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 Departmental Customer?

In order to raise an invoice, also known as a ‘transaction’, the Customer needs to have been set up on the system for your Department.

If you try to raise an invoice to a particular customer and one of the following happens, then the customer has not been set up for use by your department:

- The customer cannot be located on the List of Values; or
- The customer is there but no address detail can be seen (make a note of customer account number)

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

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 the **Primary Bill-To Address** field is blank then the customer has been set up previously in the University but it has not been allocated to your department.

- If the customer has already been set up for your department then the address will be displayed.

- 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**

<table>
<thead>
<tr>
<th>Check to see if the customer is already on the system</th>
<th>University level</th>
</tr>
</thead>
<tbody>
<tr>
<td>• See the previous page for details.</td>
<td></td>
</tr>
<tr>
<td>• Should ‘No Results Found’ you will need to create the customer or request central finance to create the customer for you.</td>
<td></td>
</tr>
<tr>
<td>• If creating new customers locally click on Create.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set up the Customer organisation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Enter the <strong>Customer name</strong> in Caps lock</td>
<td></td>
</tr>
<tr>
<td>• Populate the <strong>Classification</strong> field with either <strong>Standard corporate</strong> or <strong>Standard Individual</strong> depending on the type of customer you are creating</td>
<td></td>
</tr>
<tr>
<td>• Populate the <strong>Address</strong> and <strong>Bill to</strong> details</td>
<td></td>
</tr>
<tr>
<td>• Click ‘Apply’</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set up University Customer Profile</th>
<th>Department Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In the profile tab, select the appropriate customer <strong>category</strong> and click save</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add communication details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• 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 <strong>contact(s)</strong>. Ensure if no contact details available, Accounts Payable is entered in last name field and save Add in <strong>telephone</strong> and <strong>email</strong> addresses as required.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Specify Business Purpose details for each address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• In the Business Purpose tab, click on the details icon and populate the <strong>salesperson</strong>, <strong>payment terms</strong> and customer contact details and then apply</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Set up profile options for each address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Click on the profile tab and a warning message will appear prompting you are creating a new profile. You must click yes change our <strong>profile class</strong> to <strong>XX External customer</strong> form drop down menu. Another warning message will pop up prompting you are changing profile class. You must click yes.</td>
<td></td>
</tr>
<tr>
<td>• This will default in with <strong>collector</strong> details; payment terms and will tick the <strong>send statements</strong>, send credit balance and <strong>send dunning letters</strong> options. Click <strong>save</strong> after these fields have been populated and ticked.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complete Tax Profile for each address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Click on the Tax Profile button at the top of the screen and tick the <strong>tax applicability</strong> field. Ensure in the default controls section that rounding level and <strong>rounding rule</strong> have been populated as header and nearest respectively</td>
<td></td>
</tr>
<tr>
<td>• Click on the add another row button and populate the operating unit, account number, <strong>tax registration number</strong>, <strong>rounding level and rule</strong> and <strong>tax classification</strong>. Then click apply.</td>
<td></td>
</tr>
</tbody>
</table>

**END**

The customer now has been created to use.
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.

![Search for Customer](image)

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 format of XX, Space, Hyphen, Space, location (e.g. PD – Cambridge).

f) Click on Apply
Customer Set Up in Accounts Receivable

Customer Information
- **Organization Name**: HELENS BOOKS
- **Account Type**: External
- **Reference**: 
- **Country**: United Kingdom
- **Address**: 1 ANY STREET, CAMBRIDGE, CB2 1TS
- **Category**: Cambridge University
- **Status**: Active
- **Bill To**: AG-CAMBRIDGE

Business Purposes
- 

Account Site Address
- **Address Line 1**: 1 ANY STREET
- **Town/City**: CAMBRIDGE
- **County**: CAMBS

Account Site Details
- **Operating Unit**: Cambridge University
- **Reference**: 
- **Category**: 
- **Character**: 
- **Translation**: 
- **EDI Location**: 

Add Another Row
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. Here you will populate the Salesperson, 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
Complete Departmental Profile for Customer

k) Click on the ‘Profile’ tab

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

l) Change the Profile Class

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

m) Click Yes

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

n) Check the Collector details

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

o) 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.

p) Double-check

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

- Send Statement
- Send Credit Balance
- Send Dunning Letters

q) Click ‘Save’
Step 4: 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).
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.
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-4 of creating a customer on page 12.
If the customer has been created by another department

You can identify if a customer has been already set up in another department in two ways:

(i) If there is no Bill-to address when you search the customer as seen below; and
(ii) If you click on the details icon and no visible address is present.

a) Click on the Details icon - DO NOT click on Create Account as this will duplicate the customer record.

b) Click on Create Site. Proceed to either step c or d.

c) If the address you are wishing to add is the same as the original department

i. Click Continue. This will display the ‘Create Account Site’ page.

ii. Complete the Business Purposes section

iii. Click on Finish
iv. Follow remaining steps 3f - 4 from page 12 onwards.

c) If the address you are wishing to add differs from the original department
   i. Click on Create Address and follow steps 2d to 4 from page 9 onwards.