



Creating and Maintaining Customers Overview

Creating a customer is the first step in the Billing Module of the Accounts Receivable functional area. Information entered for a customer is used in the Billing Module, the Accounts Receivable module, and the Project Accounting functional area. Before creating a new customer, the user must check to see if the customer is already established in Cardinal.

Cardinal stores all the information needed for a customer. Customer profiles allow users to manage customer information. The data stored in customer information can contain names, addresses, contact information, payment terms, and other billing information.

Customer information is used to bill individuals and businesses for damage to state property (i.e., guard rails, signs, equipment, etc.) and Federal and State Agencies.

From time to time, the user may need to update customer information. In Cardinal, users can update the customer's Type and other general information using the same **General Information** page used to initially enter the customer.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the process within this Job Aid. This "Notify" functionality is not currently turned on to send email notifications to specific users within Cardinal.

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Accounts Receivable Job Aid

AR323_Creating and Maintaining Customers (VDOT Only)

Revision History

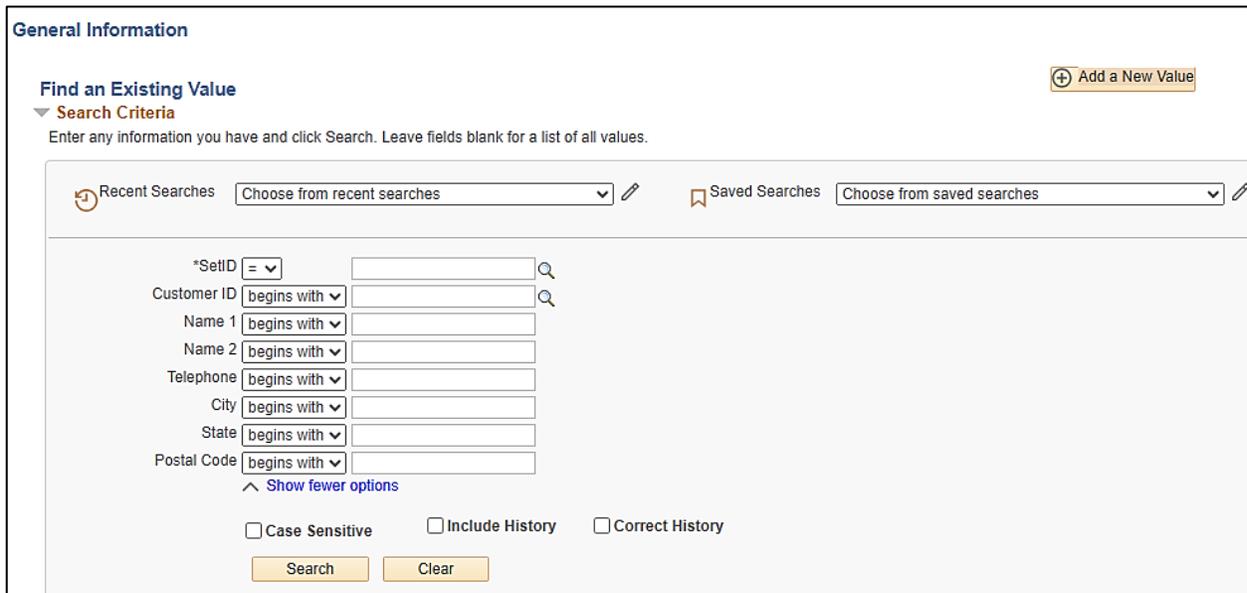
Revision Date	Summary of Changes
8/15/2024	Baseline.

Verify the Customer Does Not Already Exist

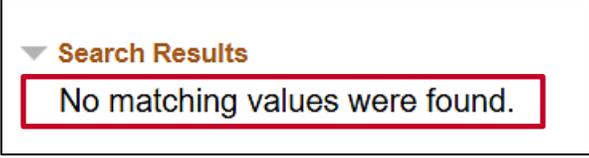
This step is required before creating a customer to prevent duplication.

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information

The **General Information Find an Existing Value Search** page displays.



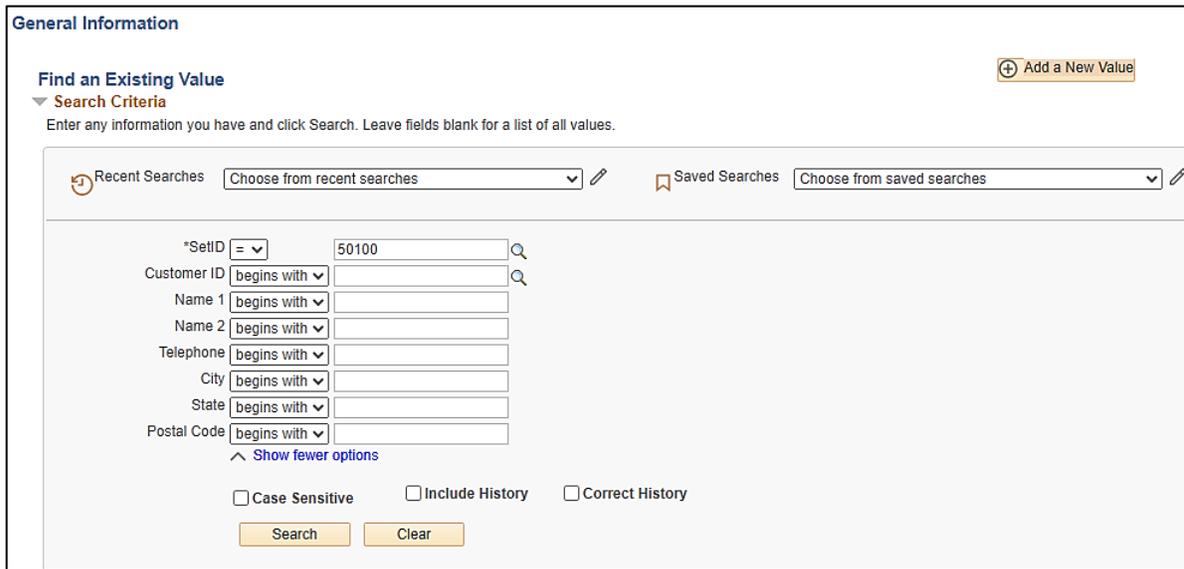
	For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
2.	The SetID field defaults to the Agency's Business Unit. If not, select the applicable Business Unit using the SetID Look Up icon. 
3.	Enter the Customer name in the Name 1 field. 
	If unsure of the Customer name, change the search criteria to "Contains" and search for part of the name. Search criteria can be added using a combination of additional fields such as Telephone, City, State, and/or Postal Code .

Step	Action
4.	<p>Click the Search button.</p> 
	<p>If the customer's name that was entered does not match an existing customer, the message "No matching values were found" displays.</p>  <p>If the customer exists, a customer does not need to be created since they are already in the system.</p>
5.	<p>If the customer does not exist, proceed to the next section of this Job Aid titled Entering a New Customer.</p>

Entering a New Customer

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information

The **General Information Find an Existing Value Search** page displays.



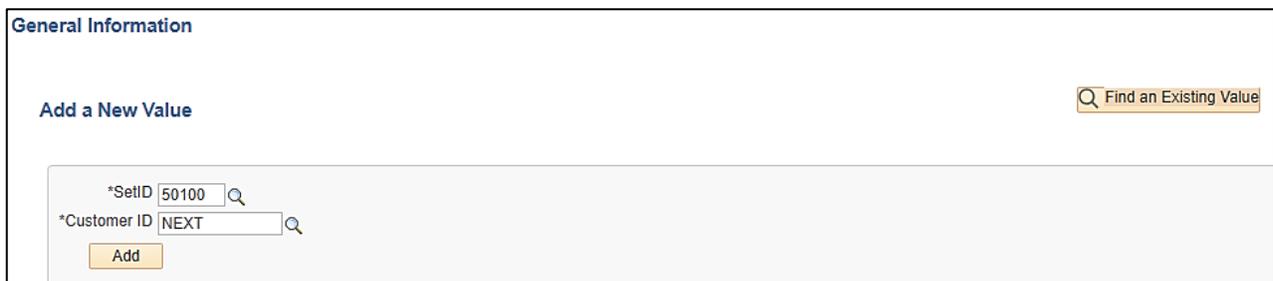

For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

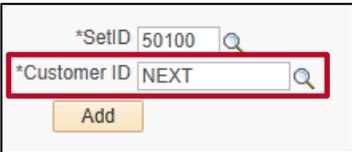
2.

Click the **Add a New Value** button.



The **Add a New Value** page displays.



Step	Action
3.	<p>The SetID field defaults based on the Agency Business Unit. If this is not correct, select the applicable SetID using the SetID Look Up icon.</p> 
4.	<p>The Customer ID field defaults to "NEXT". Do not change.</p> 
	<p>When the required customer information has been entered and saved, Cardinal updates "NEXT" to the next available sequential Customer ID Number.</p>
5.	<p>Click the Add button.</p> 

The **General Info** page displays.

[General Info](#) | [Bill To Options](#) | [Ship To Options](#) | [SqlD To Options](#) | [Miscellaneous General Info](#)

SetID 50100 **Customer ID** NEXT **General Info Links** [...More](#)

***Status** Active Copy From Customer **Level** Regular
***Date Added** 05/29/2024 ***Since** 05/29/2024 ***Type** Individual

***Name 1** Alt Name 1 ***Short Name**
Name 2 Alt Name 2

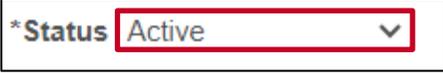
Email ID
Currency Code **Rate Type**

Roles

<input type="checkbox"/> Bill To Customer Bill To Selection	<input type="checkbox"/> Correspondence Customer Correspondence Selection
<input type="checkbox"/> Ship To Customer Ship To Selection	<input type="checkbox"/> Remit From Customer Remit From Selection
<input type="checkbox"/> Sold To Customer Sold To Selection	<input checked="" type="checkbox"/> Corporate Customer Corporate Selection
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer
<input type="checkbox"/> Indirect Customer	Consolidation Business Unit <input type="text"/>

Federal Attributes

Federal Customer **Trading Partner Code** **Disbursing Office**
 Appropriation Symbol Not Required for Reimbursable Agreements

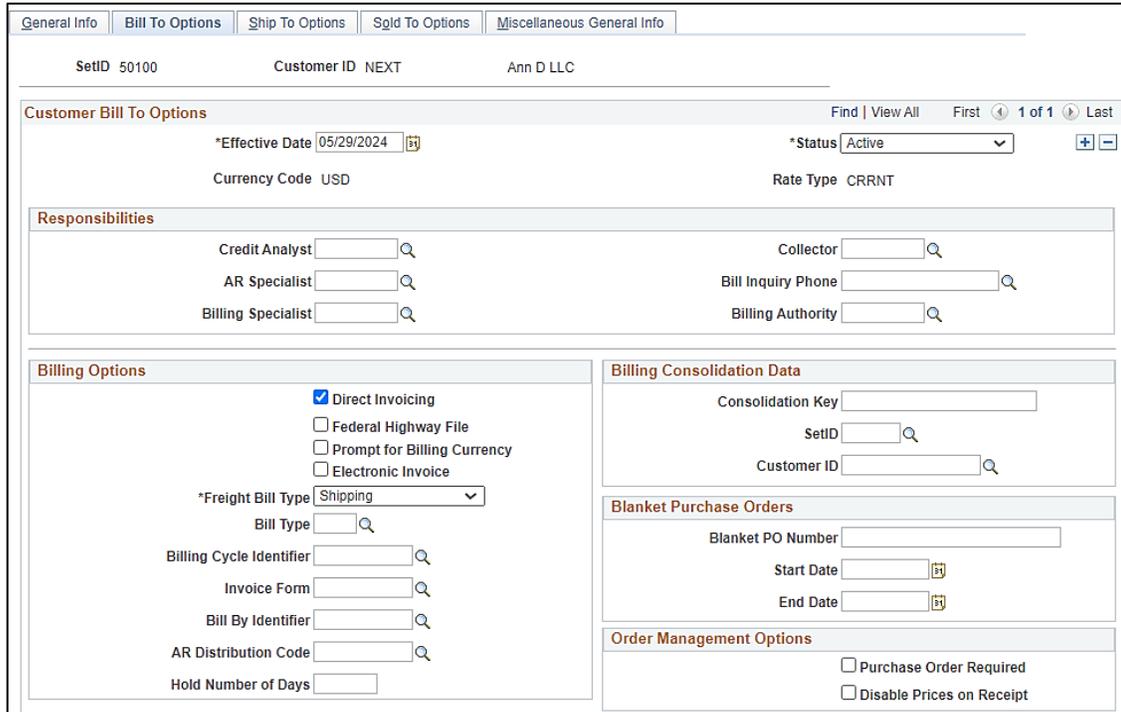
Step	Action
6.	The Status field defaults to “Active” and should not be changed. 
7.	The Date Added and Since fields default to the current date. Use the Date Added and Since Calendar Icons to change to the applicable date as needed. 
8.	The Level field defaults to “Regular” and should not be changed. 
9.	Select the applicable Customer Type using the Type dropdown menu (“Business”, “Government”, “Individual”, or “State Agency”). 
10.	Enter the name of the customer in the Name 1 field. The Short Name field populates using the first 10 characters of the Name 1 field. 
	The Name 2 field can be used for additional information as needed. 
11.	Click the Currency Code Look Up icon and select “USD”. 
12.	Click the Rate Type Look Up icon and select the rate type of “CRRNT”. 

Step	Action						
14.	<p>Select the Federal Customer checkbox option if “Government” was selected as the Customer Type. A Trading Partner Code is required if the Federal Customer checkbox option is selected.</p> <div data-bbox="305 487 1357 638" style="border: 1px solid #ccc; padding: 5px;"> <p>Federal Attributes</p> <div style="border: 2px solid red; padding: 2px;"> <input type="checkbox"/> Federal Customer Trading Partner Code <input type="text"/> </div> <input type="checkbox"/> Appropriation Symbol Not Required for Reimbursable Agreements </div>						
	<p>The Hold Billing on Unpaid Cost checkbox option defaults from the Contracts – Installation Options page. The checkbox is grayed out on this page and cannot be updated. The value indicated here will default on the new contract that is created from the Project Accounting Module.</p> <div data-bbox="305 827 841 991" style="border: 1px solid #ccc; padding: 5px;"> <p>Contracts Options</p> <input type="checkbox"/> Hold Billing on Unpaid Cost </div>						
15.	<p>Click the Team Code Look Up icon and select the applicable Team Code that corresponds to the Customer Type and then select the Default checkbox option.</p> <div data-bbox="305 1113 1201 1283" style="border: 1px solid #ccc; padding: 5px;"> <p>Support Teams</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Team Code</th> <th style="width: 20%;">Default</th> <th style="width: 40%;">Description</th> </tr> </thead> <tbody> <tr> <td style="border: 2px solid red;"><input type="text"/> <input type="button" value="🔍"/></td> <td style="border: 2px solid red; text-align: center;"><input type="checkbox"/></td> <td></td> </tr> </tbody> </table> </div>	Team Code	Default	Description	<input type="text"/> <input type="button" value="🔍"/>	<input type="checkbox"/>	
Team Code	Default	Description					
<input type="text"/> <input type="button" value="🔍"/>	<input type="checkbox"/>						
16.	<p>Select the applicable address location checkbox options (Bill To, Ship To, and Sold To). Select the Primary checkbox option for each one selected.</p> <div data-bbox="305 1402 1328 1602" style="border: 1px solid #ccc; padding: 5px;"> <p>Address Locations</p> <p>*Location <input type="text" value="1"/></p> <p>Description <input type="text"/></p> <div style="border: 2px solid red; padding: 2px; display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Bill To <input type="checkbox"/> Ship To <input type="checkbox"/> Sold To </div> <div> <input type="checkbox"/> Primary <input type="checkbox"/> Primary <input type="checkbox"/> Primary </div> </div> </div>						

Step	Action
17.	<p>Enter the customer address information in the Address Details section.</p> <div data-bbox="305 422 1382 936" style="border: 1px solid black; padding: 5px;"> <p>Address Details Find View All First 1 of 1 Last</p> <p>*Effective Date <input type="text" value="05/29/2024"/> *Status <input type="text" value="Active"/></p> <p>Tax Code <input type="text"/> Language Code <input type="text" value="English"/></p> <p>Physical Nature <input type="text"/> Where Performed <input type="text"/></p> <p>Alternate Name 1 <input type="text"/> Alternate Name 2 <input type="text"/></p> <hr/> <div style="border: 2px solid red; padding: 5px;"> <p>Country <input type="text" value="USA"/> <input type="text" value="United States"/></p> <p>Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>eVA VLIN <input type="text"/></p> <p>eVA Address ID <input type="text"/></p> <p>City <input type="text"/> <input type="checkbox"/> In City Limit</p> <p>County <input type="text"/> Postal <input type="text"/></p> <p>State <input type="text"/></p> </div> <p style="text-align: right; margin-top: 10px;">View Phone Information</p> </div>
18.	<p>Click the Bill To Options link at the bottom of the page or scroll to the top of the page and click the Bill To Options tab.</p> <div data-bbox="305 1058 1310 1163" style="border: 1px solid black; padding: 5px;"> <p> <input type="button" value="Save"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/> </p> <p> General Info Bill To Options Ship To Options Sold To Options Miscellaneous General Info </p> </div>

Step	Action
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The **Bill To Options** page displays.



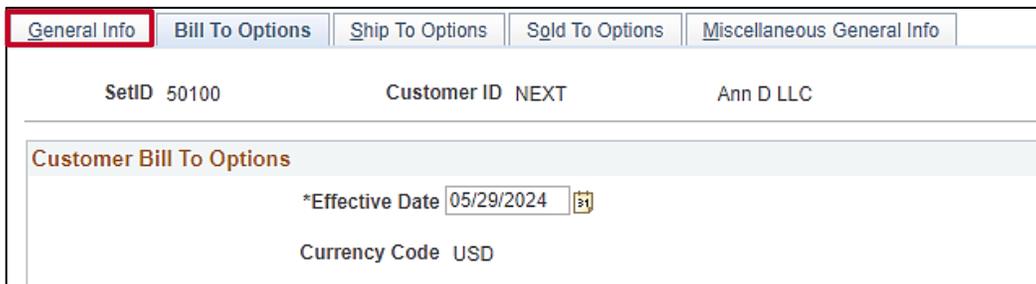
19. Click the **Credit Analyst Look Up** icon and select the applicable Credit Analyst.

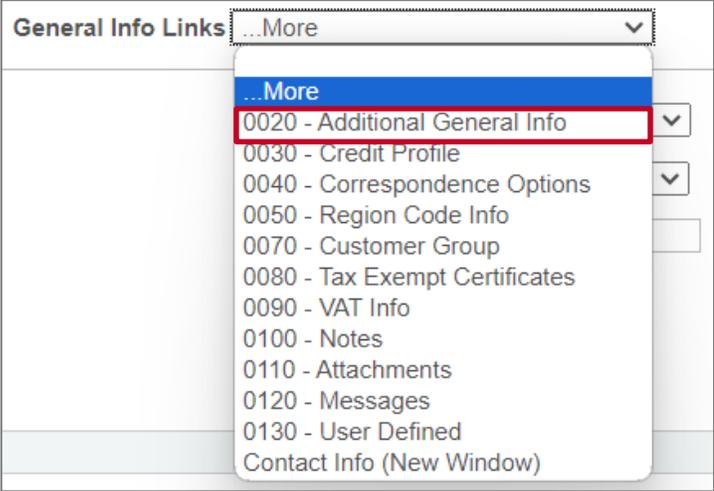


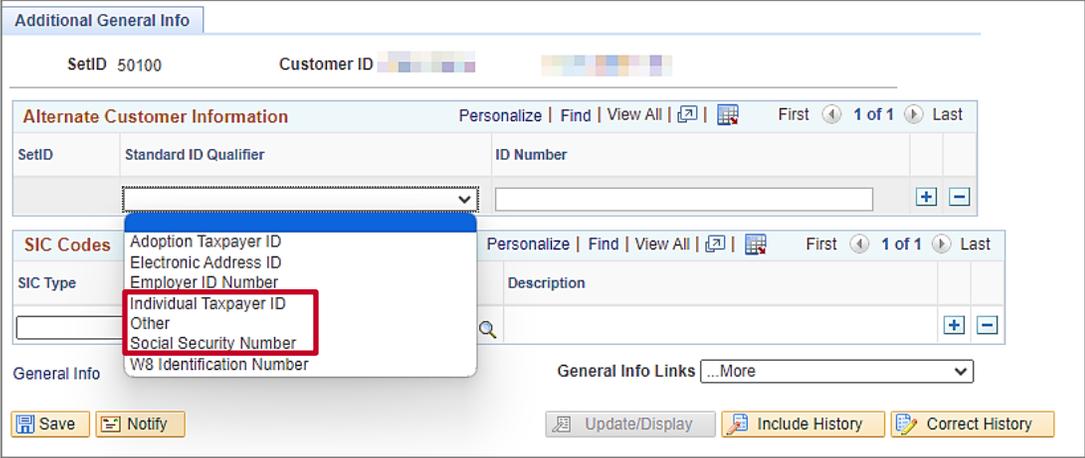
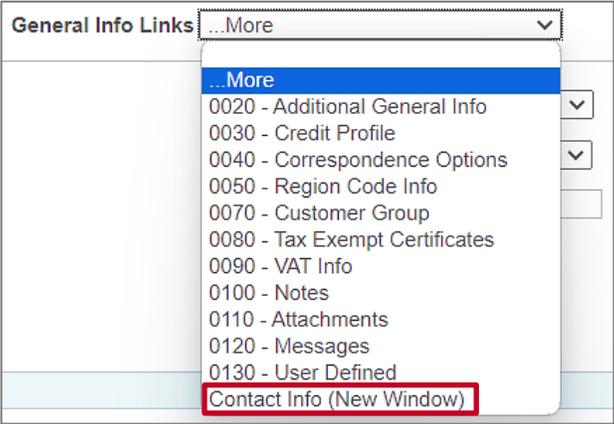
20. Click the **Collector Look Up** icon and select the applicable Collector (typically, the person entering the customer information is the Collector).



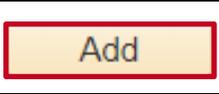
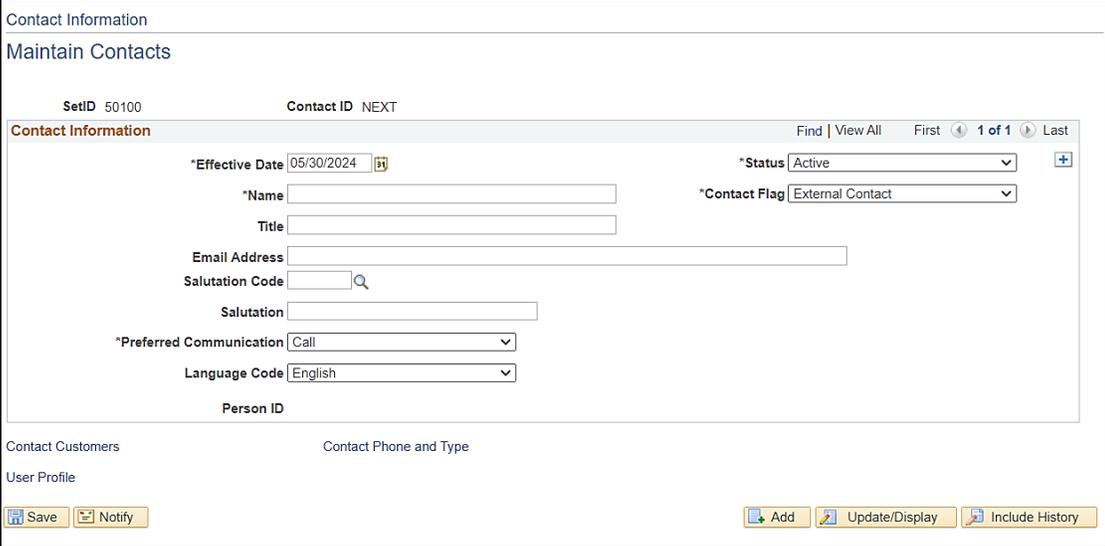
21. Click the **General Info** tab.



Step	Action
	<p>The General Info page redisplay.</p> 
22.	<p>Click the General Info Links dropdown menu (i.e., ...More). The General Info Links dropdown contains additional customer data options.</p> 

Step	Action
	<p>Only a few users (Collection Specialists and Post Production Support (PPS) users) will have access to the Additional General Info page from the General Info Links dropdown menu.</p> <p>The Additional General Info page contains sensitive data like Social Security Number, Individual Tax ID, etc. The Standard ID Qualifier field is used to enter a Standard ID type.</p> 
23.	<p>Select Contract Info (New Window) from the General Info Links dropdown menu to enter customer contact information.</p> 

Step	Action
	<p>The Contact Info Find an Existing Value Search page displays in a new window.</p> <div style="border: 1px solid black; padding: 10px;"> <p>Contact Info</p> <p>Find an Existing Value + Add a New Value</p> <p>▼ Search Criteria</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> ↻ Recent Searches <input type="text" value="Choose from recent searches"/> ✎ 🔖 Saved Searches <input type="text" value="Choose from saved searches"/> ✎ </div> <div style="margin-bottom: 10px;"> <p>*SetID <input type="text" value=""/> <input type="button" value="🔍"/></p> <p>Contact ID <input type="text" value="begins with"/> <input type="button" value="🔍"/></p> <p>Contact Name <input type="text" value="begins with"/> <input type="button" value="🔍"/></p> <p>Customer SetID <input type="text" value="begins with"/> <input type="button" value="🔍"/></p> <p>Customer ID <input type="text" value="begins with"/> <input type="button" value="🔍"/></p> <p>Customer Name <input type="text" value="begins with"/> <input type="button" value="🔍"/></p> <p>^ Show fewer options</p> <p><input type="checkbox"/> Case Sensitive <input type="checkbox"/> Include History <input type="checkbox"/> Correct History</p> <p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Clear"/></p> </div> </div>
24.	<p>Click the Add a New Value button.</p> <div style="border: 1px solid black; padding: 10px; text-align: center;"> <div style="border: 2px solid red; display: inline-block; padding: 5px;"> + Add a New Value </div> </div>
	<p>The Contact Info Add a New Value page displays.</p> <div style="border: 1px solid black; padding: 10px;"> <p>Contact Info</p> <p>Add a New Value 🔍 Find an Existing Value</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>*SetID <input type="text" value="50100"/> <input type="button" value="🔍"/></p> <p>*Contact ID <input type="text" value="NEXT"/> <input type="button" value="🔍"/></p> <p style="text-align: center;"><input type="button" value="Add"/></p> </div> </div>
25.	<p>The SetID defaults based on Agency Business Unit. If it does not, use the SetID Look Up icon to select the applicable SetID.</p> <div style="border: 1px solid black; padding: 10px;"> <div style="border: 2px solid red; display: inline-block; padding: 5px;"> *SetID 50100 <input type="button" value="🔍"/> </div> </div>
26.	<p>The Contact ID field should display "NEXT". Do not change.</p> <div style="border: 1px solid black; padding: 10px;"> <div style="border: 2px solid red; display: inline-block; padding: 5px;"> *Contact ID NEXT <input type="button" value="🔍"/> </div> </div>

Step	Action
27.	Click the Add button. <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>
	<p>The Maintain Contacts page displays.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>
	<p>In the Contact Information section, some contact information is required.</p> <p>Required fields are:</p> <ul style="list-style-type: none"> - Effective Date (defaults to the current date) - Name - Status (defaults to Active) - Contact Flag (defaults to External Contact) <p>Optional fields are:</p> <ul style="list-style-type: none"> - Title, Email ID - Salutation Code - Salutation - Preferred Communication - Language Code
28.	<p>The Effective Date defaults to the current date. Update as needed using the Effective Date Calendar icon.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>



Accounts Receivable Job Aid

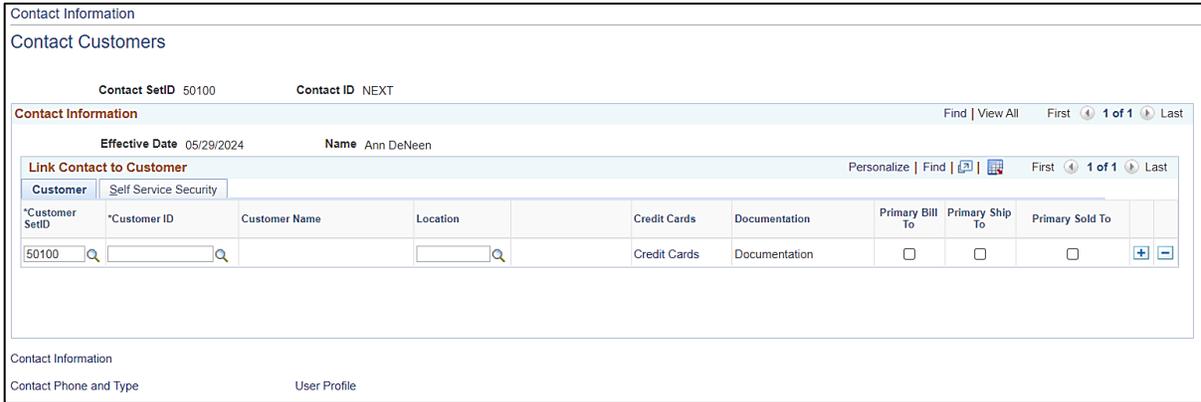
AR323_Creating and Maintaining Customers (VDOT Only)

Step	Action
29.	Enter the name of the contact in Name field. 
30.	The Preferred Communication field defaults to “Call”. Select the applicable option using the Preferred Communication dropdown button as needed. 
31.	The Status field should default to “Active”. If it does not, select the “Active” option using the Status dropdown button. 
32.	The Contact Flag field should default to “External Contact”. If it does not, use the Contact Flag dropdown button to select “External Contact”. 
33.	Click the Contact Phone and Type link at the bottom of the page. 

Step	Action														
	<p>The Contact Phone and Type page displays.</p> <p>If “Call” or “Fax” was selected as the Preferred Communication, this page is required.</p> <div data-bbox="274 470 1375 1087" style="border: 1px solid black; padding: 5px;"> <p>Contact Information</p> <p>Contact Phone and Type</p> <p style="text-align: center;">SetID 50100 Contact ID NEXT</p> <p>Contact Information Find View All First 1 of 1 Last</p> <p style="text-align: center;">Effective Date 05/29/2024 Name Ann DeNeen</p> <p>Contact Phone Information Personalize Find View All First 1 of 1 Last</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>*Phone Type</th> <th>International Prefix</th> <th>Phone Number</th> <th>Extension</th> <th>Primary Phone</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Contact Type Information Personalize Find View All First 1 of 1 Last</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Contact Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p>Contact Information Contact Customers</p> <p>User Profile</p> </div>	*Phone Type	International Prefix	Phone Number	Extension	Primary Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	Contact Type	Description	<input type="text"/>	<input type="text"/>
*Phone Type	International Prefix	Phone Number	Extension	Primary Phone											
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>											
Contact Type	Description														
<input type="text"/>	<input type="text"/>														
34.	<p>Select the phone type using the Phone Type Look Up icon. Enter the Phone Number, including any Extension information, in the corresponding fields. If multiple phone numbers are entered, be sure to use the Primary Phone checkbox option to identify one as preferred.</p> <div data-bbox="305 1243 1347 1346" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>*Phone Type</th> <th>International Prefix</th> <th>Phone Number</th> <th>Extension</th> <th>Primary Phone</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> </div>	*Phone Type	International Prefix	Phone Number	Extension	Primary Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>				
*Phone Type	International Prefix	Phone Number	Extension	Primary Phone											
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>											
35.	<p>Click the Contact Customers link at the bottom of the page to link this contact to the new customer.</p> <div data-bbox="305 1467 1339 1619" style="border: 1px solid black; padding: 5px;"> <p>Contact Information Contact Customers</p> <p>User Profile</p> </div>														

Step	Action
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The **Contact Customers** page displays.



Contact Information
Contact Customers

Contact SetID 50100 Contact ID NEXT

Contact Information Find | View All First 1 of 1 Last

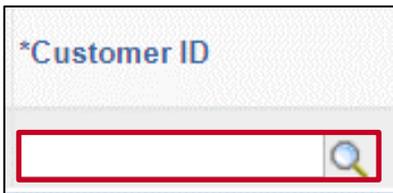
Effective Date 05/29/2024 Name Ann DeNeen

Link Contact to Customer Personalize | Find | [?] [?] First 1 of 1 Last

Customer	Self Service Security								
*Customer SetID	*Customer ID	Customer Name	Location	Credit Cards	Documentation	Primary Bill To	Primary Ship To	Primary Sold To	
50100				Credit Cards	Documentation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+ -

Contact Information
Contact Phone and Type User Profile

36. Select the Customer ID using the **Customer ID Look Up** icon. Once the Customer ID is selected, the **Customer Name** field populates.

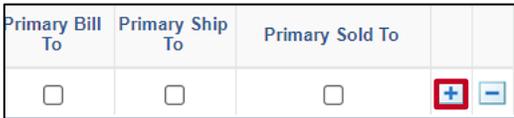


*Customer ID

[Search Icon]

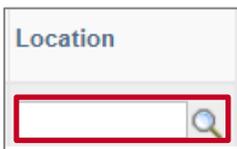


If more than one customer shares the same contact, another Customer can be added by clicking the **Add a New Row (+)** icon to add another row.



Primary Bill To	Primary Ship To	Primary Sold To	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	+ -

37. Select the location using the **Location Look Up** icon.



Location

[Search Icon]



The **Location** field is populated along with the **Primary Bill To**, **Primary Ship To**, and **Primary Sold To** checkbox options.

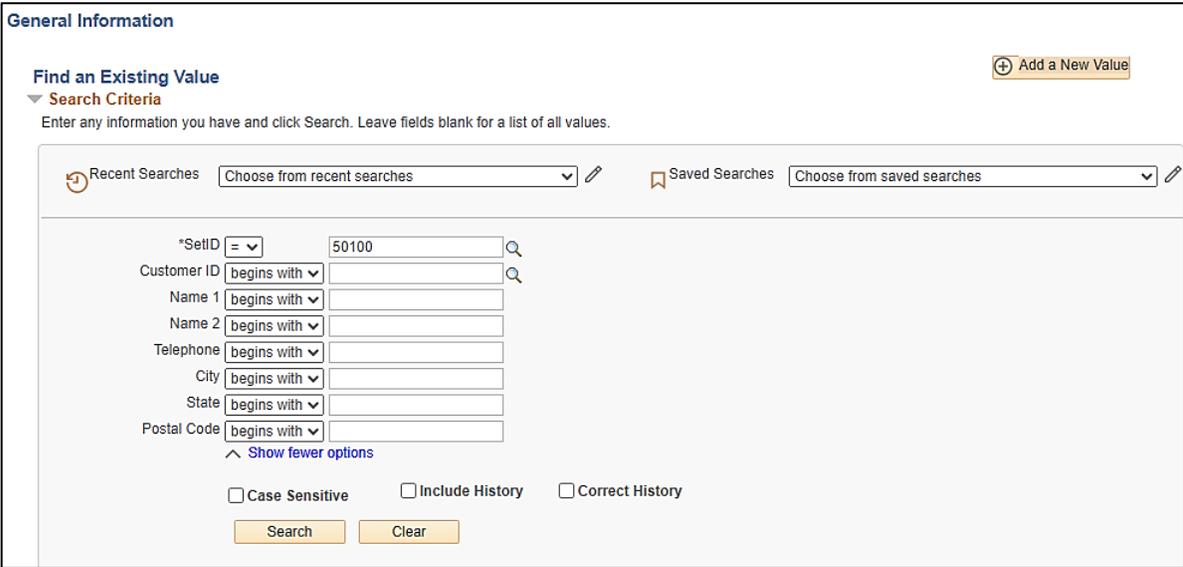
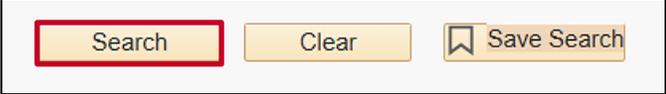


Location	Credit Cards	Documentation	Primary Bill To	Primary Ship To	Primary Sold To
1 FINGERPRINTING	Credit Cards	Documentation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Step	Action
38.	<p>Click the Save button when the Contact Customers information is complete.</p> <div data-bbox="305 422 937 642" style="border: 1px solid black; padding: 5px;"> <p>Contact Information</p> <p>Contact Phone and Type User Profile</p> <p>Save Notify</p> </div>
	<p>Once information is saved, Cardinal updates the Contact ID field in the Header section with the next available sequential number.</p> <div data-bbox="305 764 1118 856" style="border: 1px solid black; padding: 5px;"> <p>Contact SetID 50100 Contact ID 259</p> </div>

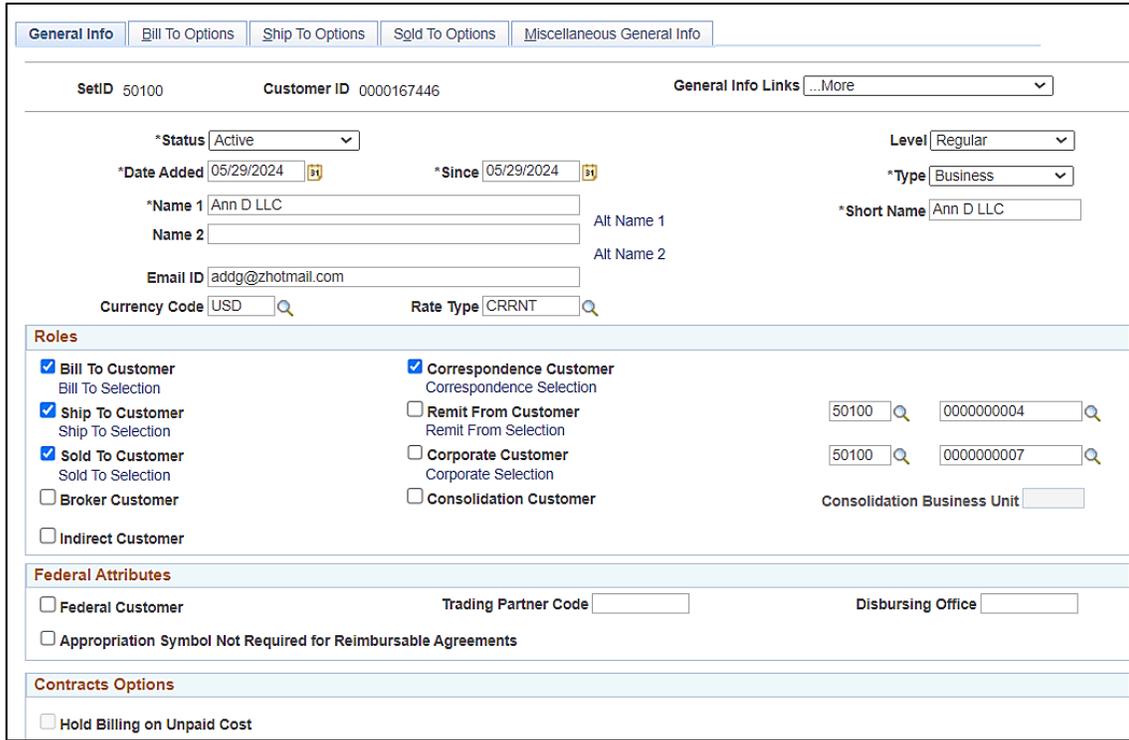
Setting Up Customer Correspondence Options

The Correspondence Options allows users to select the information used on Invoices and other communications with customers.

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information
<p>The General Information Find an Existing Value Search page displays.</p> 	
	<p>For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
2.	<p>The SetID defaults based on the Agency Business Unit. If it does not, select the applicable SetID using the SetID Look Up icon.</p> 
3.	<p>Enter or select the Customer's ID using the Customer ID Look Up icon.</p> 
4.	<p>Click the Search button.</p> 

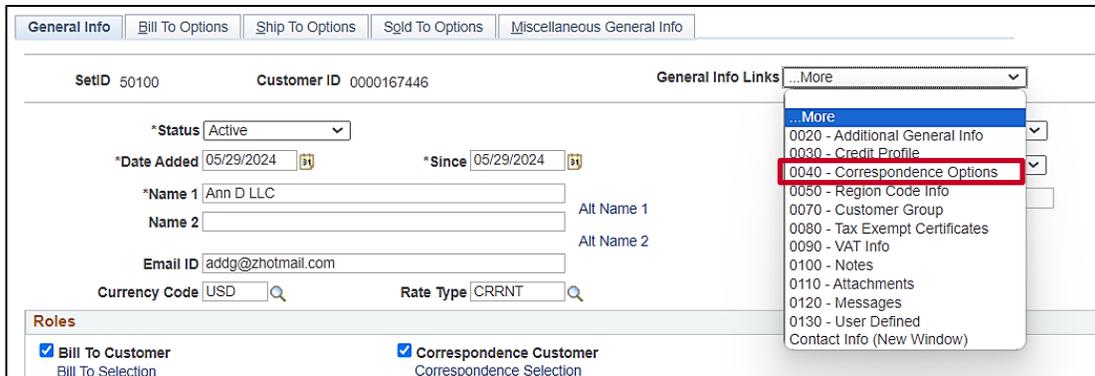
Step	Action
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The **General Info** page displays.



5.

Click the **General Info Links** dropdown button and select “Correspondence Options”.




The General Info links dropdown menu on the **General Info** tab has links to **Correspondence Options, Notes, and Attachments.**

Step	Action
------	--------

The **Correspondence Options** page displays.

General Info
Bill To Options
Ship To Options
Sold To Options
Correspondence Options
Miscellaneous General Info

SetID 50100 Customer ID 0000167446 Ann D LLC

Customer Defaults

Primary Contact 1 Ann DeNeen LLC

Primary Address 1

Correspondence Options Find | View All First ◀ 1 of 1 ▶ Last

*Effective Date *Status + -

Language Code 🔍

<p>Contact</p> <p><input checked="" type="radio"/> Suppress Contact</p> <p><input type="radio"/> Primary Contact</p> <p><input type="radio"/> Override <input style="width: 50px;" type="text"/></p>	<p>Address</p> <p><input type="radio"/> Contact Address</p> <p><input checked="" type="radio"/> Primary Address</p> <p><input type="radio"/> Item Address</p> <p><input type="radio"/> Override <input style="width: 50px;" type="text"/></p>
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Dunning

Dunning Group Dunning ID 🔍

Generate Dunning Image Hold Date 📅

6. Click the **Add a New Row (+)** icon in the **Correspondence Options** section.

Correspondence Options Find | View All First ◀ 1 of 1 ▶ Last

*Effective Date *Status + -

Language Code 🔍

<p>Contact</p> <p><input checked="" type="radio"/> Suppress Contact</p> <p><input type="radio"/> Primary Contact</p> <p><input type="radio"/> Override <input style="width: 50px;" type="text"/></p>	<p>Address</p> <p><input type="radio"/> Contact Address</p> <p><input checked="" type="radio"/> Primary Address</p> <p><input type="radio"/> Item Address</p> <p><input type="radio"/> Override <input style="width: 50px;" type="text"/></p>
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Dunning

Dunning Group Dunning ID 🔍

Generate Dunning Image Hold Date 📅

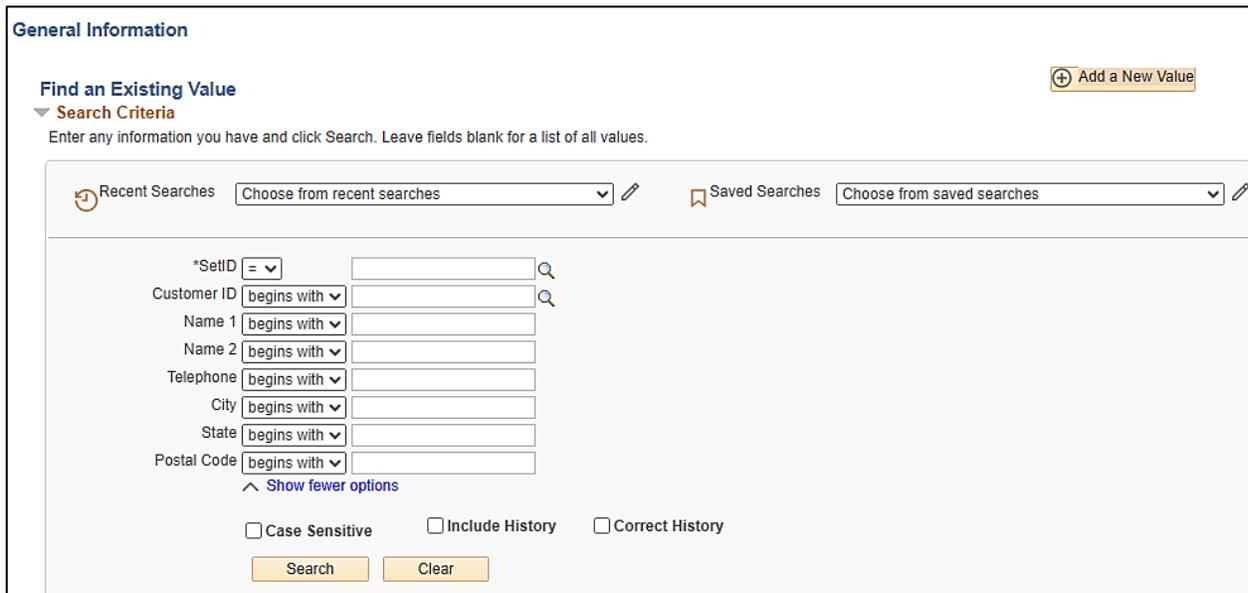
Step	Action		
	<p>A new row is created in the Correspondence Options section.</p> <div data-bbox="224 422 1427 919" style="border: 1px solid black; padding: 5px;"> <p>Correspondence Options Find View All First 1 of 2 Last</p> <p>*Effective Date <input type="text" value="05/30/2024"/> *Status <input type="text" value="Active"/> + -</p> <p>Language Code <input type="text" value="ENG"/> <input type="button" value="Q"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 5px;"> <p>Contact</p> <p><input checked="" type="radio"/> Suppress Contact</p> <p><input type="radio"/> Primary Contact</p> <p><input type="radio"/> Override <input type="text"/></p> </td> <td style="width: 50%; padding: 5px;"> <p>Address</p> <p><input type="radio"/> Contact Address</p> <p><input checked="" type="radio"/> Primary Address</p> <p><input type="radio"/> Item Address</p> <p><input type="radio"/> Override <input type="text"/></p> </td> </tr> </table> <p>Dunning</p> <p>Dunning Group <input type="text" value="All Groups"/> Dunning ID <input type="text"/> <input type="button" value="Q"/></p> <p>Generate Dunning Image <input type="text"/> <input type="checkbox"/> Hold Date <input type="text"/> <input type="button" value="31"/></p> </div>	<p>Contact</p> <p><input checked="" type="radio"/> Suppress Contact</p> <p><input type="radio"/> Primary Contact</p> <p><input type="radio"/> Override <input type="text"/></p>	<p>Address</p> <p><input type="radio"/> Contact Address</p> <p><input checked="" type="radio"/> Primary Address</p> <p><input type="radio"/> Item Address</p> <p><input type="radio"/> Override <input type="text"/></p>
<p>Contact</p> <p><input checked="" type="radio"/> Suppress Contact</p> <p><input type="radio"/> Primary Contact</p> <p><input type="radio"/> Override <input type="text"/></p>	<p>Address</p> <p><input type="radio"/> Contact Address</p> <p><input checked="" type="radio"/> Primary Address</p> <p><input type="radio"/> Item Address</p> <p><input type="radio"/> Override <input type="text"/></p>		
7.	<p>Enter or select the Dunning ID using the Dunning ID Look Up icon.</p> <div data-bbox="305 1010 1403 1108" style="border: 1px solid black; padding: 5px;"> <p>Dunning Group <input type="text" value="All Groups"/> Dunning ID <input type="text"/> <input type="button" value="Q"/></p> <p>Generate Dunning Image <input type="text"/> <input type="checkbox"/> Hold Date <input type="text"/> <input type="button" value="31"/></p> </div>		
	<p>“DOA” should be used for the dunning state Agencies. “STD” is used for individual customers. Federal customers are not typically set up to receive dunning notices.</p>		
8.	<p>Click the Save button once all of the required changes are entered.</p> <div data-bbox="305 1308 1024 1381" style="border: 1px solid black; padding: 5px;"> <p><input checked="" type="button" value="Save"/> <input type="button" value="Return to Search"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/></p> </div>		

Adding Attachments

Attachments can be used to enter additional information about the customer.

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information

The **General Information Find an Existing Value Search** page displays.



General Information

Find an Existing Value + Add a New Value

▼ **Search Criteria**
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches
Saved Searches: Choose from saved searches

*SetID =

Customer ID begins with

Name 1 begins with

Name 2 begins with

Telephone begins with

City begins with

State begins with

Postal Code begins with

[^ Show fewer options](#)

Case Sensitive Include History Correct History



For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

2. The SetID should default based on the Agency Business Unit. If it does not, select the applicable SetID using the **SetID Look Up** icon.



*SetID =

3. Enter or select the Customer's ID using the **Customer ID Look Up** icon.



Customer ID begins with

4. Click the **Search** button.





Accounts Receivable Job Aid

AR323_Creating and Maintaining Customers (VDOT Only)

Step	Action
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The **General Info** page displays.

General Info | Bill To Options | Ship To Options | Sgld To Options | Miscellaneous General Info

SetID 50100 Customer ID 0000167446 General Info Links ...More

*Status Active Level Regular

*Date Added 05/29/2024 *Since 05/29/2024 *Type Business

*Name 1 Ann D LLC Alt Name 1 *Short Name Ann D LLC

Name 2 Alt Name 2

Email ID addg@zhotmail.com

Currency Code USD Rate Type CRRNT

Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection	50100 0000000004
<input checked="" type="checkbox"/> Ship To Customer Ship To Selection	<input type="checkbox"/> Remit From Customer Remit From Selection	50100 0000000007
<input checked="" type="checkbox"/> Sold To Customer Sold To Selection	<input type="checkbox"/> Corporate Customer Corporate Selection	Consolidation Business Unit
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer	
<input type="checkbox"/> Indirect Customer		

Federal Attributes

Federal Customer Trading Partner Code Disbursing Office

Appropriation Symbol Not Required for Reimbursable Agreements

Contracts Options

Hold Billing on Unpaid Cost

5. Click the **General Info Links** dropdown button and select "0110 – Attachments".

General Info | Bill To Options | Ship To Options | Sgld To Options | Miscellaneous General Info

SetID 50100 Customer ID 0000167446 General Info Links ...More

*Status Active Level Regular

*Date Added 05/29/2024 *Since 05/29/2024 *Type Business

*Name 1 Ann D LLC Alt Name 1 *Short Name Ann D LLC

Name 2 Alt Name 2

Email ID addg@zhotmail.com

Currency Code USD Rate Type CRRNT

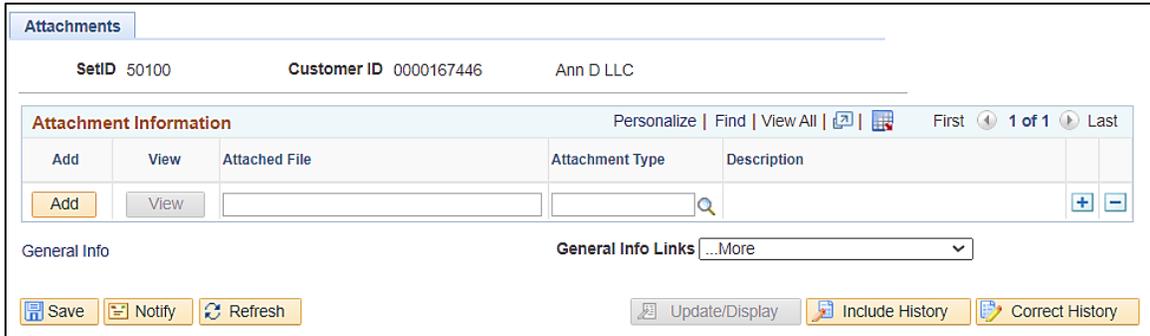
Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection
--	--

0110 - Attachments (highlighted)

Step	Action
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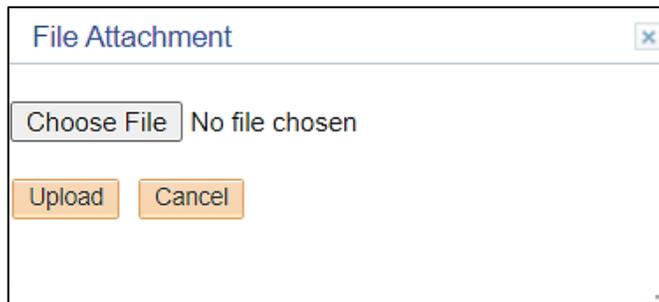
The **Attachments** page displays.



6. Click the **Add** button to locate, select, and upload the attachment.



The **File Attachment** page displays in a pop-up window.



7. Click the **Choose File** button to locate the file and then click the **Upload** button.



Step	Action						
8.	<p>Click the View button to review the attachment.</p> <div data-bbox="293 422 1141 625" style="border: 1px solid black; padding: 5px;"> <p>Attachment Information</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 20%;">Add</th> <th style="width: 20%;">View</th> <th style="width: 60%;">Attached File</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Add</td> <td style="text-align: center;">View</td> <td>Security_Issues_when_opening_templates_</td> </tr> </tbody> </table> </div>	Add	View	Attached File	Add	View	Security_Issues_when_opening_templates_
Add	View	Attached File					
Add	View	Security_Issues_when_opening_templates_					
9.	<p>Click the Save button to save the attachment.</p> <div data-bbox="293 709 818 867" style="border: 1px solid black; padding: 5px;"> <p>General Info</p> <div style="display: flex; gap: 10px; margin-top: 10px;">  Save  Notify  Refresh </div> </div>						

Adding Notes

Notes can be used to enter additional information about a customer.

Step	Action
1.	Navigate to the General Information page using the following path: Main Menu > Customers > Customer Information > General Information
<p>The General Information Find an Existing Value Search page displays.</p> <div data-bbox="219 651 1464 1243" style="border: 1px solid black; padding: 10px;"> <p>General Information</p> <p>Find an Existing Value + Add a New Value</p> <p>▼ Search Criteria</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> ↻ Recent Searches <input type="text" value="Choose from recent searches"/> ✎ 🔖 Saved Searches <input type="text" value="Choose from saved searches"/> ✎ </div> <div style="margin-bottom: 10px;"> <p>*SetID <input type="text" value="="/> <input type="text"/> 🔍</p> <p>Customer ID <input type="text" value="begins with"/> <input type="text"/> 🔍</p> <p>Name 1 <input type="text" value="begins with"/> <input type="text"/></p> <p>Name 2 <input type="text" value="begins with"/> <input type="text"/></p> <p>Telephone <input type="text" value="begins with"/> <input type="text"/></p> <p>City <input type="text" value="begins with"/> <input type="text"/></p> <p>State <input type="text" value="begins with"/> <input type="text"/></p> <p>Postal Code <input type="text" value="begins with"/> <input type="text"/></p> <p>^ Show fewer options</p> <p><input type="checkbox"/> Case Sensitive <input type="checkbox"/> Include History <input type="checkbox"/> Correct History</p> <p style="text-align: center;"> <input type="button" value="Search"/> <input type="button" value="Clear"/> </p> </div> </div>	
	<p>For more information pertaining to the Cardinal FIN Search pages, refer to the Job Aid titled "Overview of the Cardinal FIN Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning.</p>
2.	<p>The SetID should default based on the Agency Business Unit. If it does not, select the applicable SetID using the SetID Look Up icon.</p> <div data-bbox="264 1497 967 1562" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>*SetID <input type="text" value="="/> <input style="border: 2px solid red;" type="text"/> 🔍</p> </div>
3.	<p>Enter or select the Customer's ID using the Customer ID Look Up icon.</p> <div data-bbox="264 1652 1019 1705" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Customer ID <input type="text" value="begins with"/> <input style="border: 2px solid red;" type="text"/> 🔍</p> </div>
4.	<p>Click the Search button.</p> <div data-bbox="264 1791 922 1885" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p> <input style="border: 2px solid red;" type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Save Search"/> </p> </div>



Accounts Receivable Job Aid

AR323_Creating and Maintaining Customers (VDOT Only)

Step	Action
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The **General Info** page displays.

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 50100 Customer ID 0000167446 General Info Links [...More](#)

*Status **Active** Level **Regular**

*Date Added 05/29/2024 *Since 05/29/2024 *Type **Business**

*Name 1 Ann D LLC Alt Name 1 *Short Name Ann D LLC

Name 2 Alt Name 2

Email ID addg@zhotmail.com

Currency Code USD Rate Type CRRNT

Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection	50100	0000000004
<input checked="" type="checkbox"/> Ship To Customer Ship To Selection	<input type="checkbox"/> Remit From Customer Remit From Selection	50100	0000000007
<input checked="" type="checkbox"/> Sold To Customer Sold To Selection	<input type="checkbox"/> Corporate Customer Corporate Selection	Consolidation Business Unit	
<input type="checkbox"/> Broker Customer	<input type="checkbox"/> Consolidation Customer		
<input type="checkbox"/> Indirect Customer			

Federal Attributes

Federal Customer Trading Partner Code Disbursing Office

Appropriation Symbol Not Required for Reimbursable Agreements

Contracts Options

Hold Billing on Unpaid Cost

5. Click the **General Info Links** dropdown button and select "0100 – Notes".

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 50100 Customer ID 0000167446 General Info Links [...More](#)

*Status **Active** Level **Regular**

*Date Added 05/29/2024 *Since 05/29/2024 *Type **Business**

*Name 1 Ann D LLC Alt Name 1

Name 2 Alt Name 2

Email ID addg@zhotmail.com

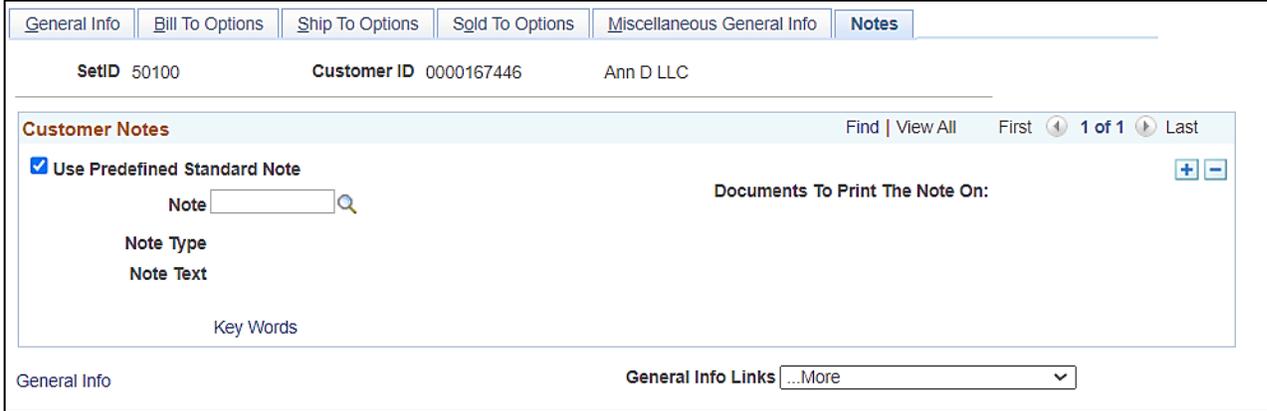
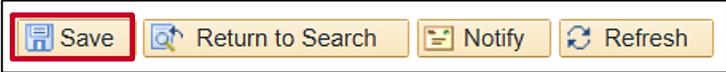
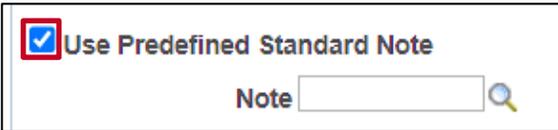
Currency Code USD Rate Type CRRNT

Roles

<input checked="" type="checkbox"/> Bill To Customer Bill To Selection	<input checked="" type="checkbox"/> Correspondence Customer Correspondence Selection
--	--

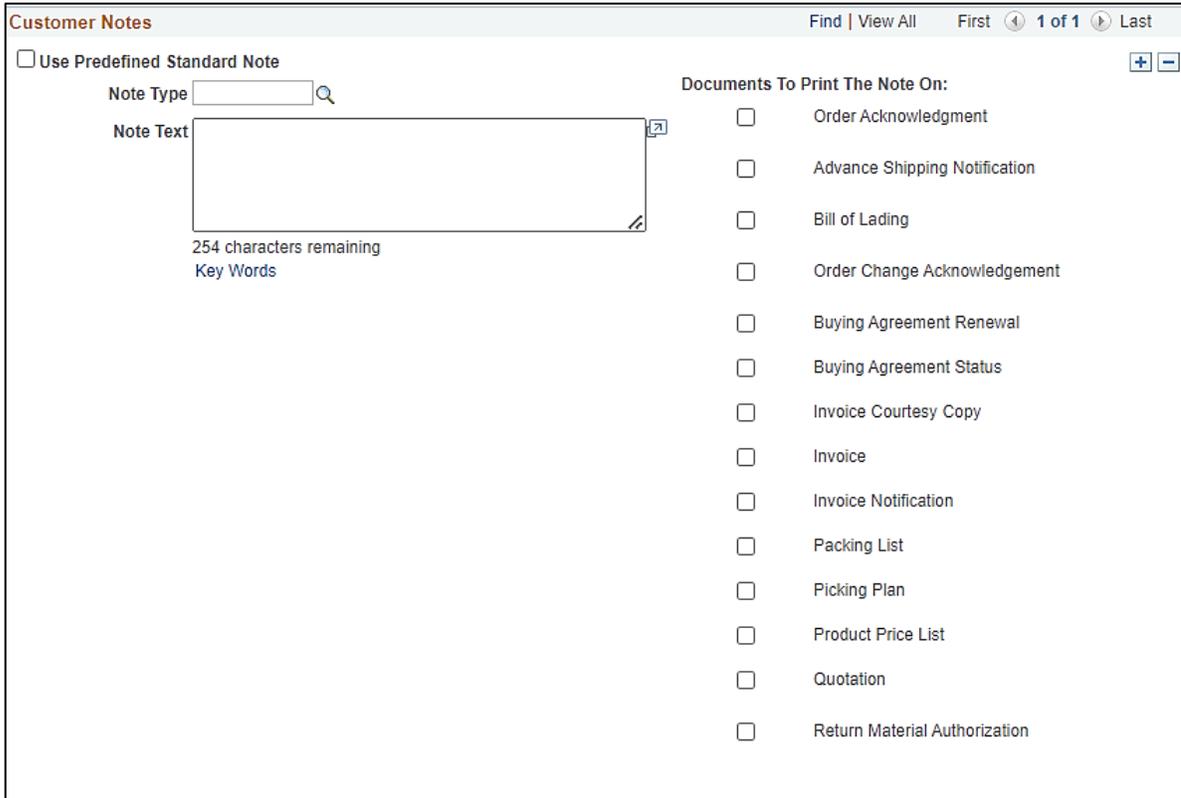
General Info Links dropdown menu:

- ...More
- 0020 - Additional General Info
- 0030 - Credit Profile
- 0040 - Correspondence Options
- 0050 - Region Code Info
- 0070 - Customer Group
- 0080 - Tax Exempt Certificates
- 0090 - VAT Info
- 0100 - Notes**
- 0110 - Attachments
- 0120 - Messages
- 0130 - User Defined
- Contact Info (New Window)

Step	Action
	<p>The Notes page displays.</p> 
6.	<p>The Use Predefined Standard Note checkbox option defaults as checked. This allows users to select a standard note. To create a customized note, skip to step 9.</p> 
7.	<p>Select the applicable option using the Note Look Up icon.</p> 
8.	<p>Click the Save button.</p> 
9.	<p>To create a customized note, uncheck the Use Predefined Standard Note checkbox option.</p> 

Step	Action
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The **Customer Notes** page displays.



Customer Notes Find | View All First 1 of 1 Last

Use Predefined Standard Note

Note Type 

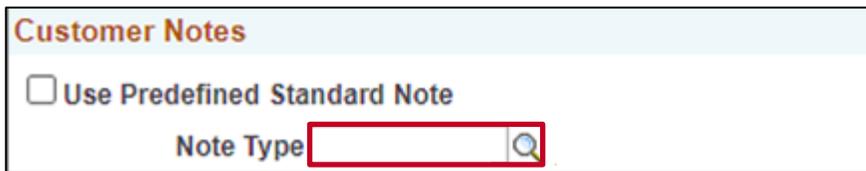
Note Text 

254 characters remaining
Key Words

Documents To Print The Note On:

- Order Acknowledgment
- Advance Shipping Notification
- Bill of Lading
- Order Change Acknowledgement
- Buying Agreement Renewal
- Buying Agreement Status
- Invoice Courtesy Copy
- Invoice
- Invoice Notification
- Packing List
- Picking Plan
- Product Price List
- Quotation
- Return Material Authorization

10. Select the Note Type using the **Note Type Look Up** icon.

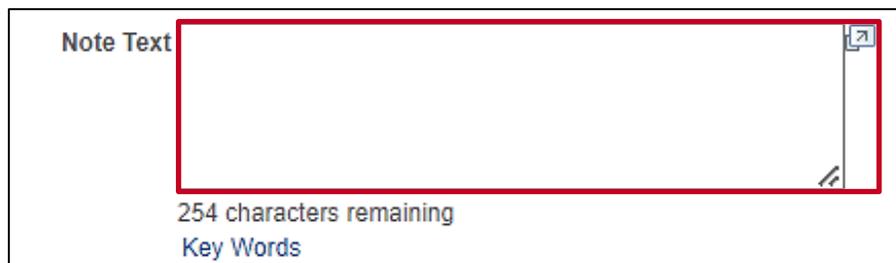


Customer Notes

Use Predefined Standard Note

Note Type 

11. Enter a free form note in the **Note Text** field. This field holds up to 254 characters.



Note Text 

254 characters remaining
Key Words

Step	Action
12.	<p>Select the applicable Documents to Print the Note On checkbox option(s).</p> <div data-bbox="256 420 789 1344" style="border: 1px solid black; padding: 5px;"> <p>Documents To Print The Note On:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Order Acknowledgment <input type="checkbox"/> Advance Shipping Notification <input type="checkbox"/> Bill of Lading <input type="checkbox"/> Order Change Acknowledgement <input type="checkbox"/> Buying Agreement Renewal <input type="checkbox"/> Buying Agreement Status <input type="checkbox"/> Invoice Courtesy Copy <input type="checkbox"/> Invoice <input type="checkbox"/> Invoice Notification <input type="checkbox"/> Packing List <input type="checkbox"/> Picking Plan <input type="checkbox"/> Product Price List <input type="checkbox"/> Quotation <input type="checkbox"/> Return Material Authorization </div>
13.	<p>Click the Save button to save the note.</p> <div data-bbox="256 1432 984 1507" style="border: 1px solid black; padding: 5px;">  Save  Return to Search  Notify  Refresh </div>