



1. Setting up customers in CUFS

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 (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:

- 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)

When 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.