AR323_Creating and Maintaining Customers (VDOT Only)

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.

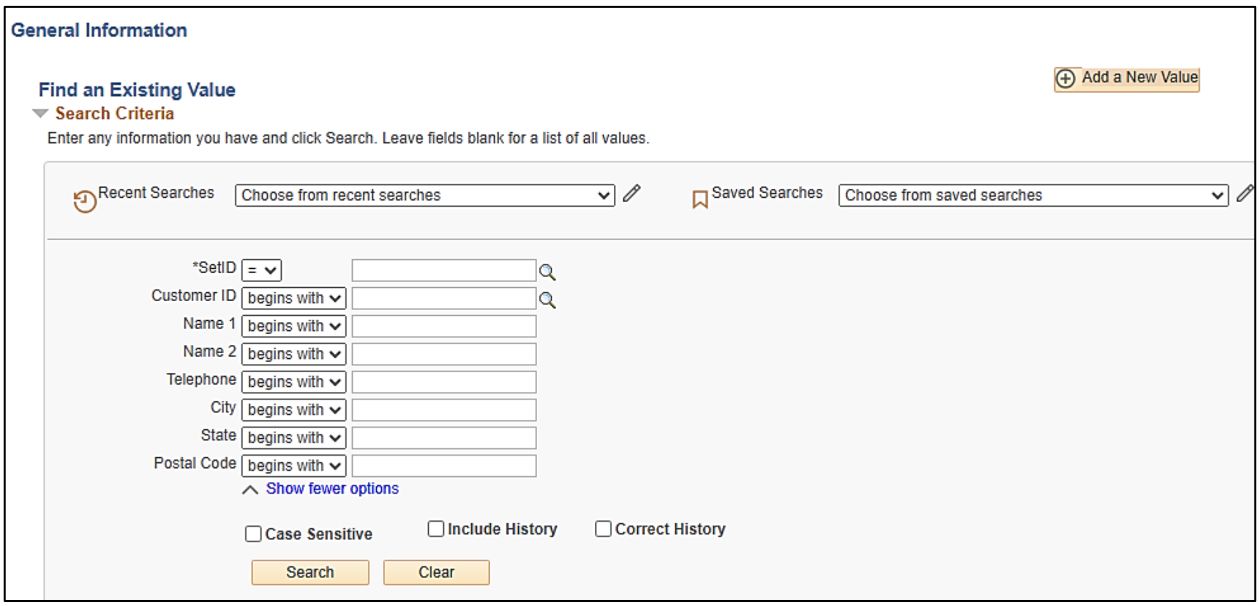
Table of Contents

Revision History

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

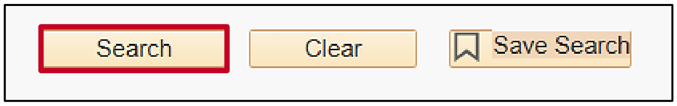
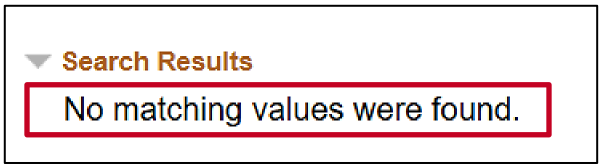
Verify the Customer Does Not Already Exist

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the General Information page using the following path:
Main Menu > Customers > Customer Information > General Information</td></tr>
<tr><td colspan="2">The General Information Find an Existing Value Search page displays.

</td></tr>
<tr><td></td><td>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.</td></tr>
<tr><td>2.</td><td>The SetID field defaults to the Agency’s Business Unit. If not, select the applicable Business Unit using the SetID Look Up icon.

</td></tr>
<tr><td>3.</td><td>Enter the Customer name in the Name 1 field.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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

Entering a New Customer

<table>
<tr><th>Step</th><th>Action</th></tr>
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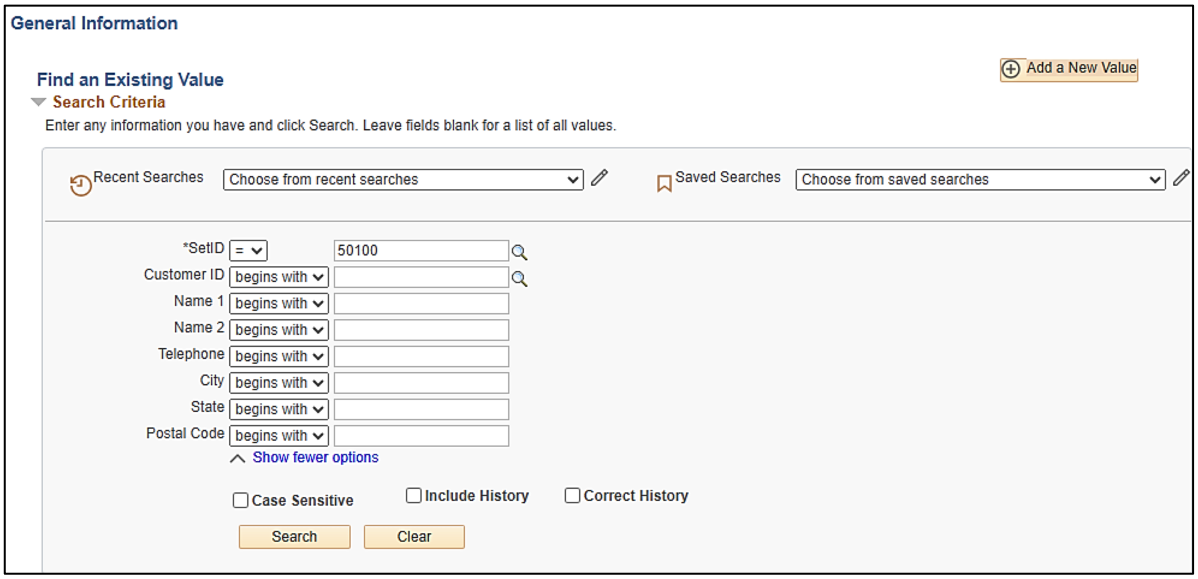
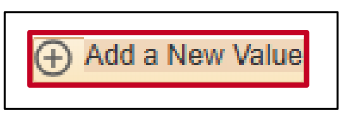
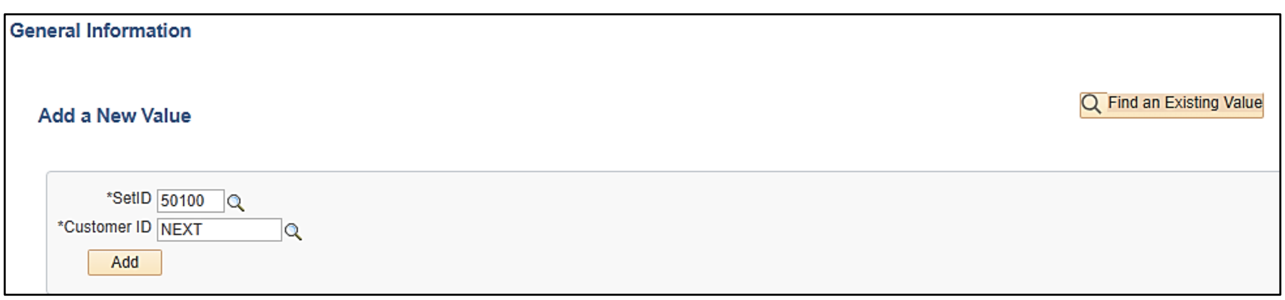
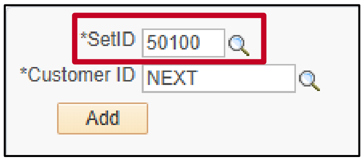
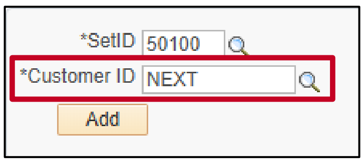
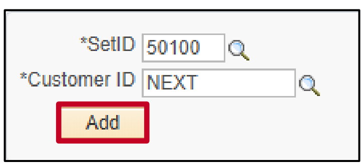
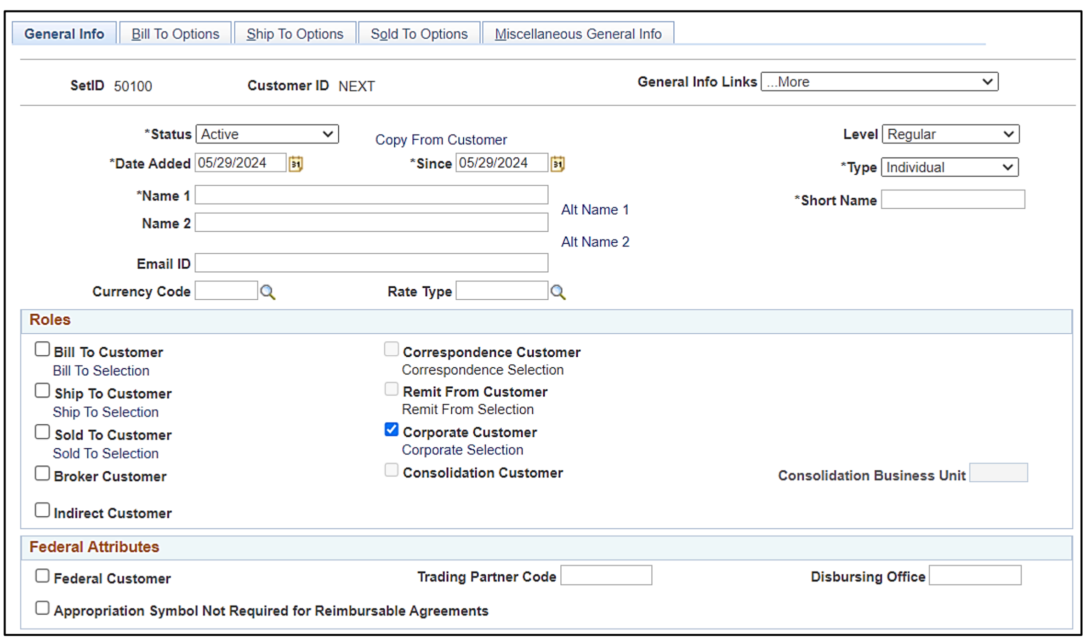
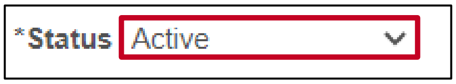
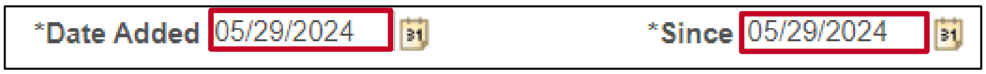
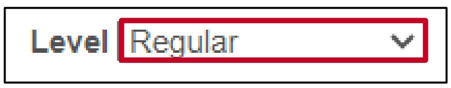
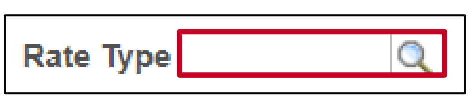
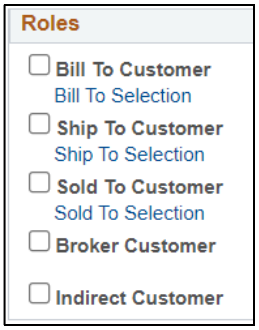
Main Menu > Customers > Customer Information > General Information</td></tr>
<tr><td colspan="2">The General Information Find an Existing Value Search page displays.

</td></tr>
<tr><td>ℹ</td><td>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.</td></tr>
<tr><td>2.</td><td>Click the Add a New Value button.

</td></tr>
<tr><td colspan="2">The Add a New Value page displays.

</td></tr>
</table>

Step	Action
3.	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. 
4.	The **Customer ID** field defaults to “NEXT”. Do not change. 
ℹ	When the required customer information has been entered and saved, Cardinal updates “NEXT” to the next available sequential Customer ID Number.
5.	Click the **Add** button. 

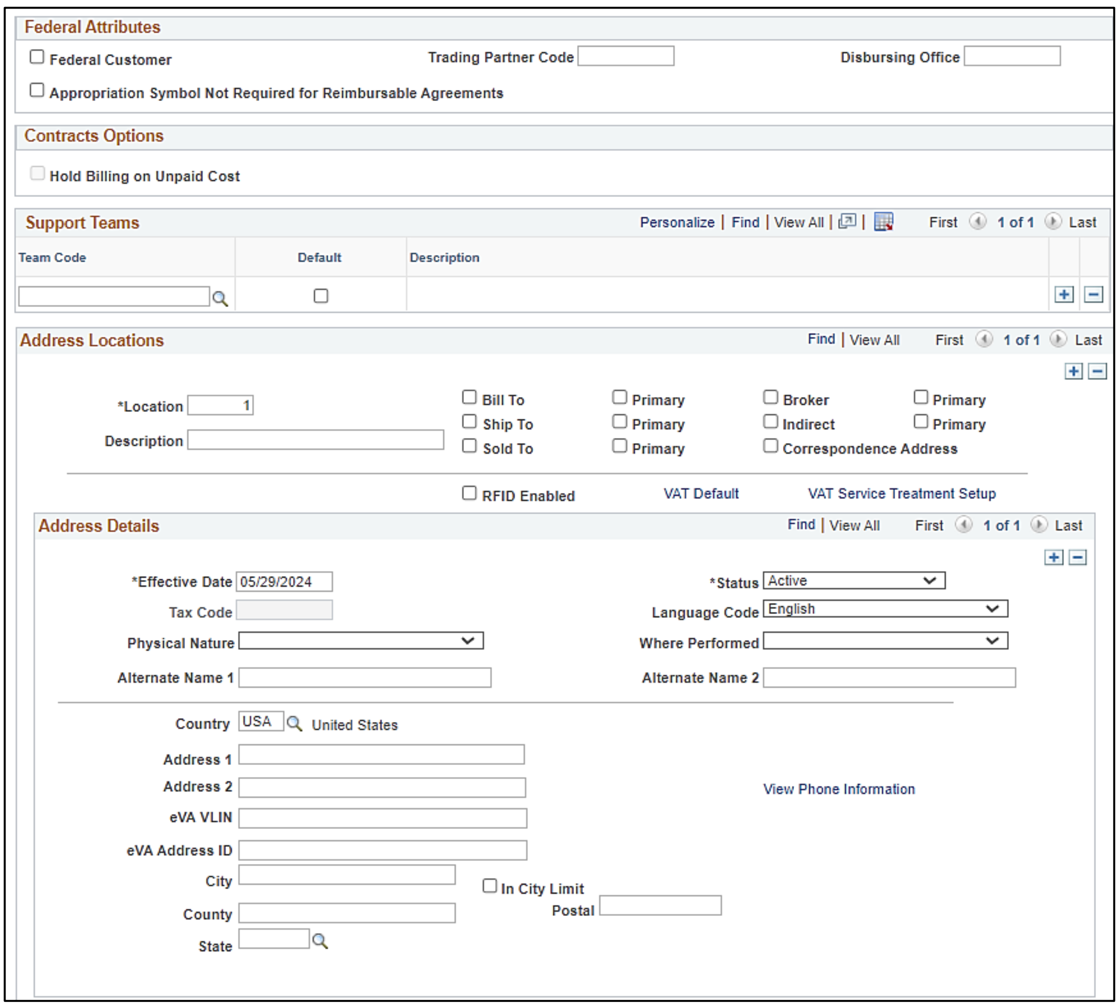
The **General Info** page displays.

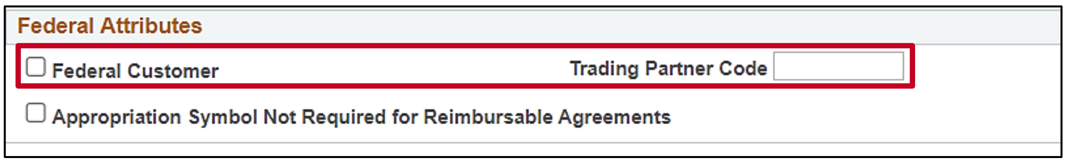
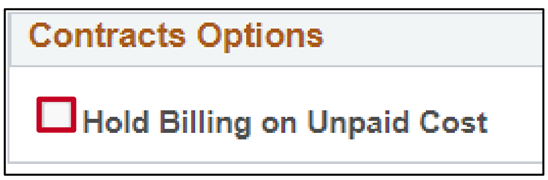
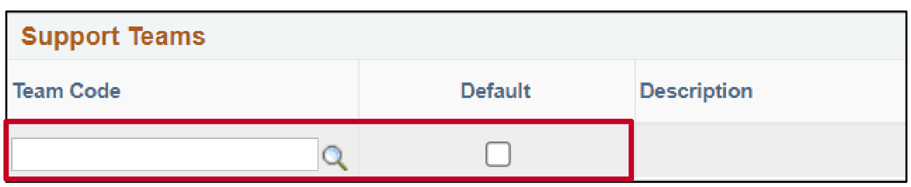
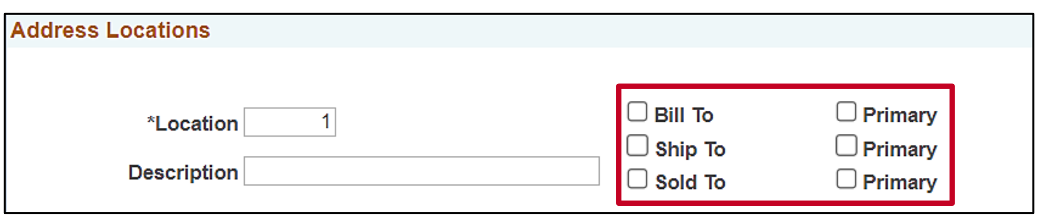


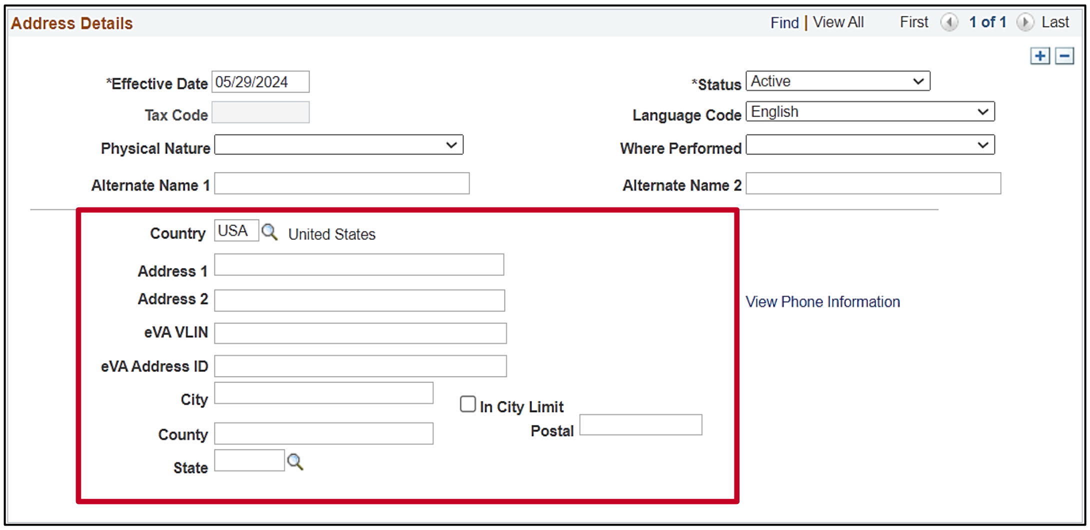
Step	Action
6.	The **Status** field defaults to "Active" and should not be changed. 
7.	The **Date Added** and **Since** fields default to the current date. Use the **Date Added** and **Since Calendar Icons** to change to the applicable date as needed. 
8.	The **Level** field defaults to "Regular" and 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
13.	In the **Roles** section, select the applicable checkbox options (**Bill to Customer**, **Ship to Customer**, and **Sold to Customer**). 

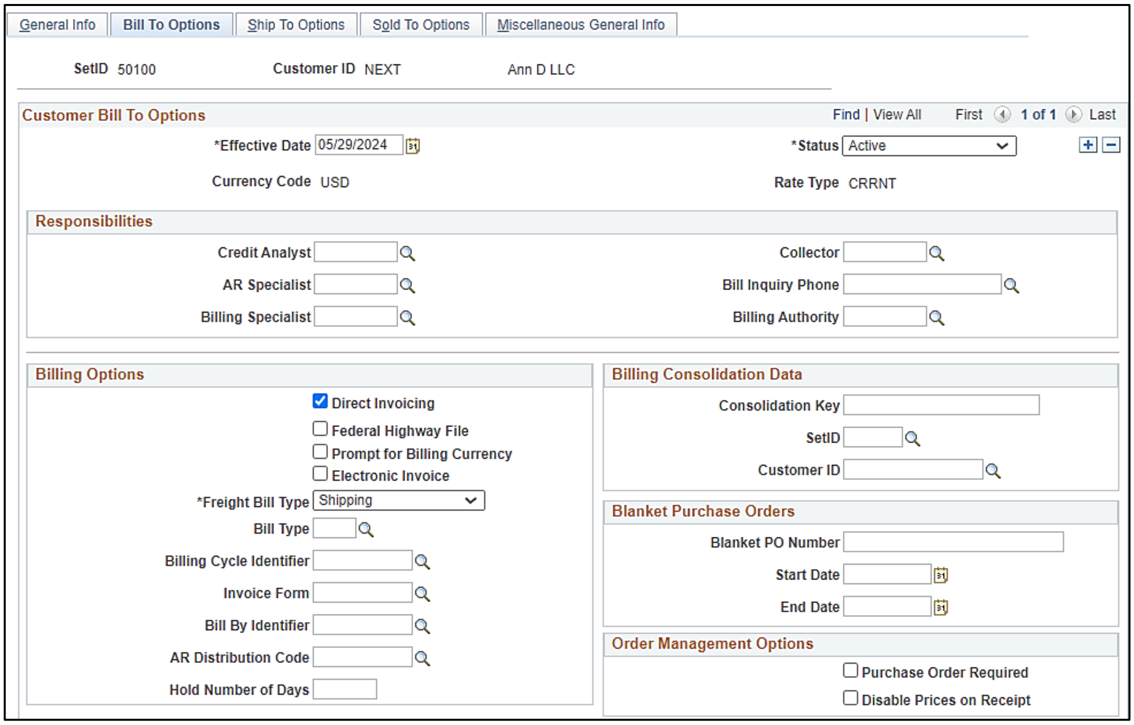
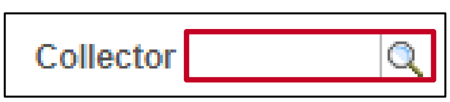
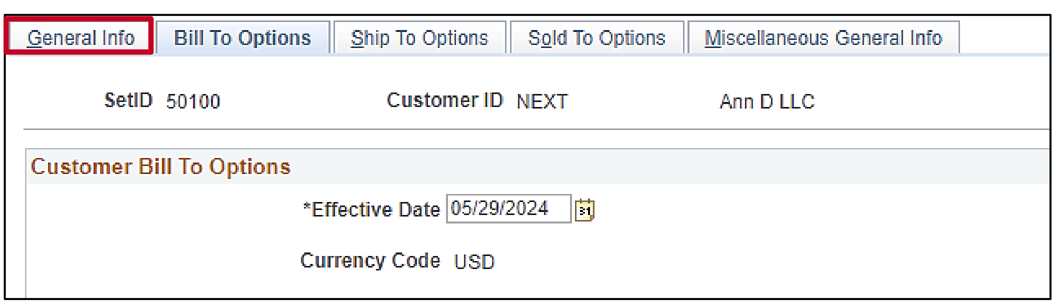
Screenshot of the bottom section of the **General Info** page:

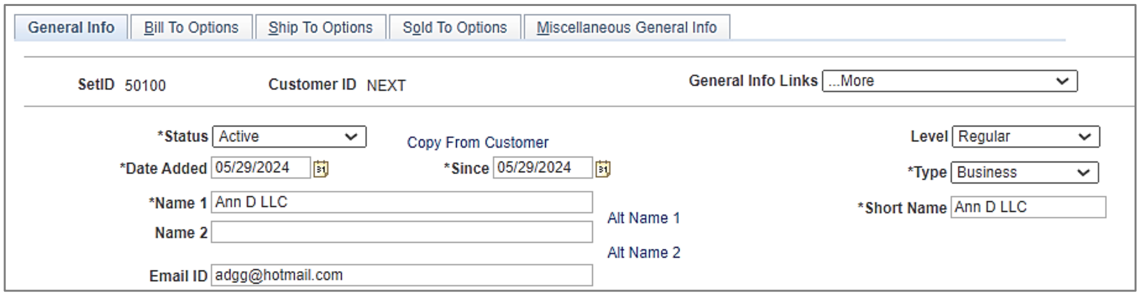
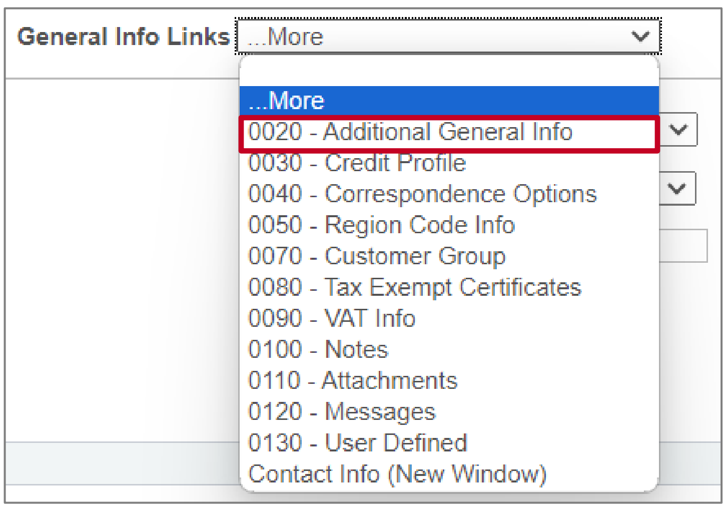


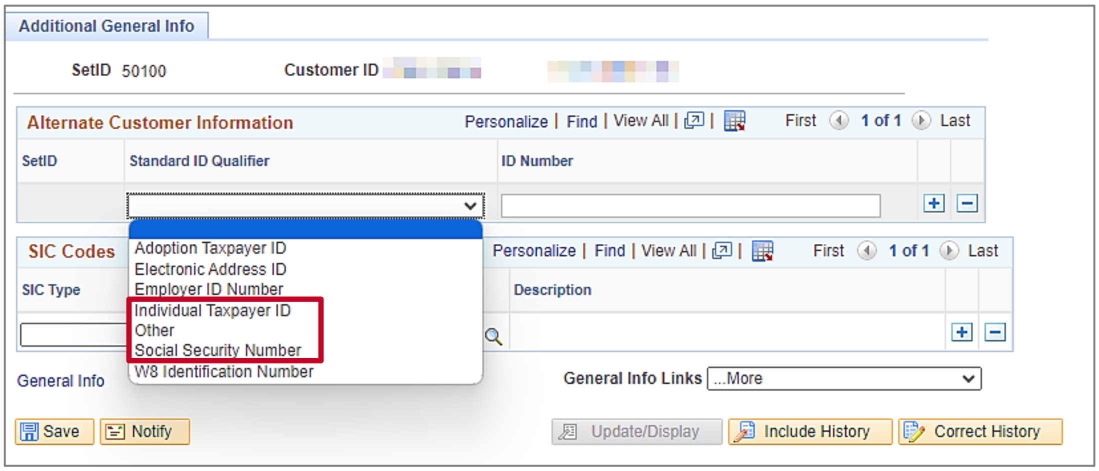
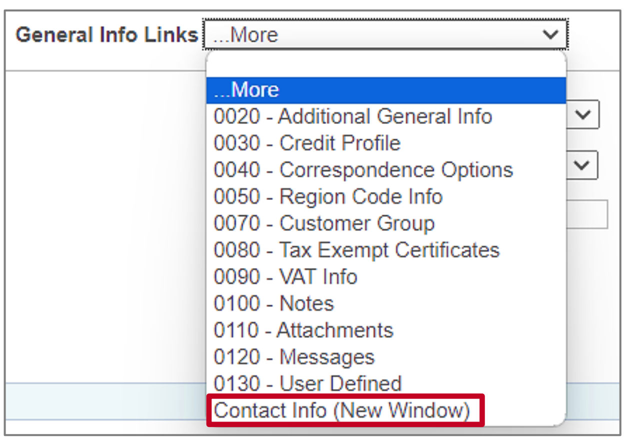
Step	Action
14.	Select the **Federal Customer** checkbox option if “Government” was selected as the Customer Type. A Trading Partner Code is required if the **Federal Customer** checkbox option is selected. 
	The **Hold Billing on Unpaid Cost** checkbox option defaults from the **Contracts – Installation 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. 
15.	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. 
16.	Select the applicable address location checkbox options (**Bill To**, **Ship To**, and **Sold To**). Select the **Primary** checkbox option for each one selected. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>17.</td><td>Enter the customer address information in the Address Details section.

</td></tr>
<tr><td>18.</td><td>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.

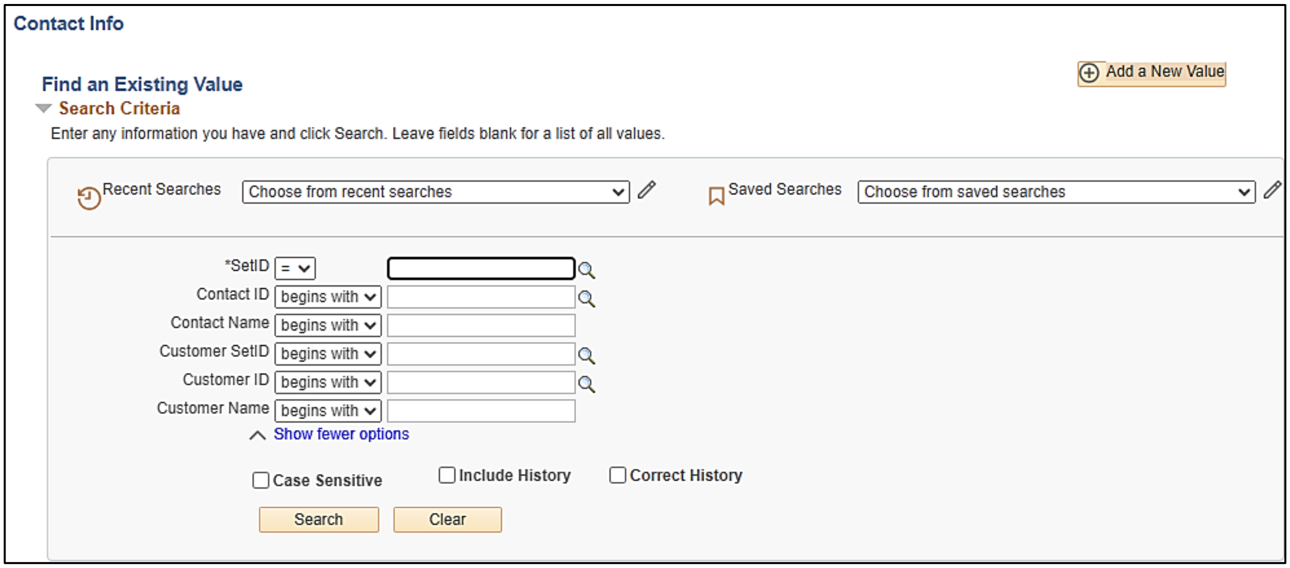
</td></tr>
</table>

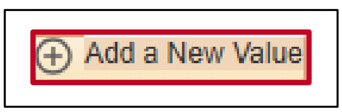
Step	Action
The **Bill To Options** page displays. 	
19.	Click the **Credit Analyst Look Up** icon and select the applicable Credit Analyst. 
20.	Click the **Collector Look Up** icon and select the applicable Collector (typically, the person entering the customer information is the Collector). 
21.	Click the **General Info** tab. 

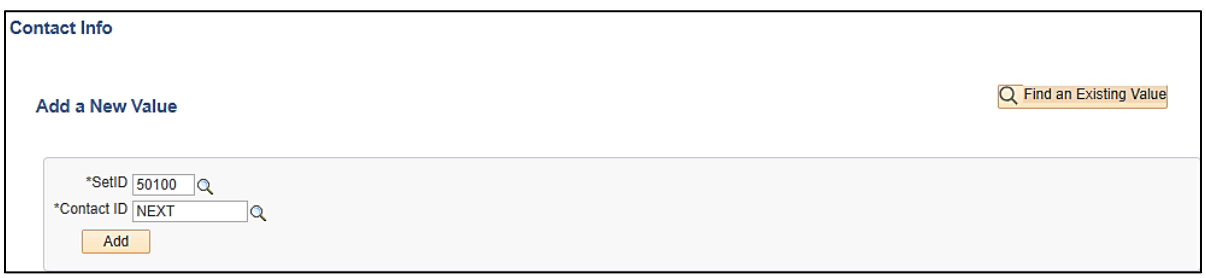
Step	Action
The **General Info** page redisplays. 	
22.	Click the **General Info Links** dropdown menu (i.e., …**More**). The **General Info Links** dropdown contains additional customer data options. 

Step	Action
	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. 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. 
23.	Select **Contract Info (New Window)** from the **General Info Links** dropdown menu to enter customer contact information. 

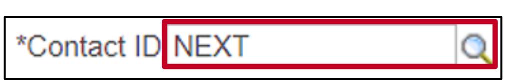
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Contact Info Find an Existing Value Search page displays in a new window.


</td></tr>
<tr><td>24.</td><td>Click the Add a New Value button.


</td></tr>
<tr><td colspan="2">The Contact Info Add a New Value page displays.

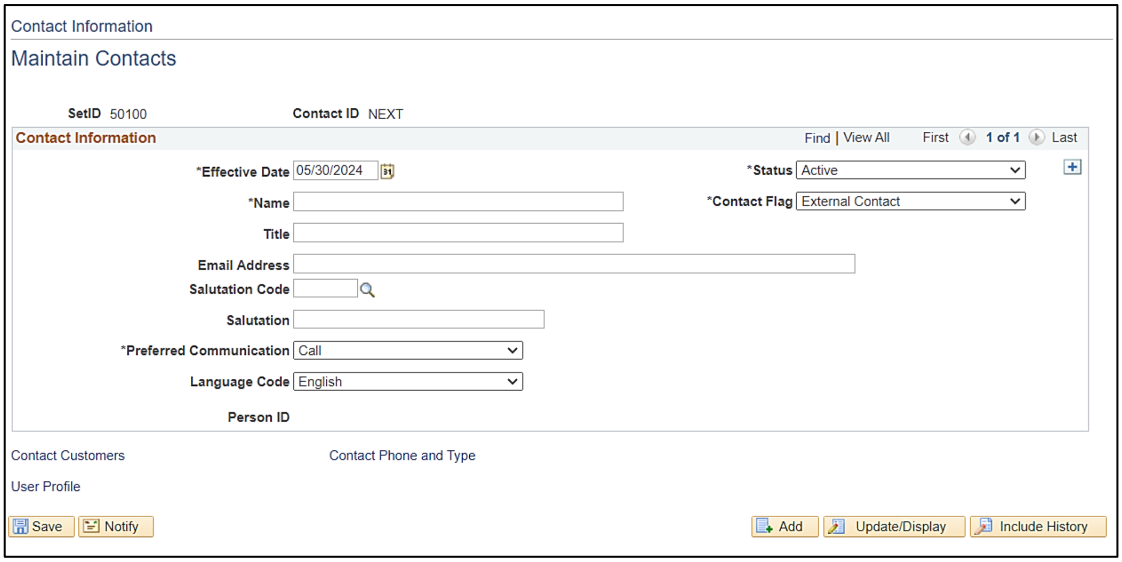

</td></tr>
<tr><td>25.</td><td>The SetID defaults based on Agency Business Unit. If it does not, use the SetID Look Up icon to select the applicable SetID.


</td></tr>
<tr><td>26.</td><td>The Contact ID field should display “NEXT”. Do not change.

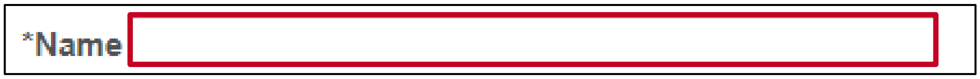

</td></tr>
</table>

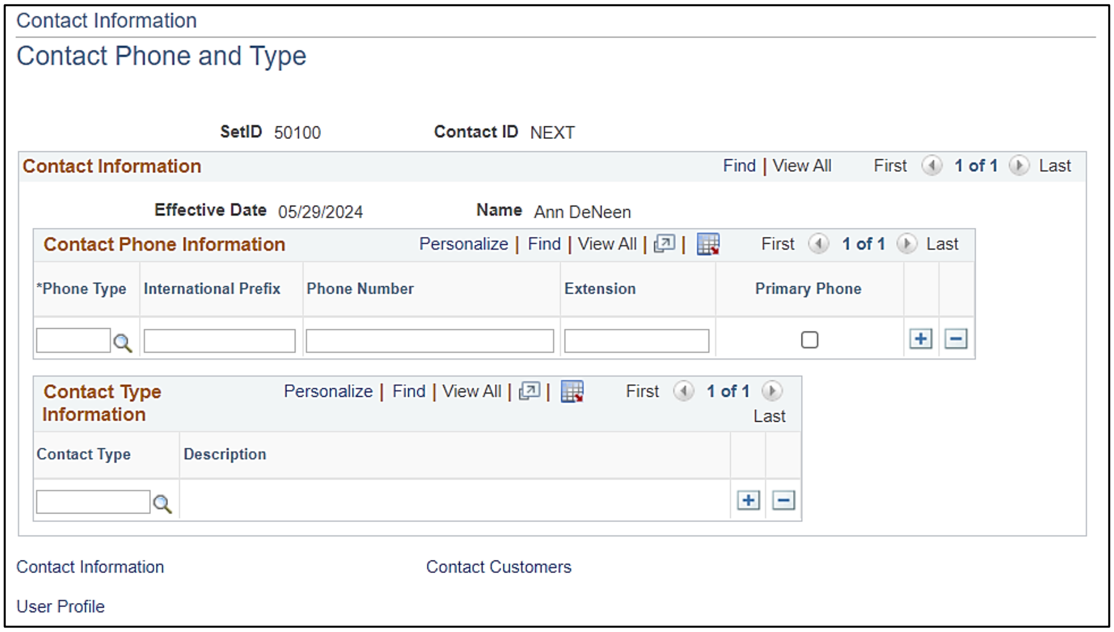
Step	Action
27.	Click the **Add** button. 

The **Maintain Contacts** page displays.



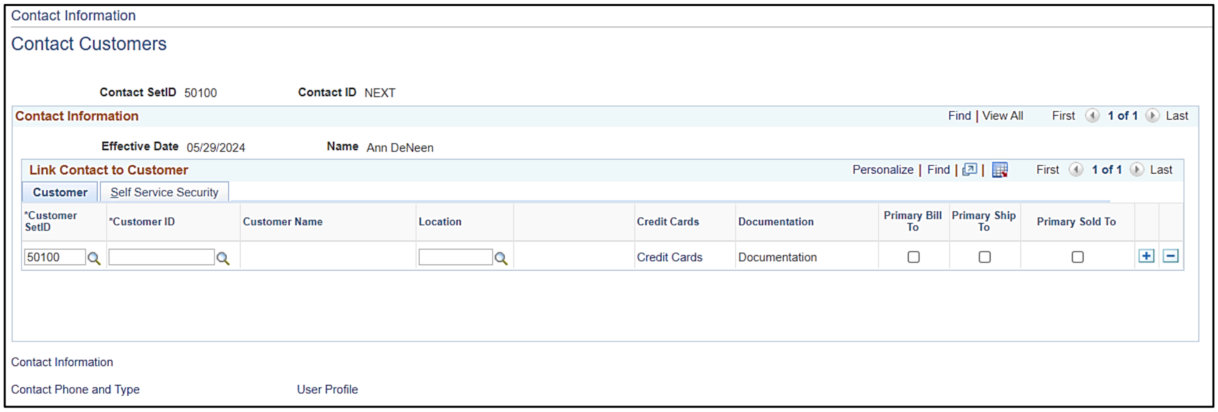
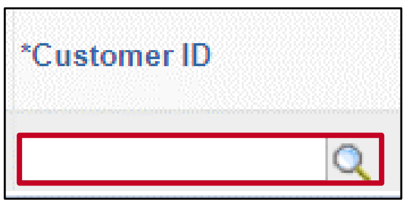
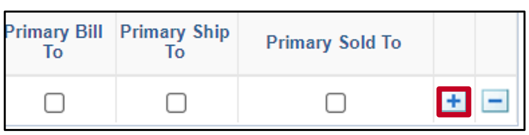
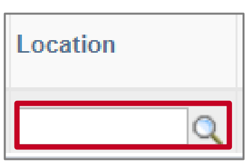
Step	Action
	In the **Contact Information** section, some contact information is required. Required fields are: - Effective Date (defaults to the current date) - Name - Status (defaults to Active) - Contact Flag (defaults to External Contact) Optional fields are: - Title, Email ID - Salutation Code - Salutation - Preferred Communication - Language Code
28.	The Effective Date defaults to the current date. Update as needed using the **Effective Date Calendar** icon. 

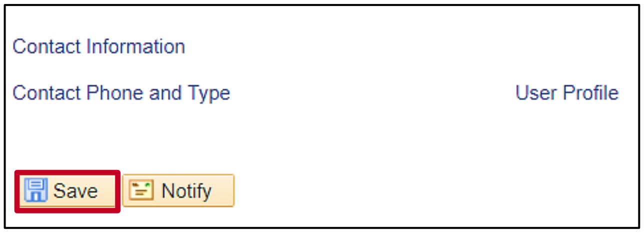
Step	Action
29.	Enter the name of the contact in **Name** field. 
30.	The **Preferred Communication** field defaults to “Call”. Select the applicable option using the **Preferred Communication** dropdown button as needed. 
31.	The **Status** field should default to “Active”. If it does not, select the “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. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Contact Phone and Type page displays.
If “Call” or “Fax” was selected as the Preferred Communication, this page is required.

</td></tr>
<tr><td>34.</td><td>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.

</td></tr>
<tr><td>35.</td><td>Click the Contact Customers link at the bottom of the page to link this contact to the new customer.

</td></tr>
</table>

Step	Action
The **Contact Customers** page displays. 	
36.	Select the Customer ID using the **Customer ID Look Up** icon. Once the Customer ID is selected, the **Customer Name** field populates. 
	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. 
37.	Select the location using the **Location Look Up** icon. 
	The **Location** field is populated along with the **Primary Bill To**, **Primary Ship To**, and **Primary Sold To** checkbox options. 

Step	Action
38.	Click the **Save** button when the Contact Customers information is complete. 
	Once information is saved, Cardinal updates the **Contact ID** field in the **Header** section with the next available sequential number. 

Setting Up Customer Correspondence Options

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

<table>
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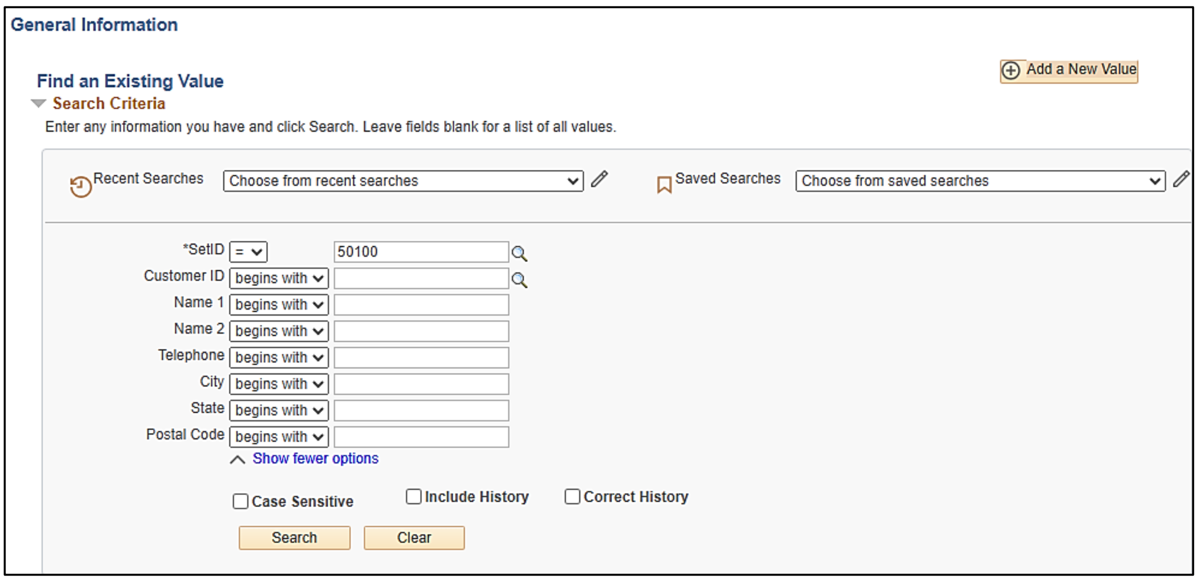
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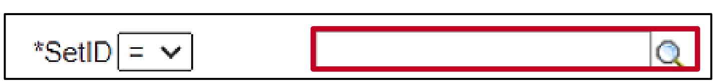
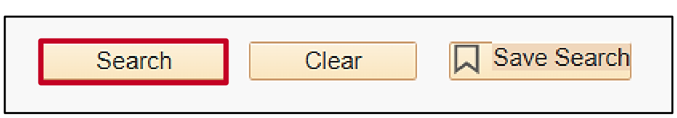
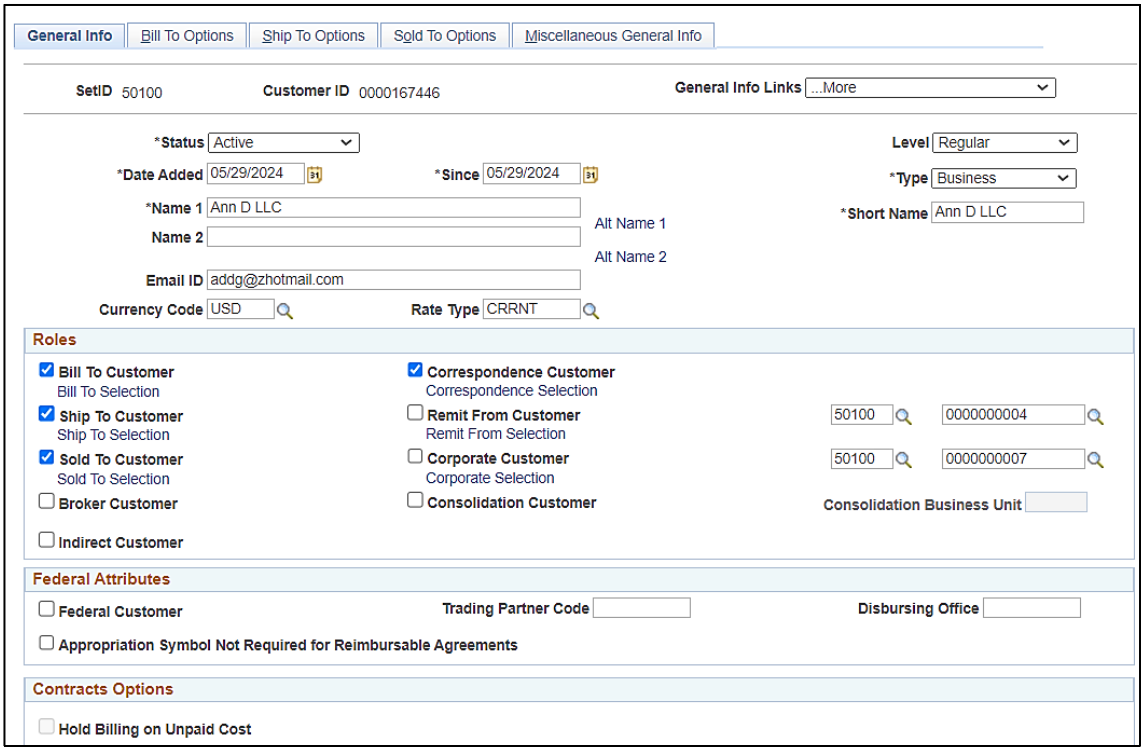
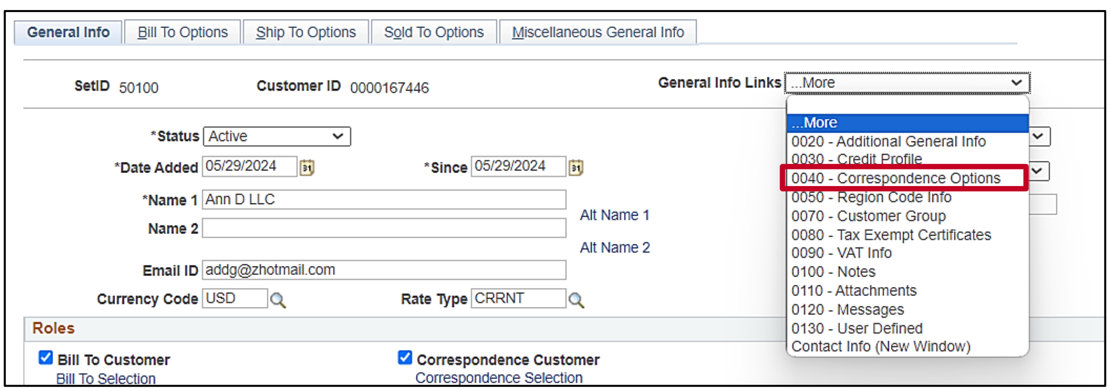
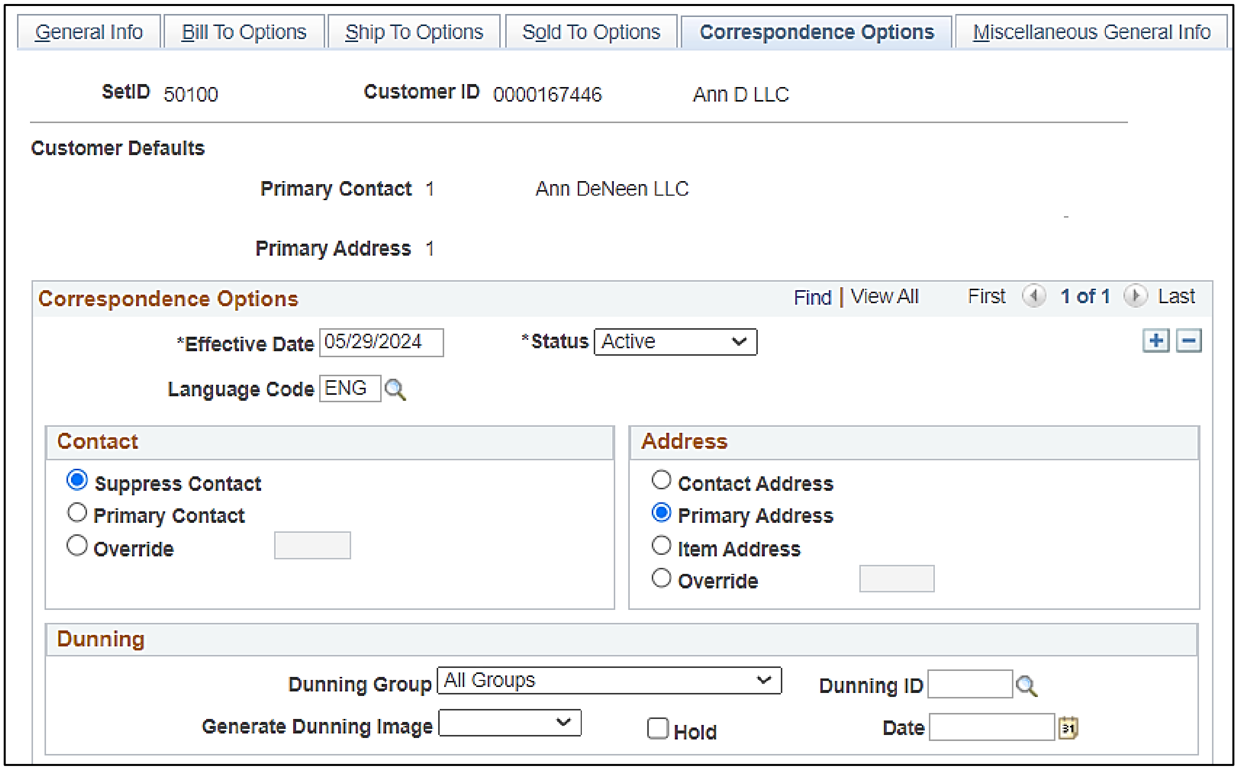
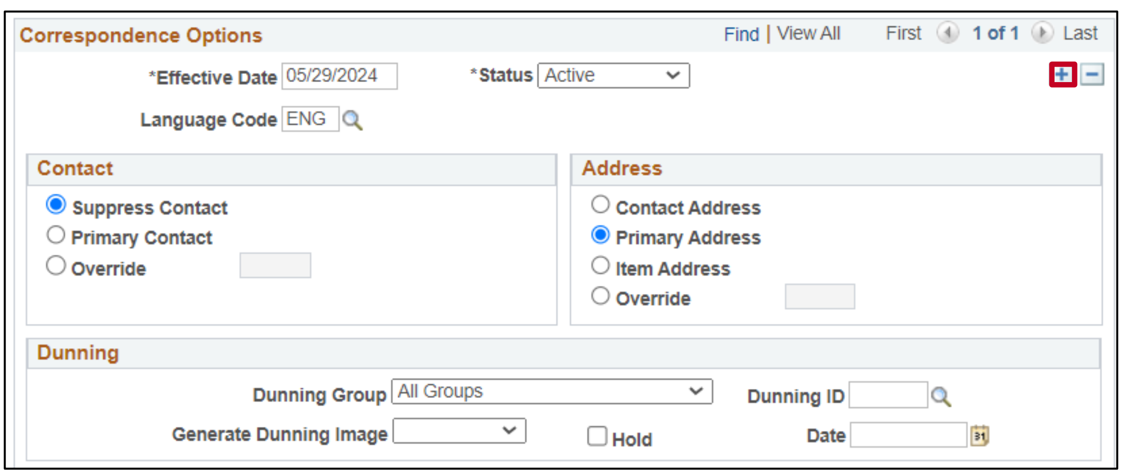
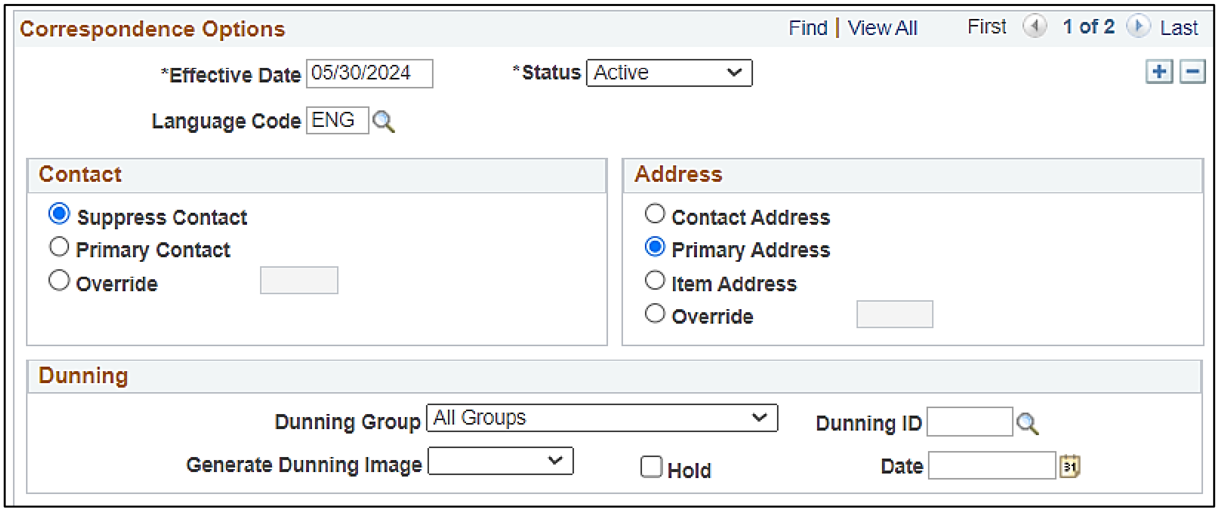
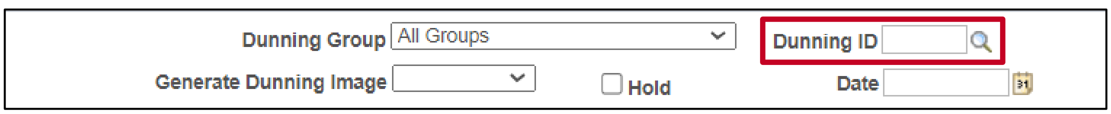
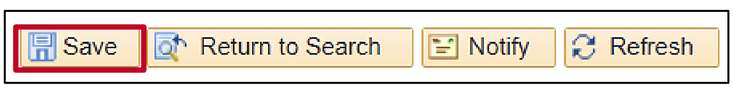

</td></tr>
<tr><td>3.</td><td>Enter or select the Customer’s ID using the Customer ID Look Up icon.

</td></tr>
<tr><td>4.</td><td>Click the Search button.

</td></tr>
</table>

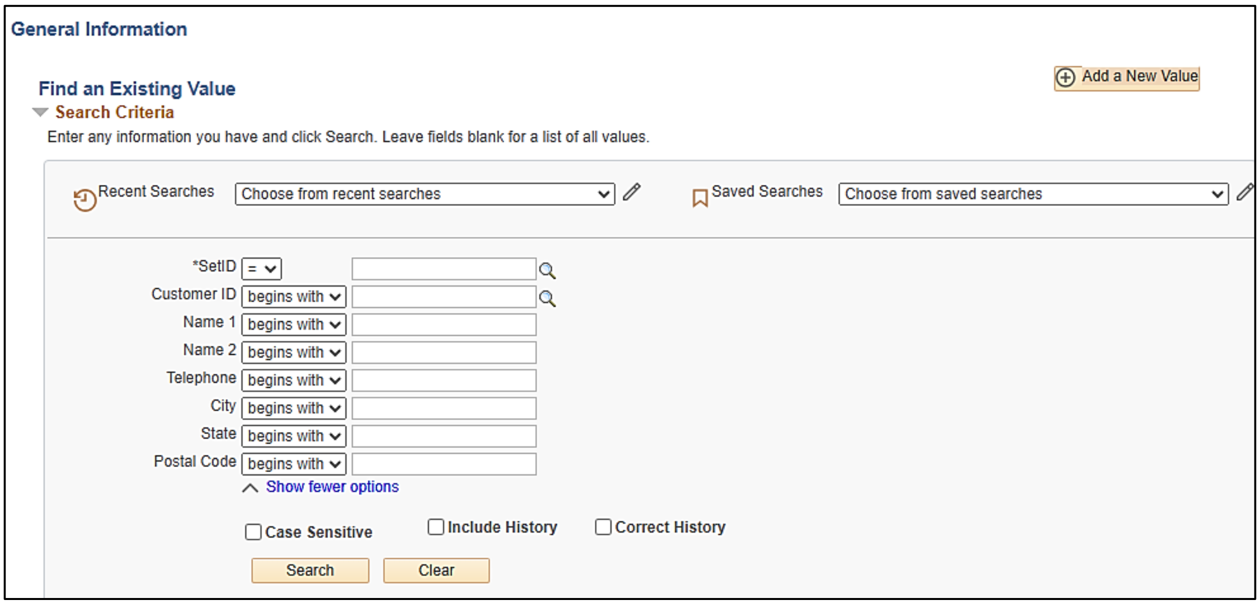
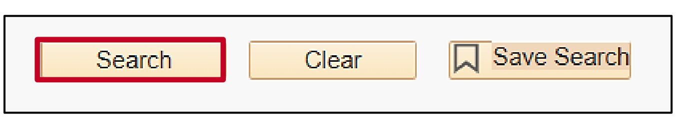
Step	Action
The **General Info** page displays.  	
5.	Click the **General Info Links** dropdown button and select "Correspondence Options". 
	The General Info links dropdown menu on the **General Info** tab has links to **Correspondence Options**, **Notes**, and **Attachments**.

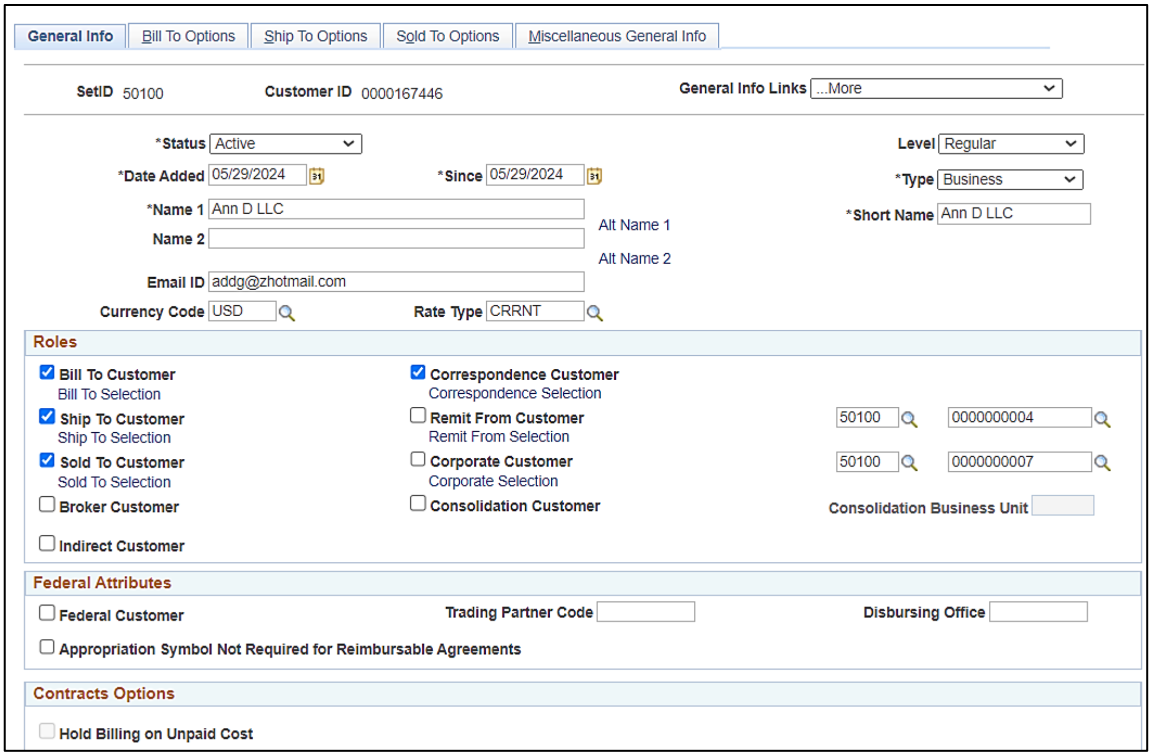
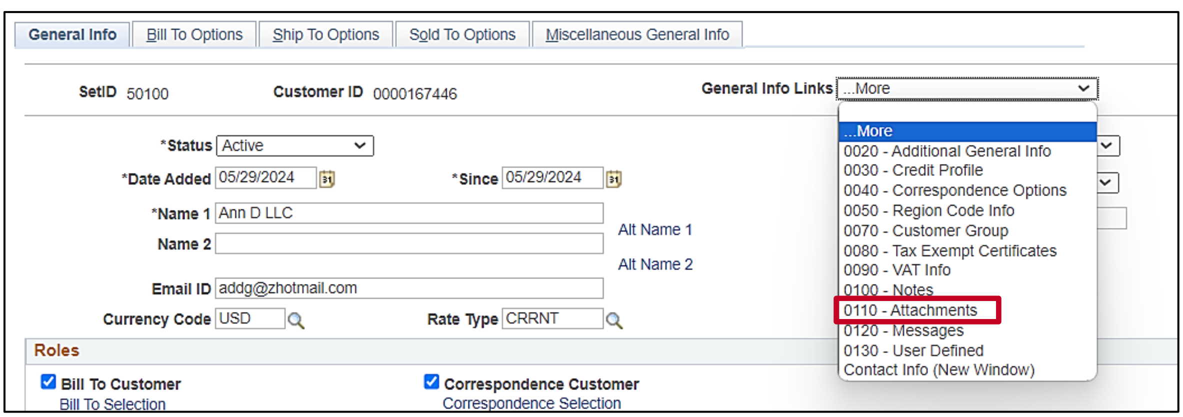
Step	Action
	The **Correspondence Options** page displays. 
6.	Click the **Add a New Row** (**+**) icon in the **Correspondence Options** section. 

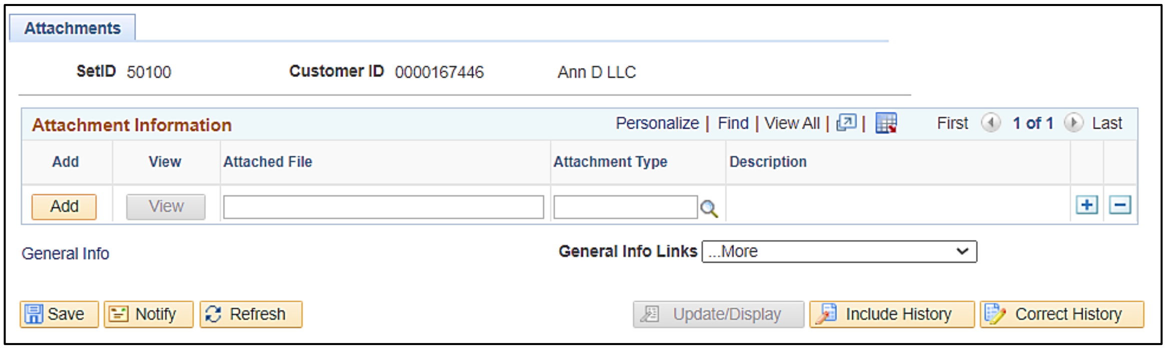
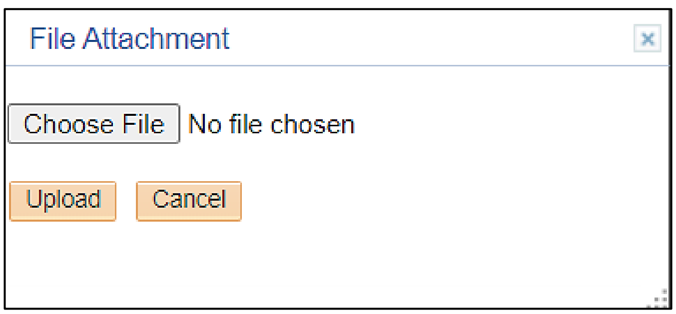
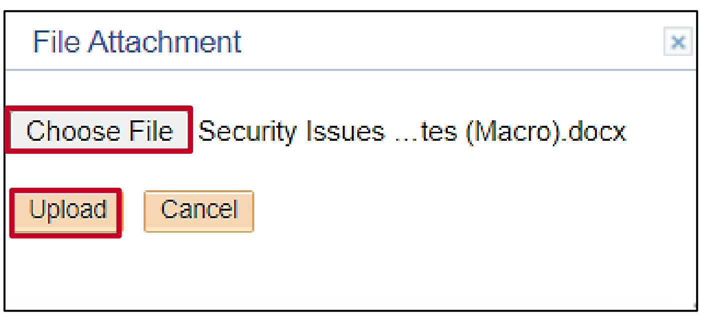
Step	Action
	A new row is created in the **Correspondence Options** section. 
7.	Enter or select the Dunning ID using the **Dunning ID Look Up** icon. 
	"DOA" should be used for the dunning state Agencies. "STD" is used for individual customers. Federal customers are not typically set up to receive dunning notices.
8.	Click the **Save** button once all of the required changes are entered. 

Adding Attachments

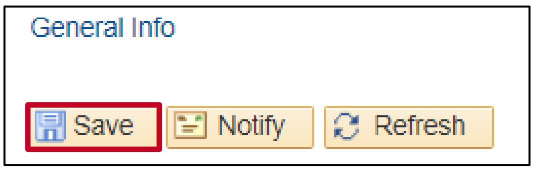
Attachments can be used to enter additional information about the customer.

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.  	
	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. 
3.	Enter or select the Customer's ID using the **Customer ID Look Up** icon. 
4.	Click the **Search** button. 

Step	Action
The **General Info** page displays. 	
5.	Click the **General Info Links** dropdown button and select “0110 – Attachments”. 

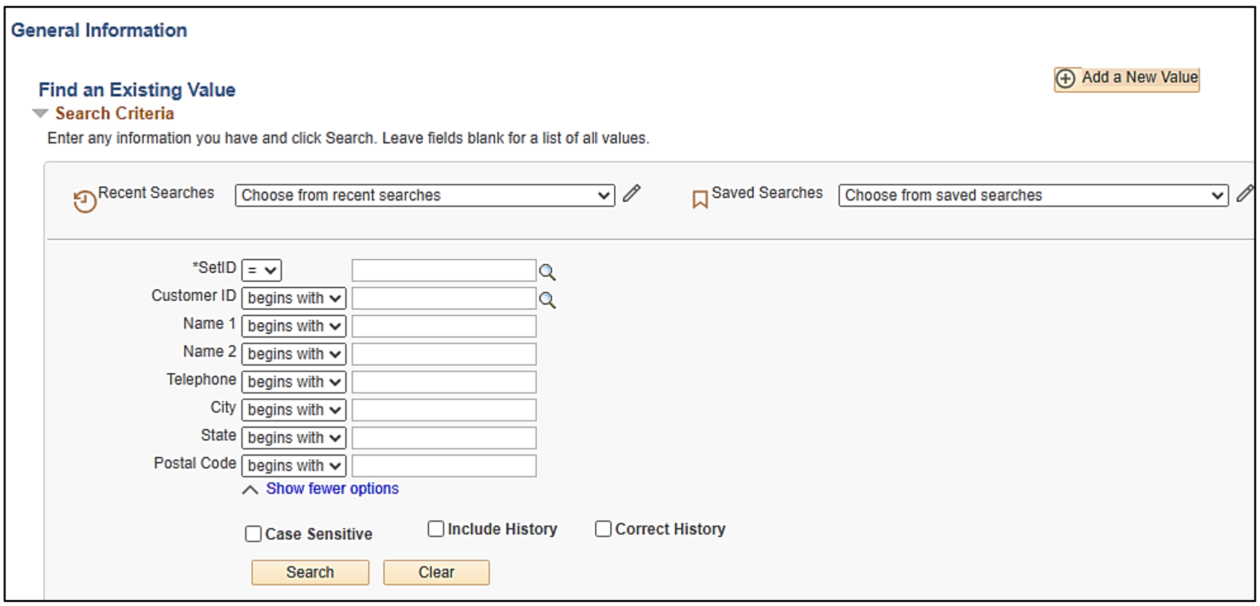
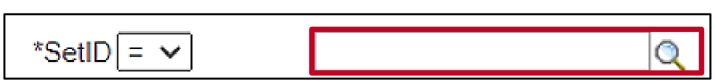
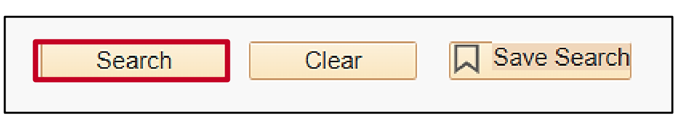
Step	Action
	The **Attachments** page displays. 
6.	Click the **Add** button to locate, select, and upload the attachment. 
	The **File Attachment** page displays in a pop-up window. 
7.	Click the **Choose File** button to locate the file and then click the **Upload** button. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8.</td><td>Click the View button to review the attachment.

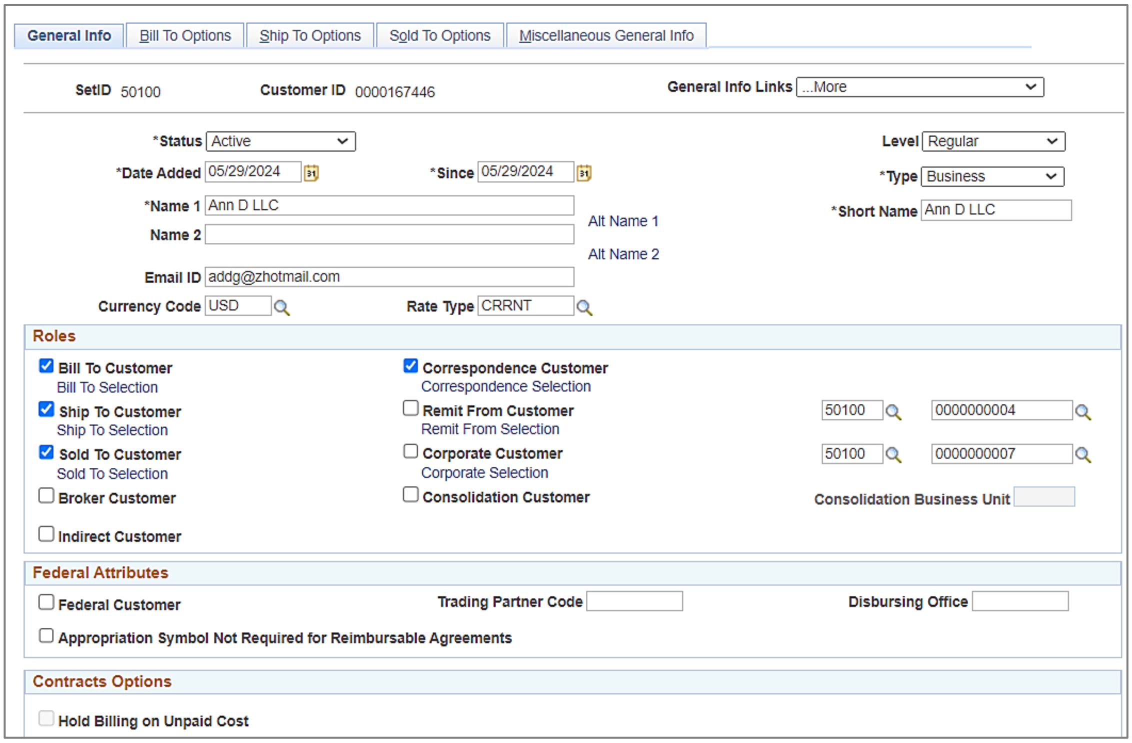
</td></tr>
<tr><td>9.</td><td>Click the Save button to save the attachment.

</td></tr>
</table>

Adding Notes

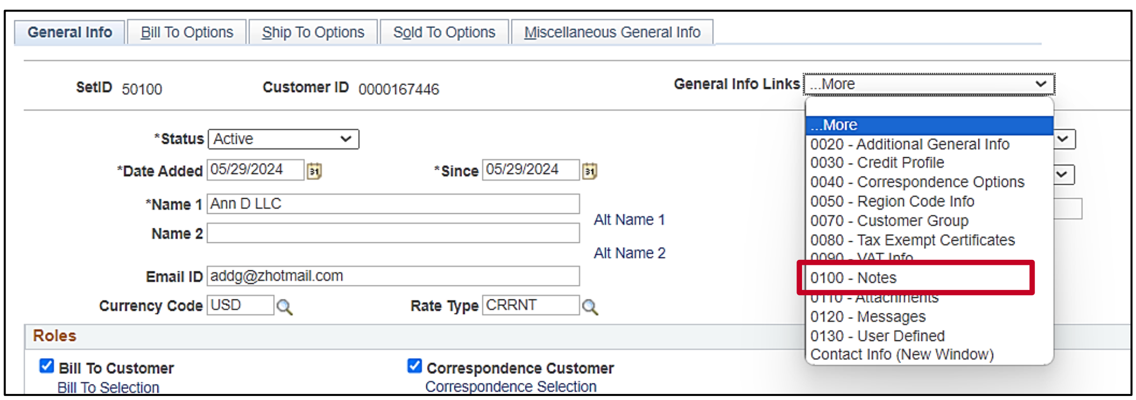
Notes can be used to enter additional information about a customer.

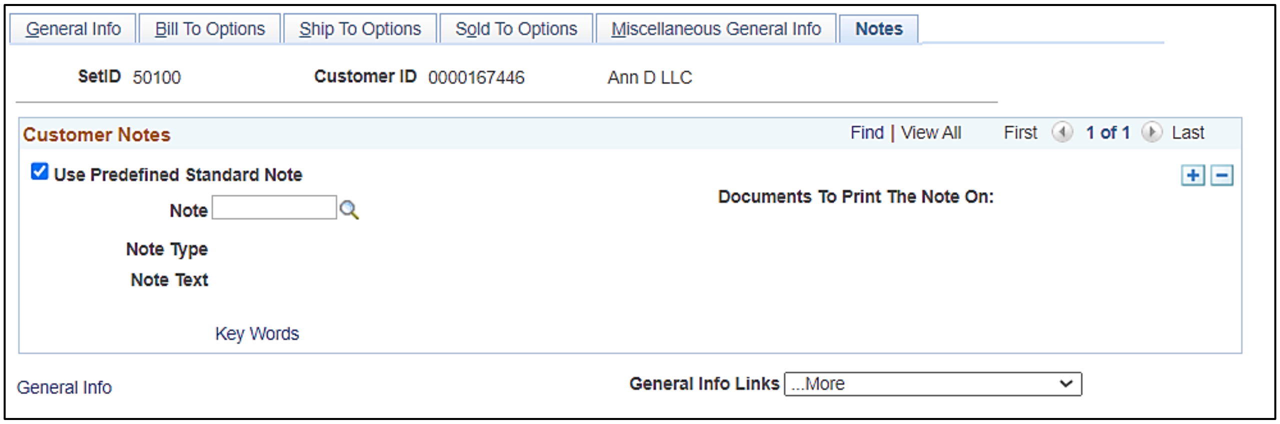
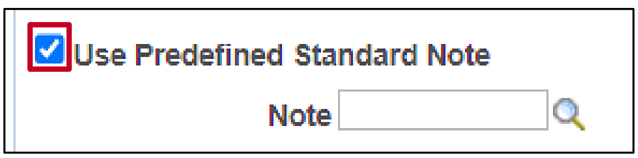
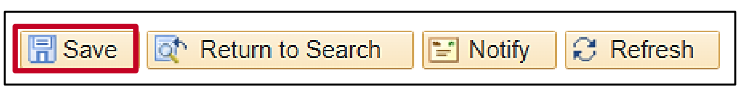
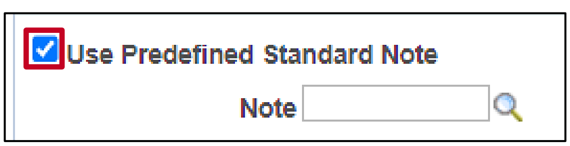
Step	Action
1.	Navigate to the **General Information** page using the following path: **Main Menu > Customers > Customer Information > General Information**
	The **General Information Find an Existing Value Search** page displays. 
ℹ	For more information pertaining to the Cardinal FIN Search pages, refer 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. 
3.	Enter or select the Customer’s ID using the **Customer ID Look Up** icon. 
4.	Click the **Search** button. 

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



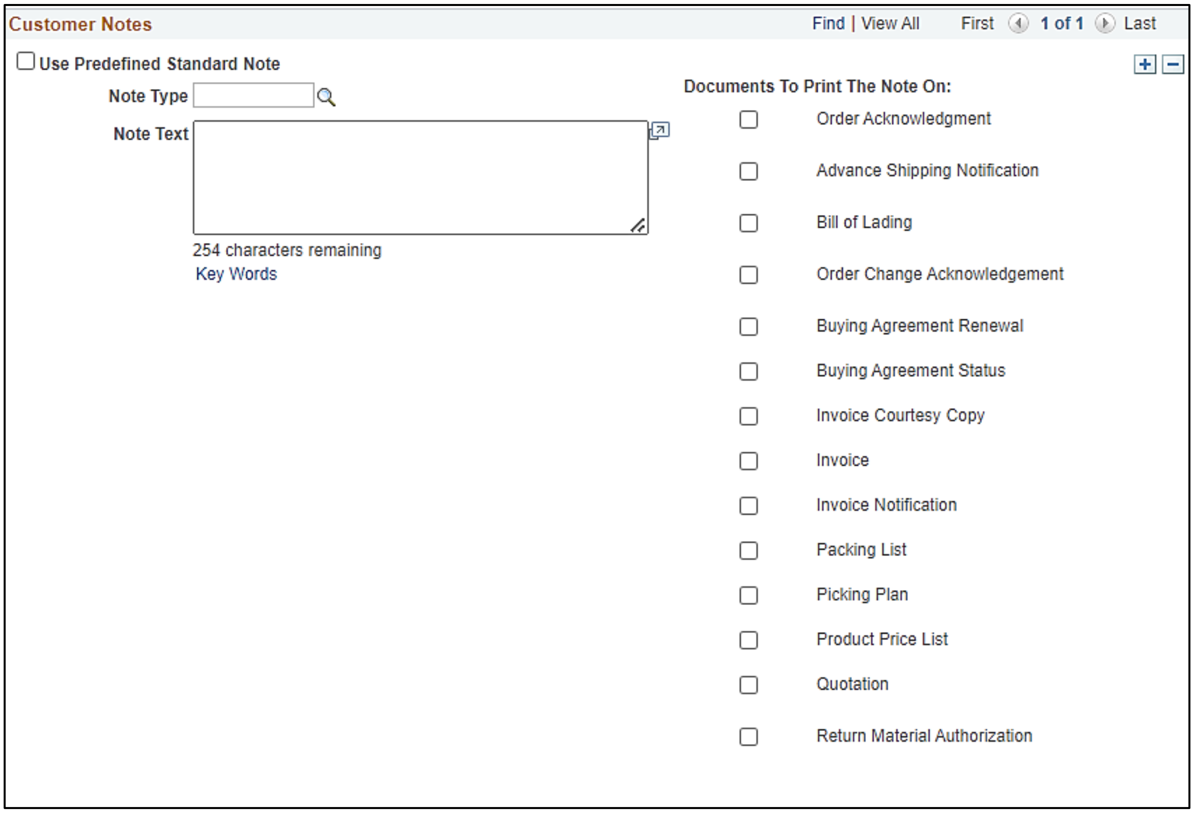
Step	Action
5.	Click the **General Info Links** dropdown button and select “0100 – Notes”.



Step	Action
	The **Notes** page displays. 
6.	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. 
7.	Select the applicable option using the **Note Look Up** icon. 
8.	Click the **Save** button. 
9.	To create a customized note, uncheck the **Use Predefined Standard Note** checkbox option. 

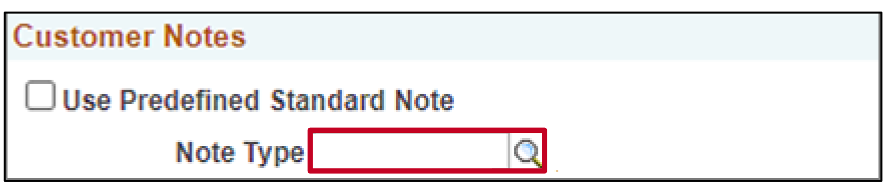
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">

The **Customer Notes** page displays.



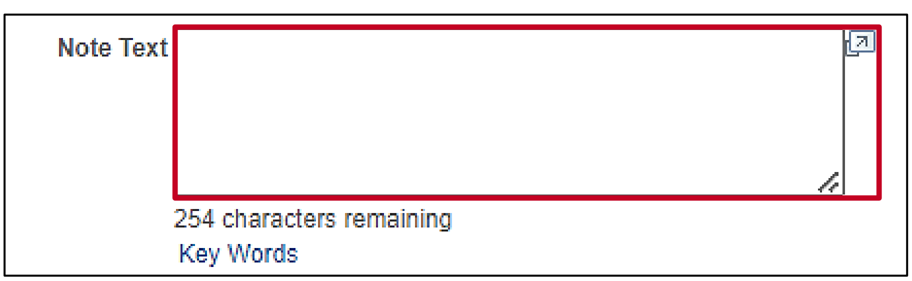
</td></tr>
<tr><td>10.</td><td>

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

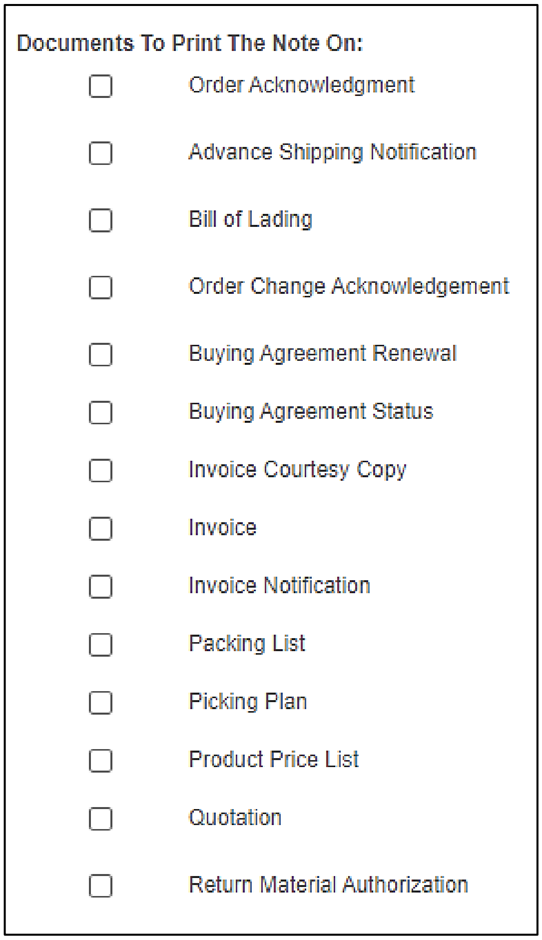
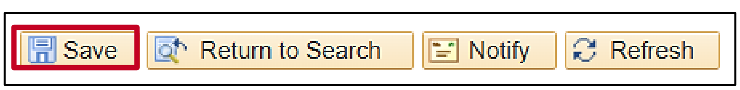


</td></tr>
<tr><td>11.</td><td>

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



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>12.</td><td>Select the applicable Documents to Print the Note On checkbox option(s).

</td></tr>
<tr><td>13.</td><td>Click the Save button to save the note.

</td></tr>
</table>