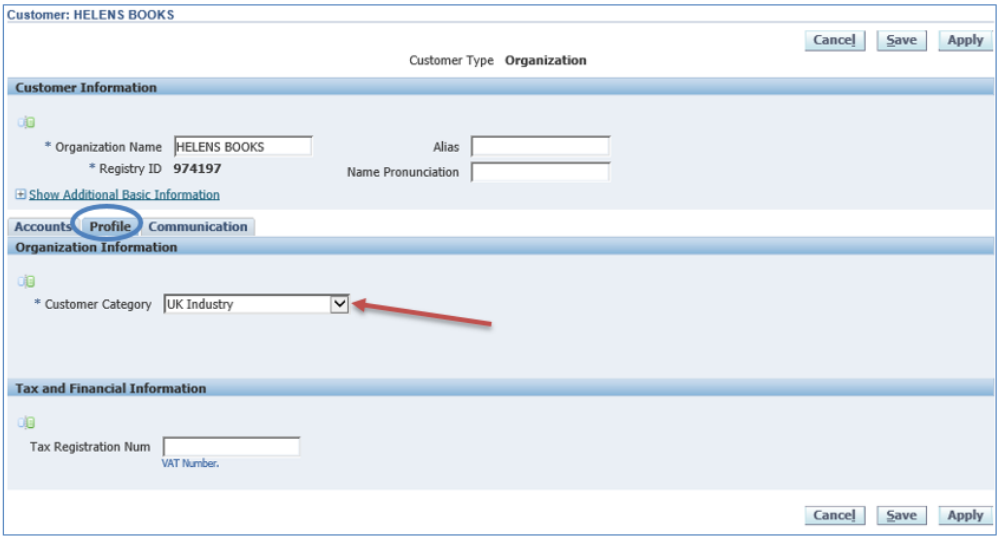

Customer Type ORGANIZATION
Customer Information
* Organization Name
HELENS BOOKS
Alias
Name Pronunciation
URL
Must include: http://
Account Information
Account Description
Profile Class DEFAULT
Classification
Standard Corporate
Account Type
External
Additional Classification Information
Sales Channel
Reference
Account Site Address
* Country
United Kingdom
* Address Line 1
1 ANY STREET
Address Line2
Address Line3
Address Line4
Town/City
CAMBRIDGE
County
CAMBS
Postal Code
CB21 1TS
Address Description
Identifying Address
Context Value
Account Site Details
Operating Unit
Cambridge University
Category
Territory
Translation
EDI Location
Reference
Context Value
Business Purposes
Context Value
Select Purpose Location Bill To Location Primary Remove Record History
Bill To
CB21 1TS
Add Another Row
Additional Details:
Context Value
Cancel
Save And Add Details
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**.

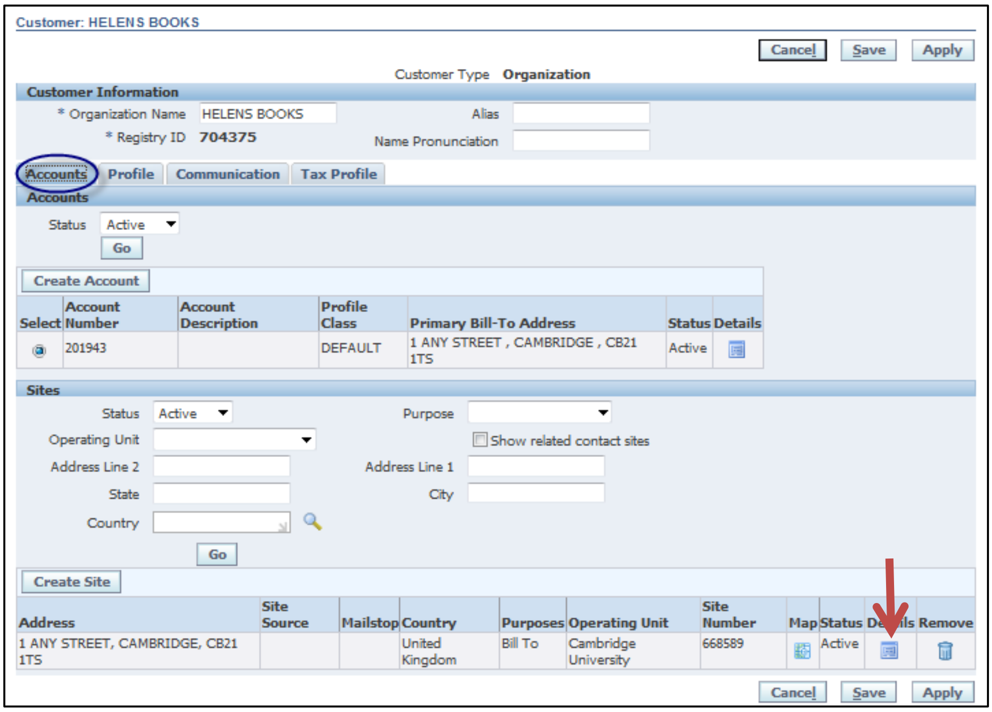


Add in your Department's Customer Contacts

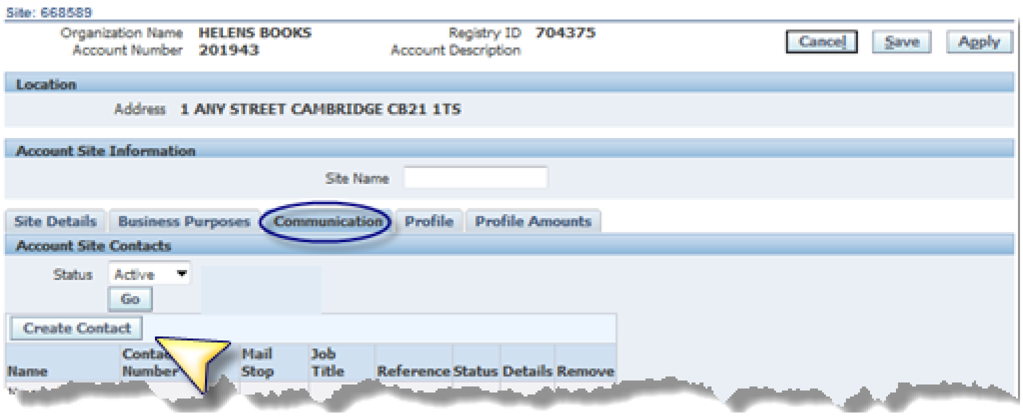
d) Click on the '**Accounts**' tab.

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.

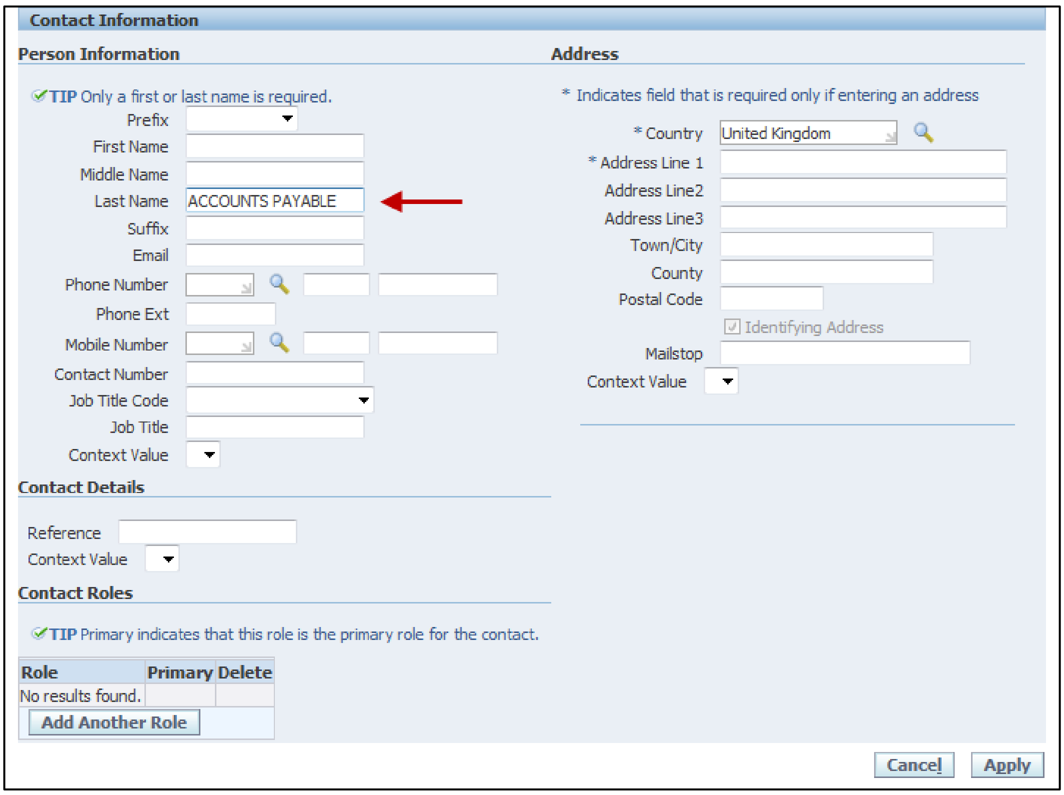
e) Click on the **Details** icon in the address section at the bottom of the page.



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



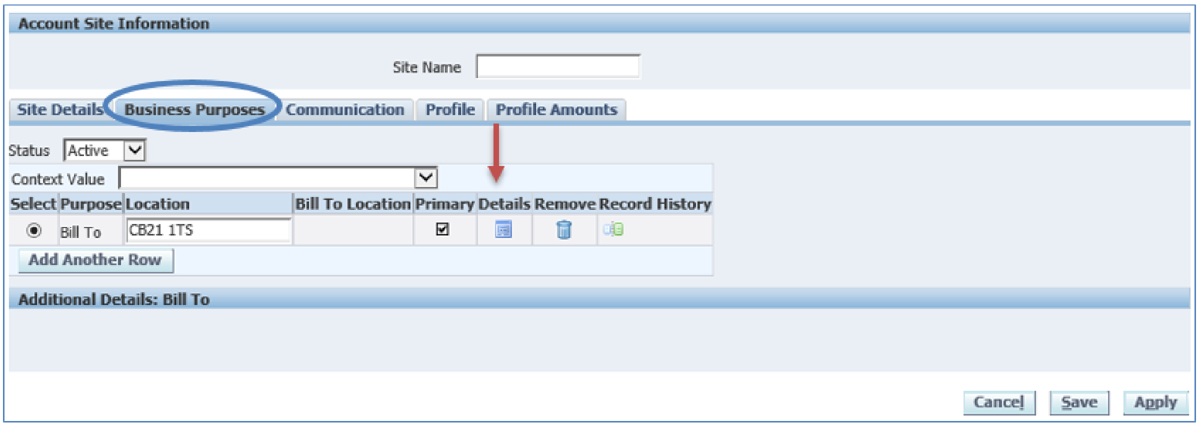
Remember if you have no contact details, enter **Accounts Payable** in the **Last Name** field and click **Apply**



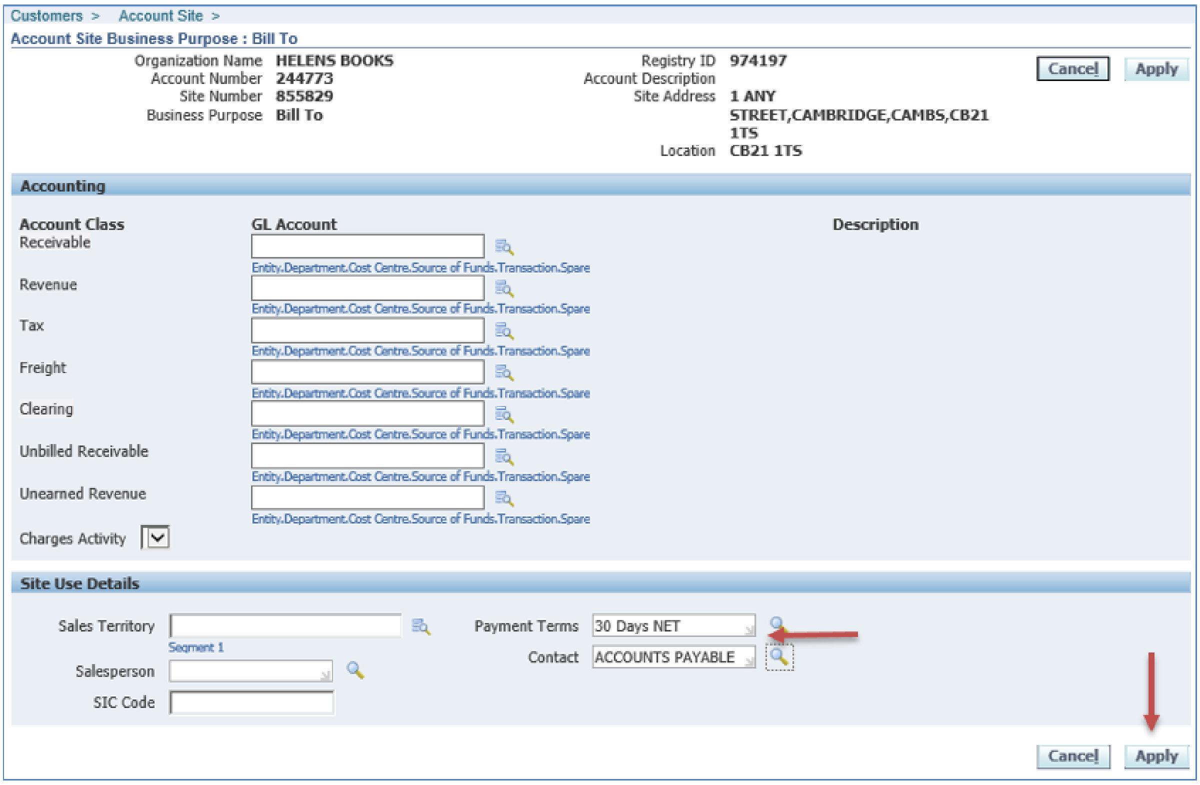
Specify Departmental Salesperson, Payment terms and Contact Details

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

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



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)



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

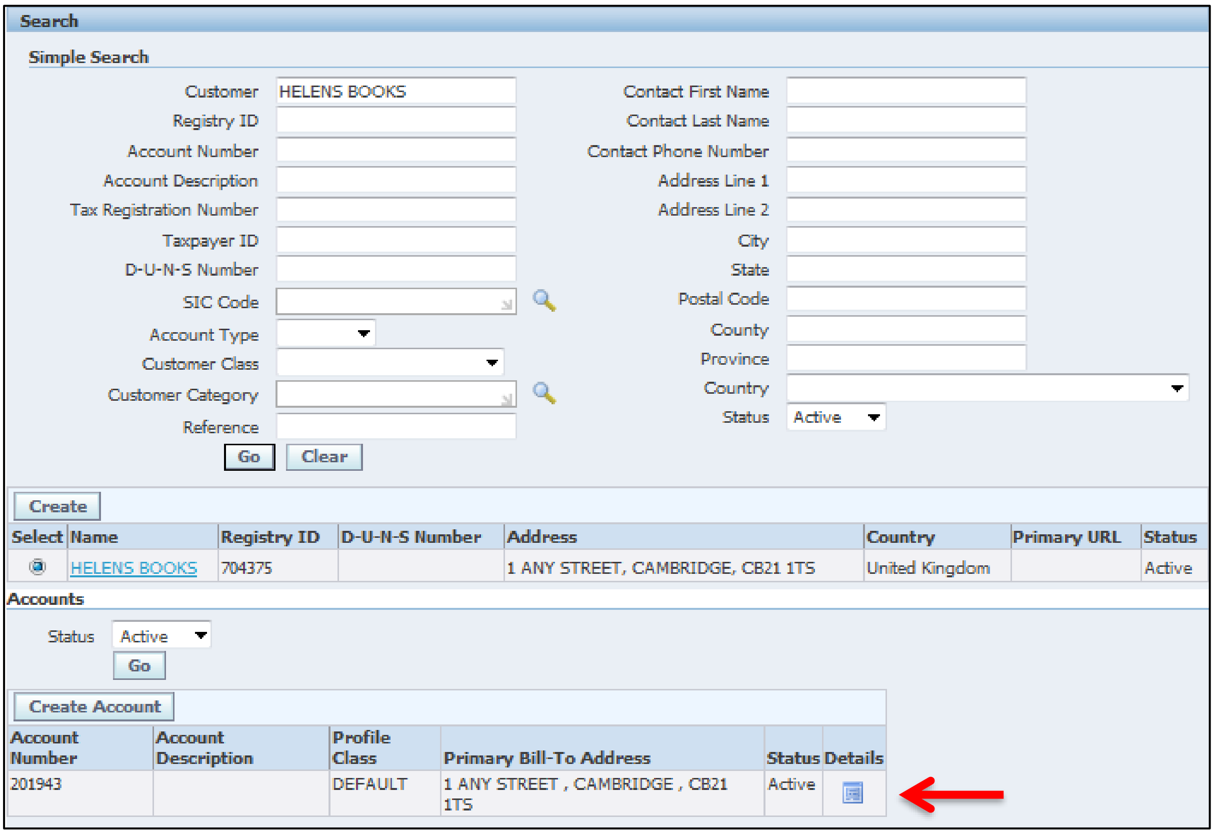
If your customer changes their address it is **not** possible to amend the existing address line in CUFS as a clear audit trail is required.

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

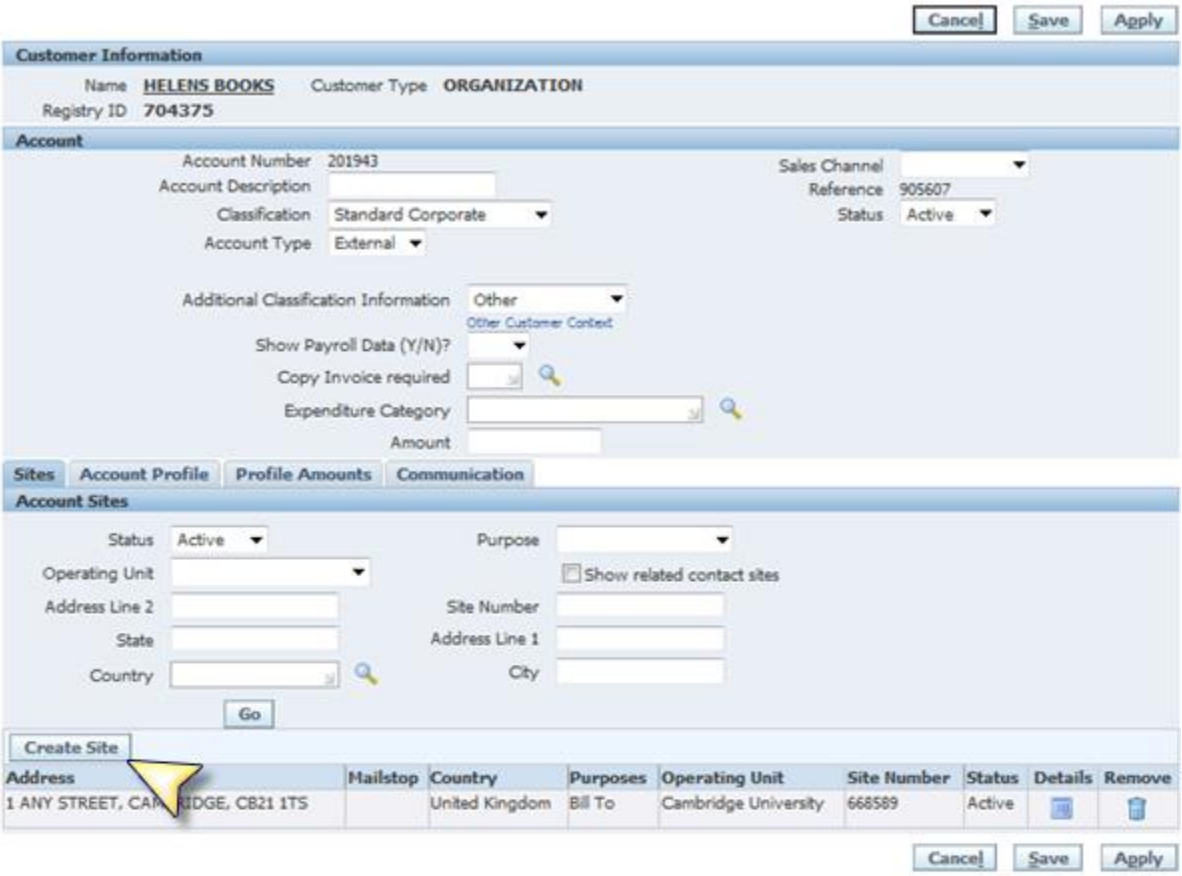
a) Enter search criteria (e.g. customer name) and click on **Go**

This will retrieve the customer's existing details.



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.

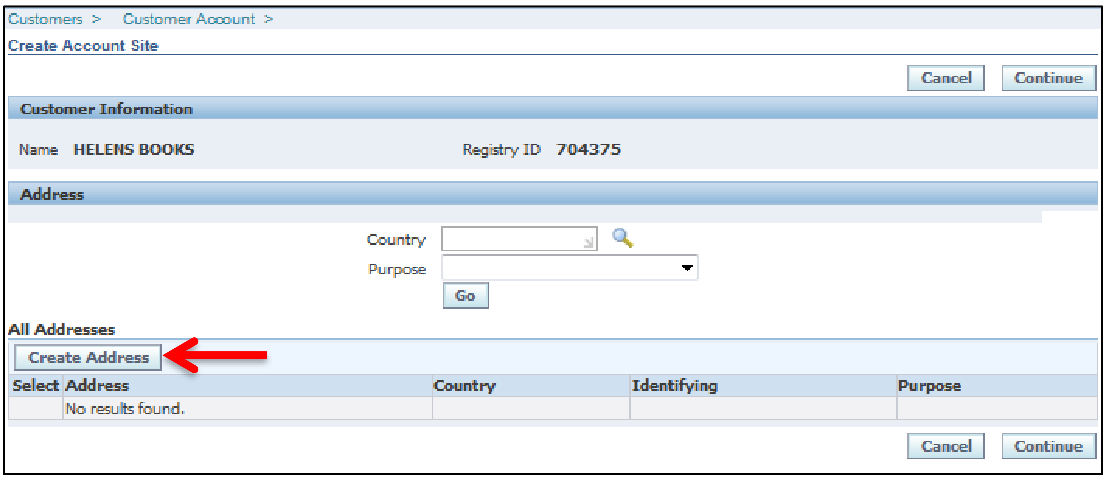


Note: If you see a customer with the Classification **Research** you **must not** amend it to anything else.

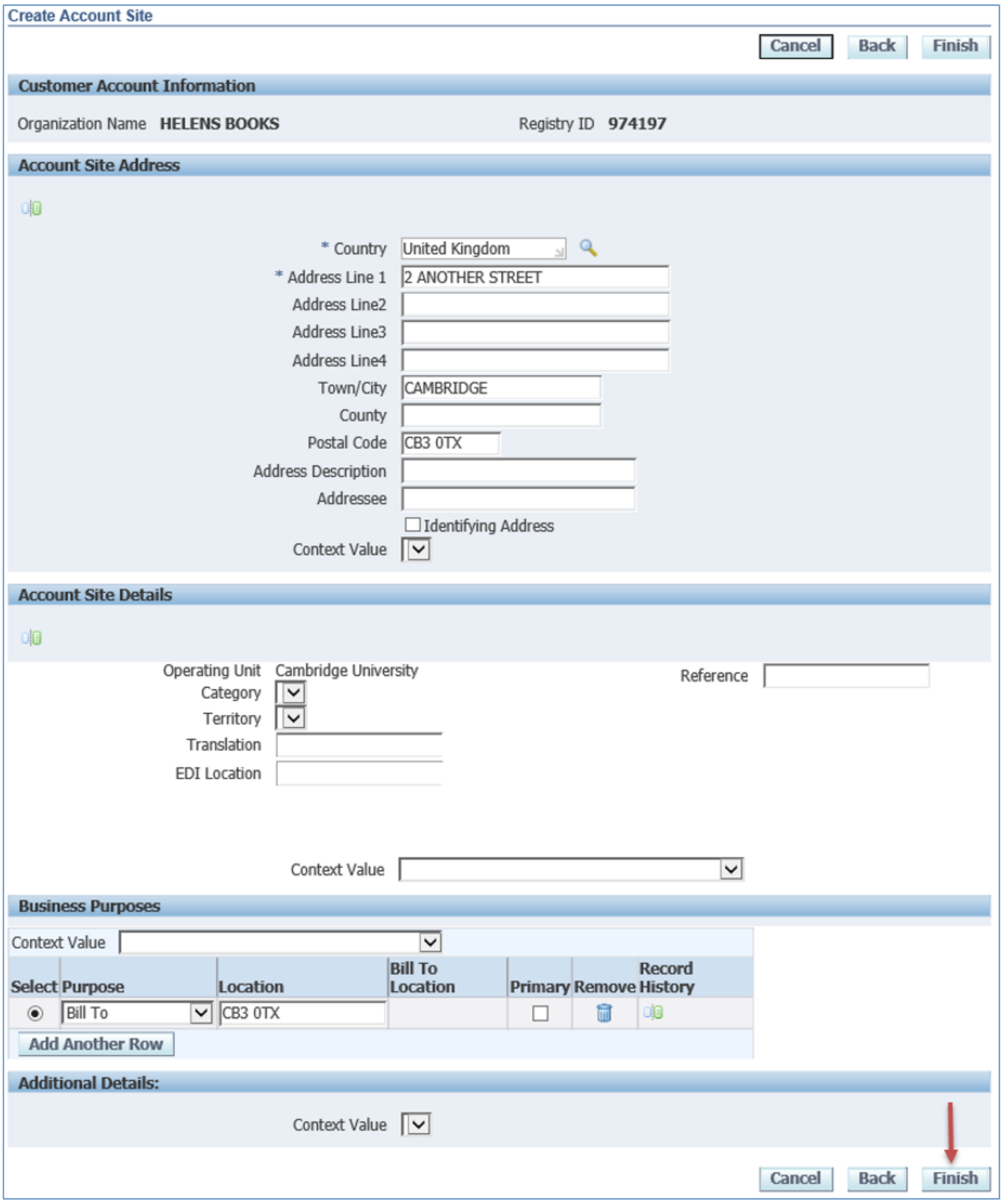
c) Click on the **Create site** button

This will allow you to add the new address details of the new site.

d) Click on **Create Address**



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



f) Click **Finish.**

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