Adding Customers

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Steps for Adding Customer Records

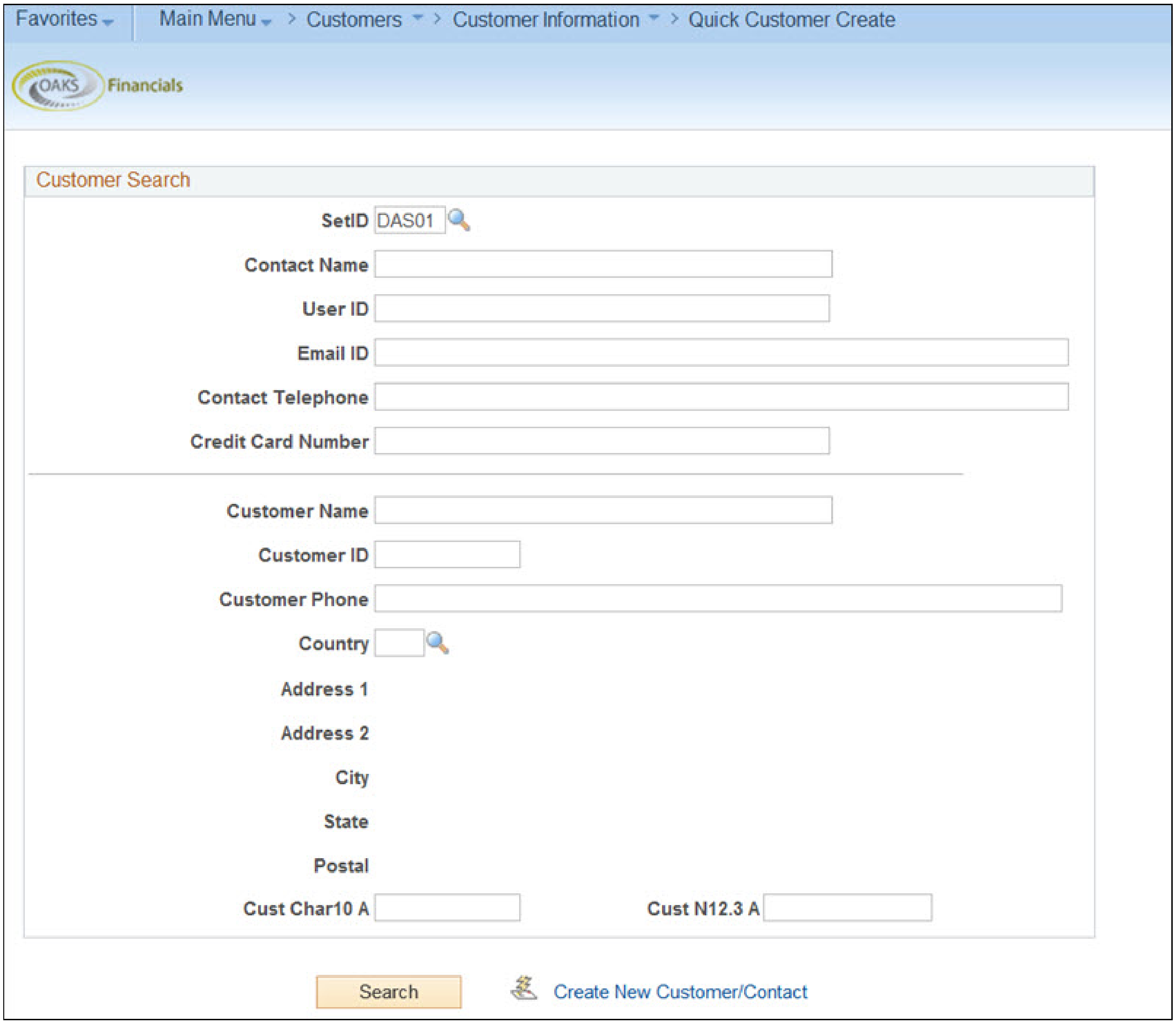
References

- ORC Section 126: OFFICE OF BUDGET AND MANAGEMENT

Process

Before creating a customer in OAKS FIN, recognize the need to invoice that customer, and verify that entity does not already exist in OAKS FIN for the agency.

- **OAKS FIN > Customers > Customer Information > Quick Customer Create**



Steps

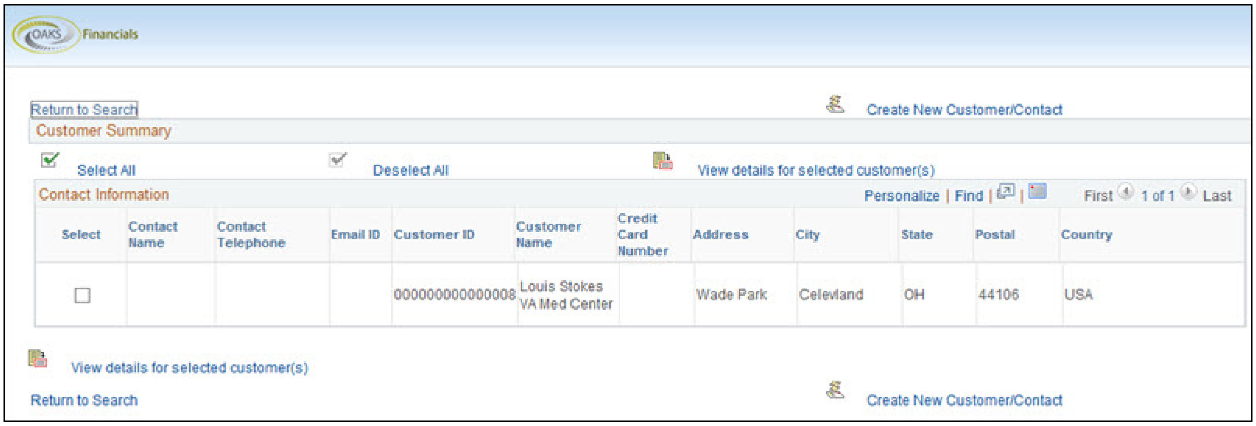
Check to See if the Customer Already Exists

1. Enter the “owning” agency code in the **SetID** field.

- Each agency has their own customer records, even if the company works with multiple agencies.

2. Enter the desired **Customer Name**.
3. Click **Search** to determine if the customer exists in OAKS FIN.

- If the customer exists, either the record or a list of matching records displays.



4. If a customer exists stop here, otherwise continue.

What would you like to do?

Customers can be added in two ways.

- Use Quick Create which causes some information to be established by the selection of a customer template, or
- Enter all data manually using the Long Form.
- Add Contacts to link to Customers.
- The only required fields for both the customer and the contact are the name fields for each. Other information can be included at the time of creation, or can be added later.

Adding a Customer - Quick Create

Overview

Before adding a new customer to be invoiced, first verify that the customer does not already exist in OAKS FIN for the agency. If the customer is not found, follow the steps below to generate a new customer record by using a template customer.

- Do not create a new customer record if the customer already exists but has multiple locations to reference. See **Maintaining Customer Records** for additional information.
- OBM/State Accounting creates Ohio state agencies as customers for Intra State Transfer Vouchers (ISTV).

Each agency maintains its own customers. Changes made by one agency will not affect another agency's customers.

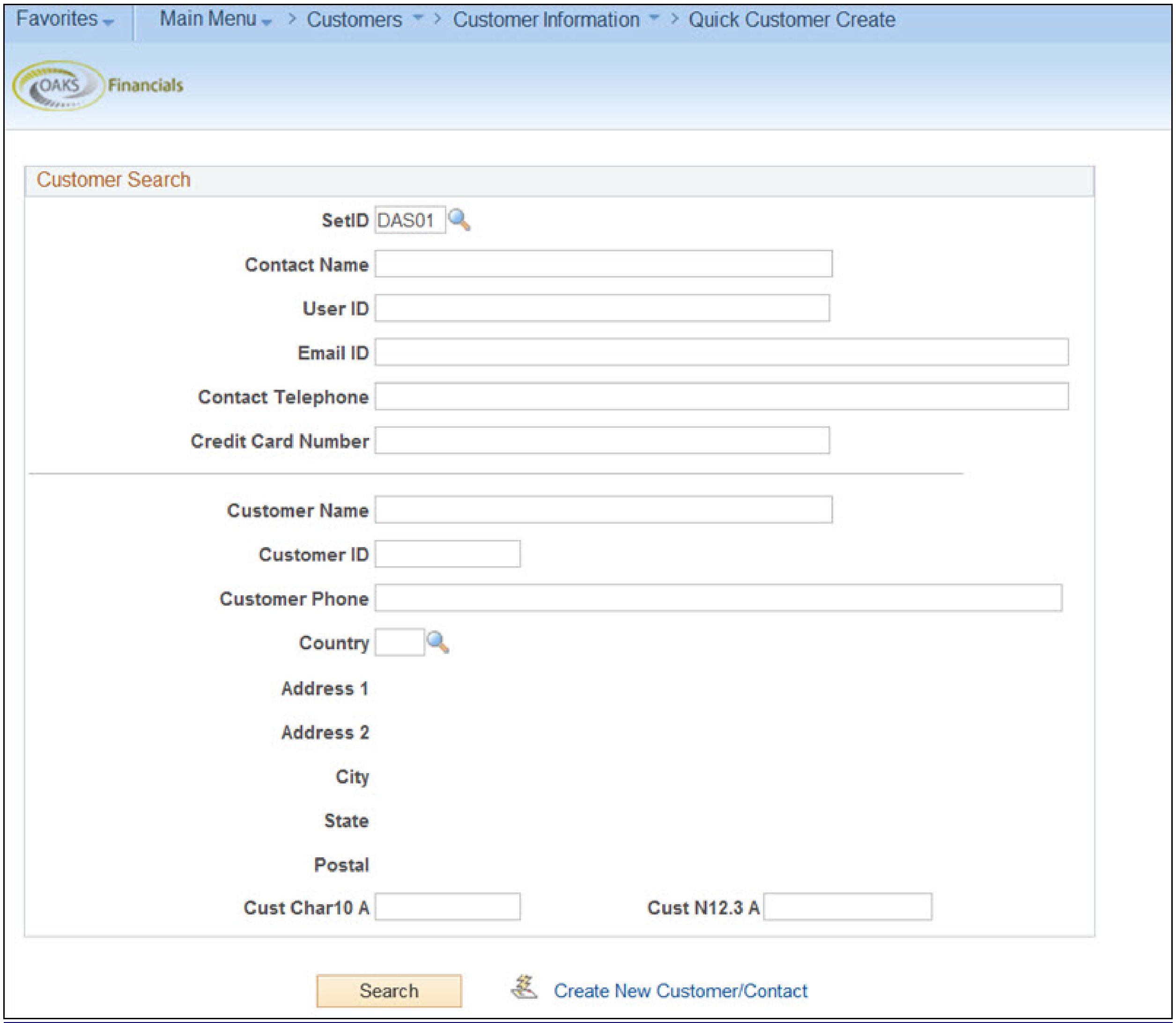
When a new customer is entered into OAKS FIN, the Customer ID can either be automatically generated or manually entered according to an agency standard. Each agency has its own policy for ID creation.

While performing these instructions, an optional contact for the customer can also be created. Contacts are the people through the customer that communicate with the agency.

OAKS FIN automatically marks the checkboxes for **Create Contact** and **Create Customer**. The first makes **Name** (contact name) required; the second makes **Customer Name** (business name) a required field. If there is no contact information, deselect the **Create Contact** checkbox. If creating only a contact, deselect the **Create Customer** checkbox.

Steps

- **OAKS FIN > Customers > Customer Information > Quick Customer Create**



Quick Create a Customer/Contact

Not all fields on the form are required to be completed.

1. Enter the owning agency code in the **SetID** field.

- Each agency has their own customer records, even if the supplier works with multiple agencies.

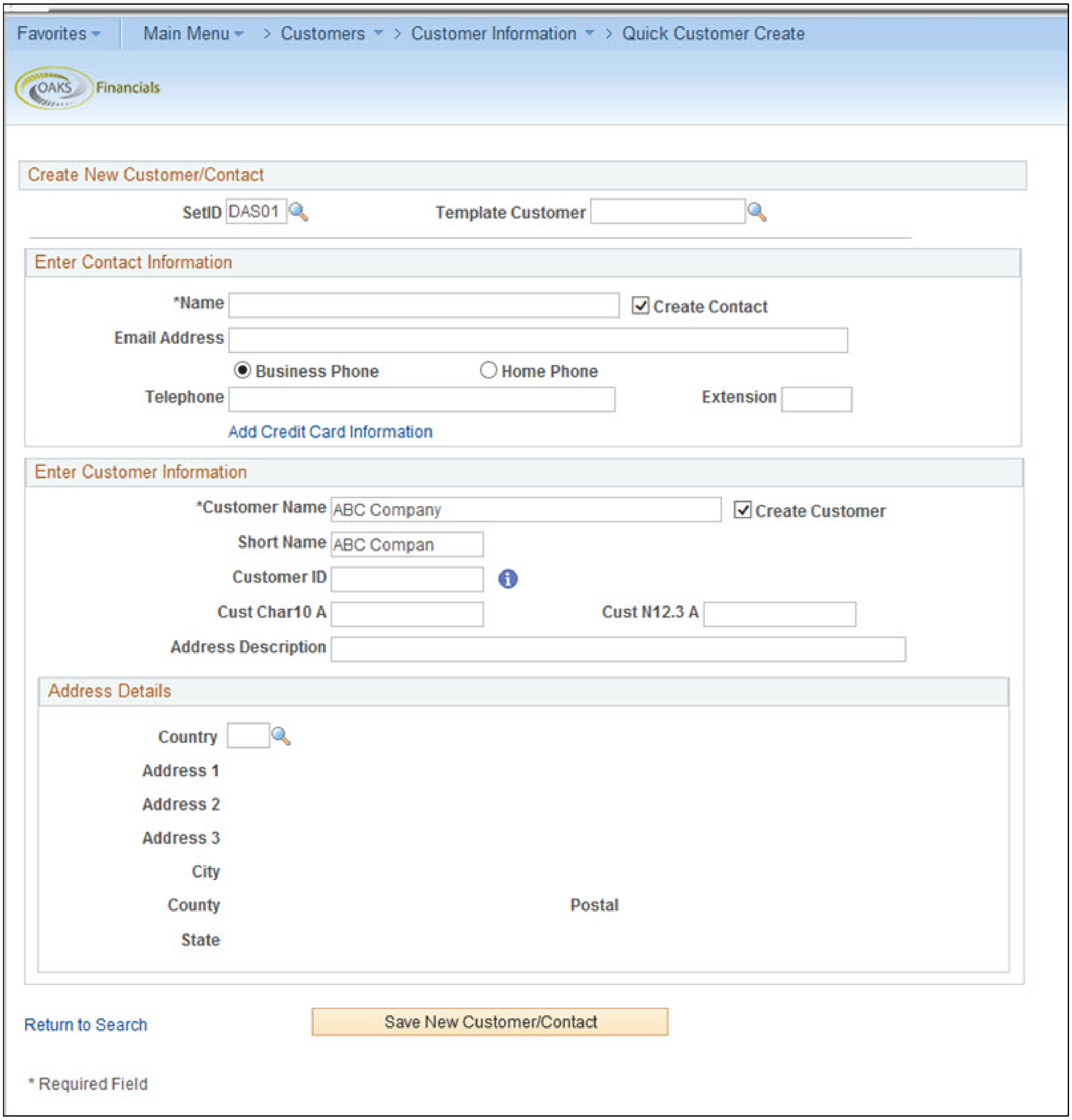
2. Enter the desired **Customer Name**.

3. Click **Search** to determine if the customer exists in OAKS FIN.

- If a customer exists, either the record or a list of matching records displays. If a customer does not exist, a **message** will appear.

4. If a customer exists, stop here. Otherwise, continue.
5. Click **Create New Customer/Contact** link.

- The **Create New Customer/Contact** page displays



6. Enter the ID of a customer of the same type in the **Template Customer** field.

- Entering a template customer means that certain fields are populated by OAKS FIN, lessening the need for manual entry.

- OAKS FIN users can enter any of three types of customers: Third Party, Local Government, or Higher Education. Agencies of the state of Ohio are entered by OBM/State Accounting.

7. Either enter a contact **Name** or deselect the **Create Contact** checkbox.

- OAKS FIN automatically marks the checkboxes for **Create Contact** and **Create Customer**. The first makes **Name** (contact name) required; the second makes **Customer Name** (business name) a required field. If there is no contact information, deselect **Create Contact**.

8. Enter the contact's email address in the **Email ID** field and/or **Telephone** number. If entering a telephone number, use the radio buttons to mark if it is a business or home number.

9. Verify that the **Customer Name** field is the business entity's legal name.
10. Edit the **Short Name** field.

- OAKS FIN uses the first 10 characters in the **Customer Name** field as the Short Name. This can be edited, as desired.

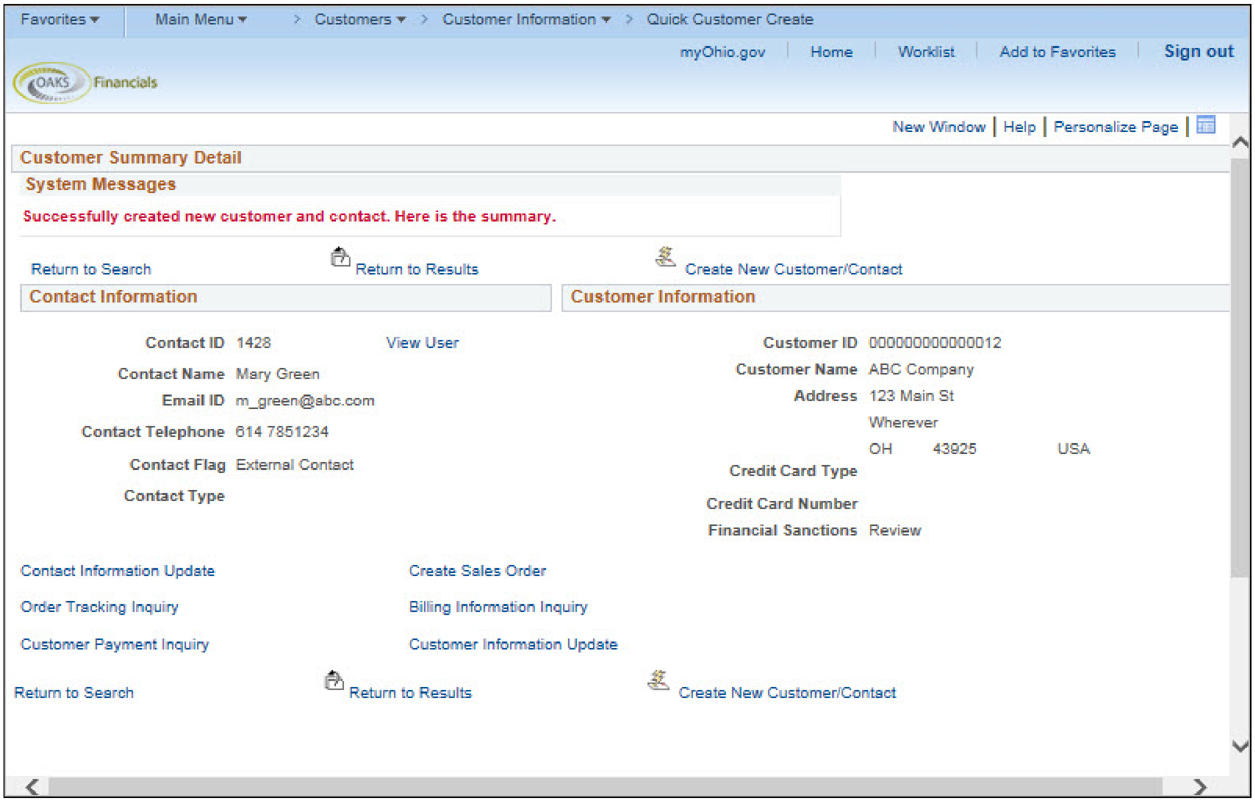
11. Enter an ID in the **Customer ID** field according to the department's naming standards, or leave this field blank to have OAKS FIN generate an ID number.
12. Enter an identifying location name in the **Address Description** field. This name is used to differentiate between various locations used by the customer.
13. Enter the customer's **Address Details** in the appropriate address fields.

- Agencies must use an address format that follows US Postal standards.

14. Click **Save New Customer/Contact** to save the information to OAKS FIN.

- The **Customer Summary Detail** information displays.

OAKS Financials


Favorites ▾ Main Menu ▾ > Customers ▾ > Customer Information ▾ > Quick Customer Create

myOhio.gov | Home | Worklist | Add to Favorites | Sign out

New Window | Help | Personalize Page

Customer Summary Detail

System Messages

Successfully created new customer and contact. Here is the summary.

Return to Search   Return to Results   Create New Customer/Contact

Contact Information

Contact ID	1428 (View User)
Contact Name	Mary Green
Email ID	m_green@abc.com
Contact Telephone	614 7851234
Contact Flag	External Contact
Contact Type	

Customer Information

Customer ID	000000000000012
Customer Name	ABC Company
Address	123 Main St Wherever OH 43925 USA
Credit Card Type	
Credit Card Number	
Financial Sanctions	Review

Contact Information Update   Create Sales Order

Order Tracking Inquiry   Billing Information Inquiry

Customer Payment Inquiry   Customer Information Update

Return to Search   Return to Results   Create New Customer/Contact

Adding a Customer - Long Form

Overview

Customers are the entities to whom we provide goods or services. Receivables (open items) must be attached to a specific customer. Therefore, the first step to entering a receivable is verifying that the customer exists in OAKS FIN and, if not, performing these steps to enter the customer into the system.

OBM/State Accounting has established agencies that provide goods or services to other state agencies as customers in OAKS FIN. Divisions or institutions within state agencies can be added to the customer record as additional address locations by the selling agency.

There are two ways to add a customer - using Quick Create, which requires the use of a customer template, or by entering all data manually. The long form is typically used when a new agency has been created and has no customers yet to use as templates. These instructions cover the manual long form.

Each agency maintains its own customers. Changes made by one agency will not affect another agency's customers.

When a new customer is entered into OAKS FIN, the Customer ID can either be automatically generated or manually entered according to an agency standard. Each agency has its own policy for ID people through the customer that communicate with the agency.

Many of the fields on the pages used for customer creation are not required to be completed. Optional information can be included at the time of creation, or can be added later.

Customer Data

The long form includes the entry of a great deal more data than the Quick Create form. Read the following sections to learn about some of the options and what they mean.

OAKS FIN currently uses the following tabs:

- **General Info** - Customer identification information, address, required currency coding and support team identification. (These are the same for all customers.)
- **Bill To Options** - Agency customer collection assignments.
- **Miscellaneous General Info** - Optional additional customer information.
- The **Ship To Options** and **Sold To Options** tabs are not currently used.

General Info Tab - Header Information

The header section contains several basic pieces of information.

- **Status** - Do not alter this data when creating a customer. The **Status** field identifies customers as "Active" or "Inactive."
- **Level** - Do not alter this data when creating a customer. All OAKS FIN customers are considered "Regular" level.
- **Date Added** - Documents when a customer was added to OAKS FIN. The system automatically sets the **Date Added** field to the current date.
- **Since** - Records when the customer first did business with the agency, which may not be the same as the date added. OAKS FIN automatically sets the **Since** field to the current date. Typically, the default displaying the current date is accepted.
- **Type** - Identifies the type of customer. OAKS FIN automatically sets the value to "AR" (third-party customer). The possible values are:
    - Third Party Receivable: Third party external customers.
    - Local Government AR: Local government customers.
    - Higher ED AR: Post-high school institutions receiving state money.
    - ISTV customers are created by OBM/State Accounting. Individual agencies can create additional address locations for a customer.
- **Copy from Customer** - This link can be used to copy information from an existing customer record. After clicking the link, select the information to be copied by selecting the appropriate checkboxes. OAKS FIN currently uses only the following:
    - General Information
    - Addresses
    - Bill To Options
    - Bill To Customers
    - Support Teams

Roles

Roles are not exclusive; that is, customers can perform more than one role. The default role is Corporate Customer. Selection of one role may cause other roles to be added as well. (Example: selecting the Bill To Customer role also selects Correspondence Customer and Remit From Customer.) The roles selected determine what fields are displayed on the Bill To Options, Address, and Miscellaneous General Info tabs.

- **Bill To Customer** - Select if the customer receives invoices. For customers who receive invoices, Bill To Customers are used to establish default values and processing options that the system uses to generate invoices.

When this checkbox is selected, the system automatically designates the customer as a Correspondence Customer and a Remit From Customer, and makes those checkboxes available. Only Bill To Customers can be Correspondence or Remit From Customers.

- **Ship To Customer** - Customers who receive delivery of goods or services.
- **Sold To Customer** - Customers who place orders.
- **Broker Customer** - Brokers can place orders on behalf of a customer and receive documents such as order acknowledgements, quotation responses, and courtesy copies of sales acknowledgements and invoices. A Broker Customer can belong to many Sold To Customers, and more than one Broker Customer can be associated with a Sold To Customer.
- **Indirect Customer** - Indirect Customers represent customers to whom Ship To Customers eventually sell their goods.
- **Correspondence Customer** - Customers who are associated with Bill To Customer information established for the correspondence customer defines processing options, send to information, and remit to address information for customer correspondence, such as statements, finance charge invoices, and dunning letters.

This checkbox is automatically selected when selecting Bill To Customer. To change the correspondence assignments for this customer, deselect the checkbox. The system displays two additional fields into which can be entered the SetID and the Customer ID of the new correspondence customer. PeopleSoft Billing and Receivables use these roles.

- **Remit From Customer** - A Remit From Customer is the paying entity. Every customer is his own Remit From Customer by default, unless a customer is assigned a remit from group in the General Information component.

This checkbox is automatically selected when Bill To Customer is selected. To change the remit from assignments for this customer, deselect the checkbox. The system displays two additional fields into which the SetID and the Customer ID can be entered for the new correspondence customer. PeopleSoft Billing and Receivables use these roles.

- **Corporate Customer** - PeopleSoft Receivables supports both a related customer structure and a multilevel hierarchy structure. Select to designate a new customer as a Corporate Customer, or clear to assign this customer to a different Corporate Customer. The system displays two additional fields for the new Corporate Customer, SetID and Customer ID.
- **Consolidation Customer** - The Consolidation Customer role enables consolidated invoicing in PeopleSoft Billing.

- **Federal Customer** - Select if the customer is a federal entity.

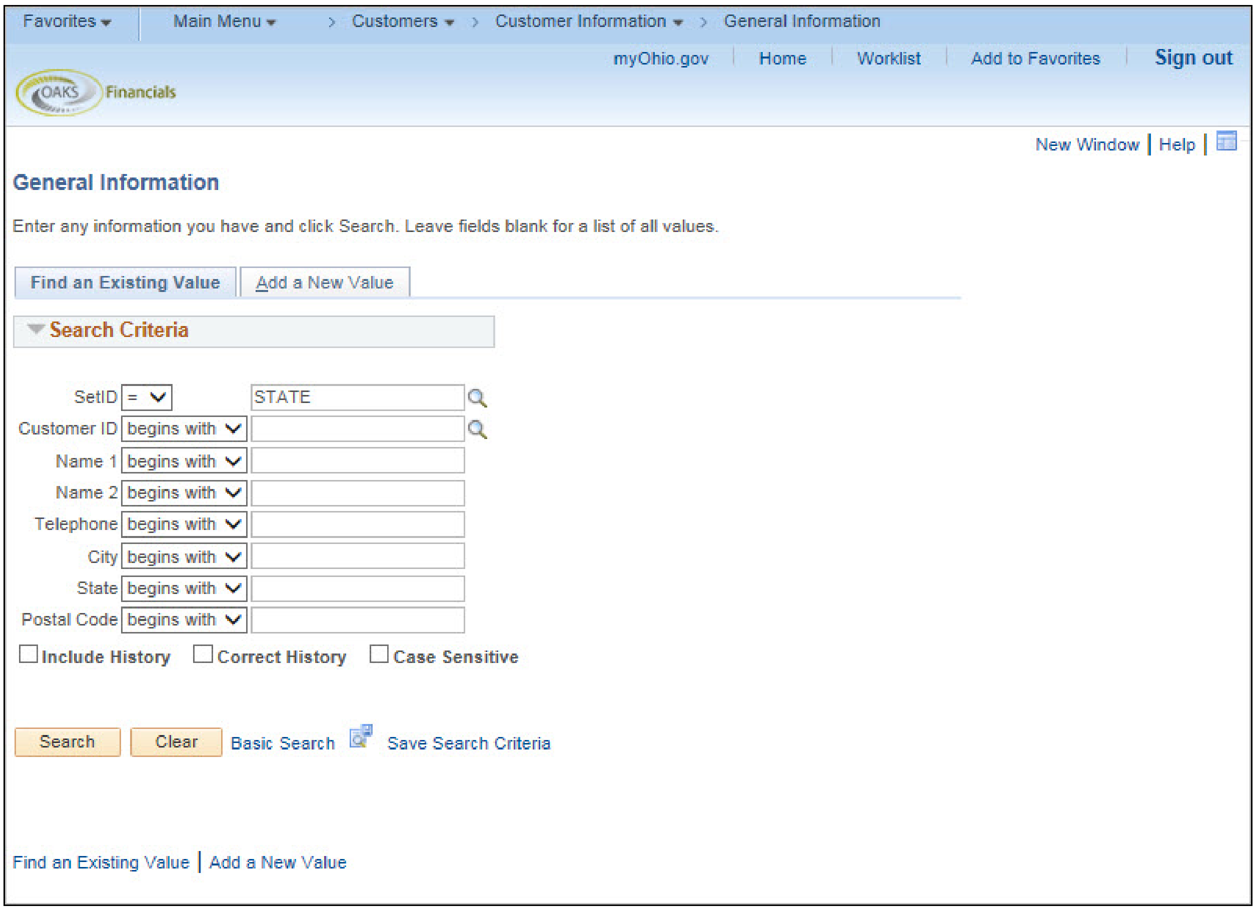
Before Creating a Customer

Recognize the need to invoice that customer, and verify that entity does not already exist in OAKS FIN for the agency.

If the customer exists stop here, otherwise continue.

Steps

- **OAKS FIN > Customers > Customer Information > General Information**



Add a Customer Using a Long Form.

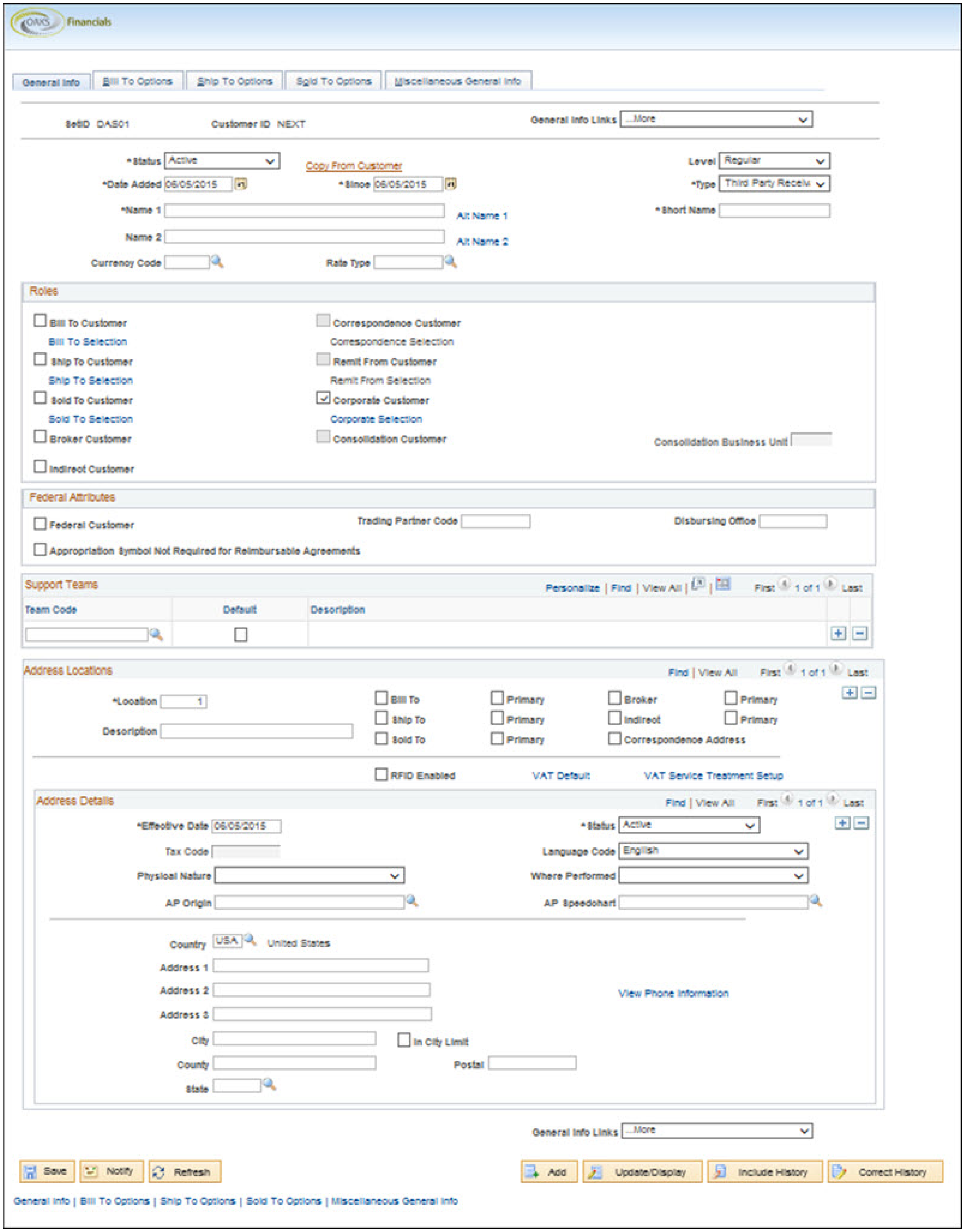
Only those fields on the form that are marked with an asterisk are required to be completed.

1. Click the **Add a New Value** tab.
2. Verify the agency code in the **SetID** field,
3. Enter a Customer ID number in the **Customer ID** field according to the agency's policy.

- If the agency has no specific naming standard, leave this field set to "NEXT."

4. Click **Add**.

- The **General Info** page displays.


Financials
General Info
Bill To Options
Ship To Options
Sold To Options
Miscellaneous General Info
SetID DAS01
Customer ID NEXT
General Info Links ...More
*Status Active
Copy From Customer
Level Regular
*Date Added 06/05/2015
*Since 06/05/2015
*Type Third Party Receiv
*Name 1
Alt Name 1
*Short Name
Name 2
Alt Name 2
Currency Code
Rate Type
Roles
Bill To Customer
Bill To Selection
Correspondence Customer
Correspondence Selection
Ship To Customer
Ship To Selection
Remit From Customer
Remit From Selection
Sold To Customer
Sold To Selection
Corporate Customer
Corporate Selection
Broker Customer
Consolidation Customer
Consolidation Business Unit
Indirect Customer
Federal Attributes
Federal Customer
Trading Partner Code
Disbursing Office
Appropriation Symbol Not Required for Reimbursable Agreements
Support Teams
Personalize | Find | View All
First 1 of 1 Last
Team Code
Default
Description
Address Locations
Find | View All
First 1 of 1 Last
*Location 1
Bill To
Primary
Broker
Primary
Description
Ship To
Primary
Indirect
Primary
Sold To
Primary
Correspondence Address
RFID Enabled
VAT Default
VAT Service Treatment Setup
Address Details
Find | View All
First 1 of 1 Last
*Effective Date 06/05/2015
*Status Active
Tax Code
Language Code English
Physical Nature
Where Performed
AP Origin
AP Speedchart
Country USA United States
Address 1
Address 2
View Phone Information
Address 3
City
In City Limit
County
Postal
State
General Info Links ...More
Save
Notify
Refresh
Add
Update/Display
Include History
Correct History
General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

5. Optional: Select an optional page and enter data as desired. These pages can only be accessed by selecting the page name on the **General Info Links** dropdown list. The two most common optional pages are:

- **0100 - Notes** - The **Notes** page allows the agency to post internal notes about the customer. Click the **Add a new row** icon for each new entry.
- **0020 - Additional General Info** - This page can be used to document the customer's **Tax ID**.

6. Enter the date the state started doing business with the customer in the **Since** field.

- Typically, the default displaying the current date is accepted.

7. Select the **Type** of customer from the dropdown list.
    - **Third Party Receivable**: Third party external customers.
    - **Local Government AR**: Local government customers.
    - **Higher ED AR:** Post-high school institutions receiving state money.

- Agencies of the state of Ohio that are customers of other state agencies are created by OBM/State Accounting.

8. Optional: Click the **Copy From Customer** link to copy information from an existing customer.

- These instructions assume the user does not choose to copy data from an existing customer. If the user does choose to copy data, follow these three steps.

    a. Select the **Customer ID** of the customer to be copied.
    b. Select the **Data to Copy**.
    c. Click **OK**.

9. Enter the legal name of the customer in the **Name 1** field.
10. Edit the **Short Name** field.

- The default is the first ten characters and spaces of the **Name 1** field.

11. Enter "USD" as the **Currency Code.**
12. Enter "CRRNT" as the **Rate Type**.
13. Click the **Bill To Customer** checkbox.

- **Correspondence Customer** and **Remit From Customer** checkboxes are automatically selected when **Bill To Customer** is selected.

14. Enter "STATE" as the Support Teams **Team Code.**
15. Click the **Default** checkbox.
16. Verify **Location** defaults to "1" for a new customer.

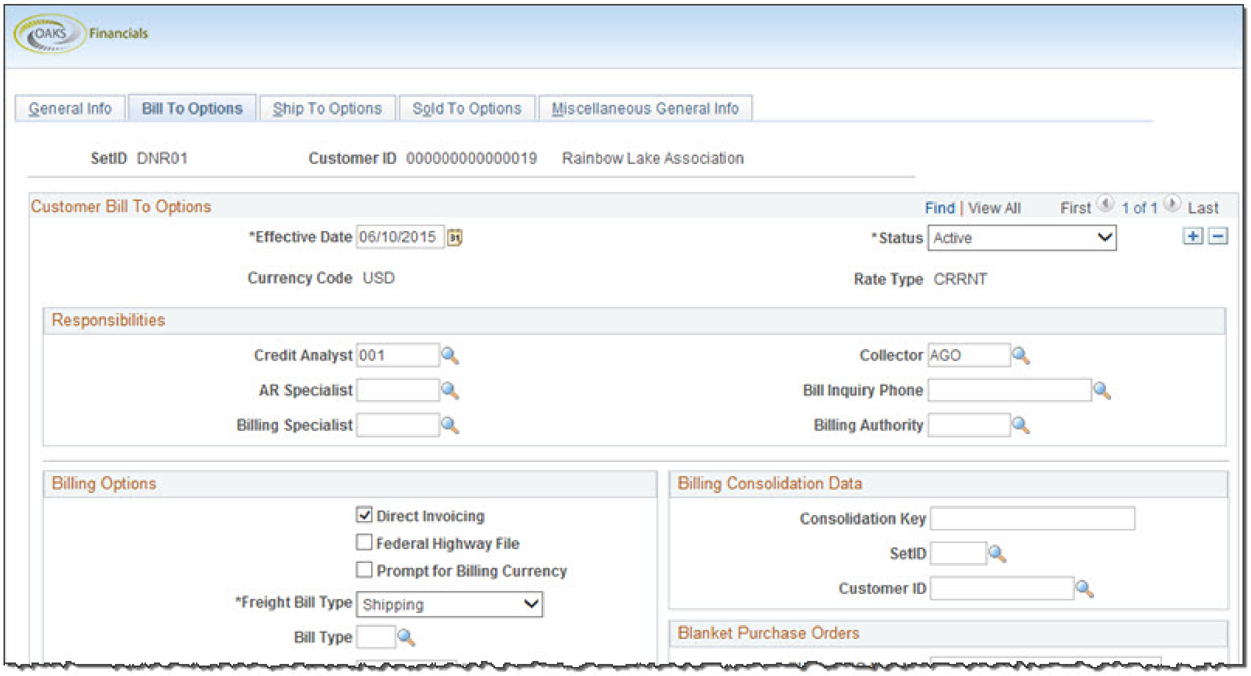
17. Enter a **Description** to distinguish this address from other locations that may be added later.
18. Click the **Bill To** checkbox if the address is the Bill To address.
19. Click the **Primary** checkbox if the address is the customer's primary address.
20. Click the **Correspondence Address** checkbox if the address is the appropriate address for correspondence.
21. Edit the **Effective Date** of the address, if entering it in advance of when it should be effective.

- Typically, the default displaying the current date is accepted.

22. Verify the **Status** is "Active."
23. Enter the street address in the **Address 1** field.
24. Enter the **City**.
25. Enter the zip code in the **Postal** field.
26. Enter the two-character **State** code.
27. Edit the **Effective Date** of the address, if entering it in advance of when it should be effective.

- Typically, the default displaying the current date is accepted.

28. Click **Save**.
29. The **Bill To Options** page displays.



30. Use the **Look Up Credit Analyst** tool to select "001" as the Credit Analyst

- This is the generic analyst used by all state agencies.

31. Use the **Look Up Collector** tool to choose a Collector name

- Choose "Office of Budget and Management" for customers that are state agencies and "Attorney General's Office" for all others.

32. Click **Save**.

Adding Customer Contacts

Overview

Contacts are the individuals who work for the customer companies or state agencies with which the entering agency does business. OAKS FIN keeps separate records for customers and contacts and allows the user to identify how they should be linked.

The only required field for a customer contact is the contact's name. However, it is best practice when creating a contact to enter as much information available for the contact, including email address and phone number.

A customer can have multiple contacts and a contact (e.g. payment processor) can represent multiple customers. Contacts can be added or updated on the **Contact Information** page.

There are two ways to start when adding a customer contact:

- Look up the customer, and create the contact.
- Create the contact, and then link it to the customer record.

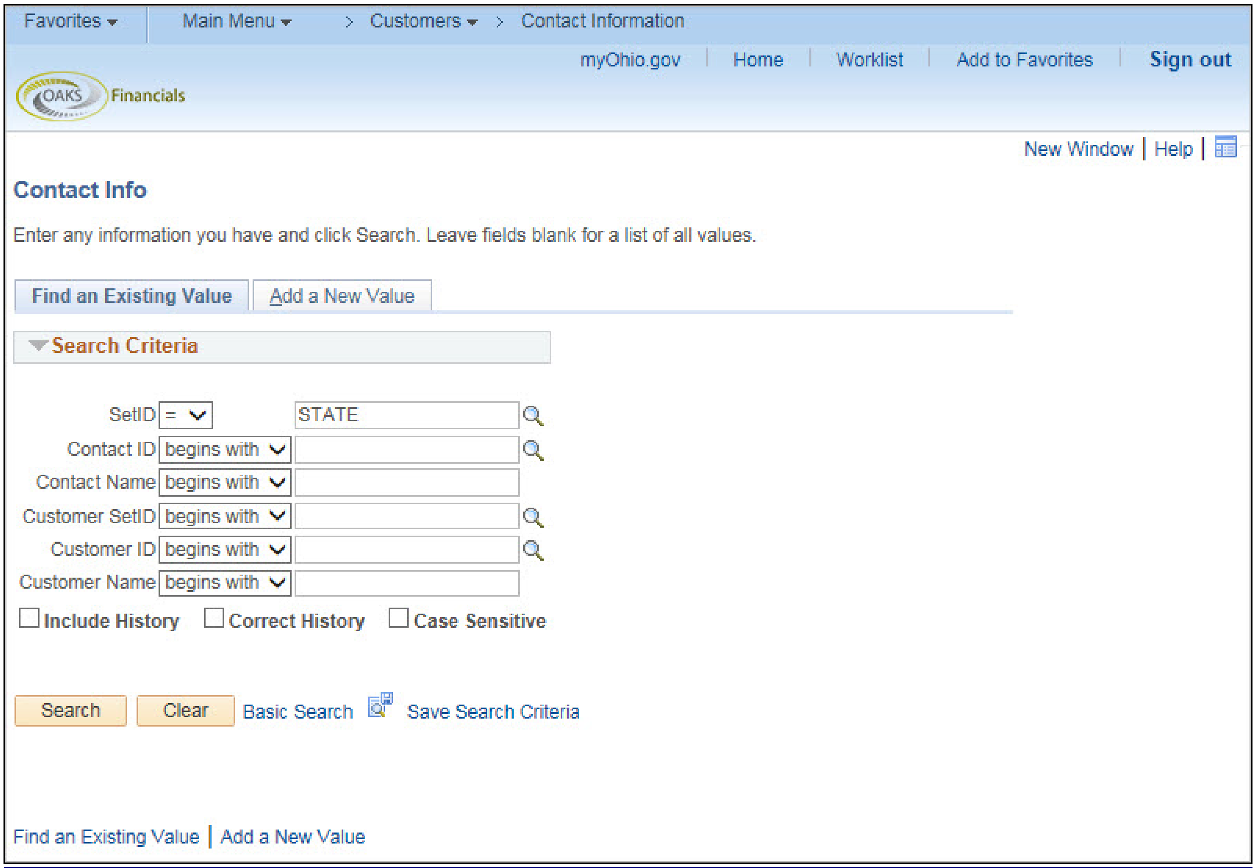
There are a few subtle variations on the process, depending on which method is used. However, the contact form is the same for both methods.

- Before beginning, refer to the search instructions (steps 1-3) in the Adding Customers Process to confirm that the customer record exists in OAKS FIN before adding a customer contact. If the customer record does not exist, refer to Adding a Customer - Quick Create, or Adding a Customer - Long Form. A contact can be added the same time a customer is created.

Steps

- **OAKS FIN > Customers > Contact Information**

Financials



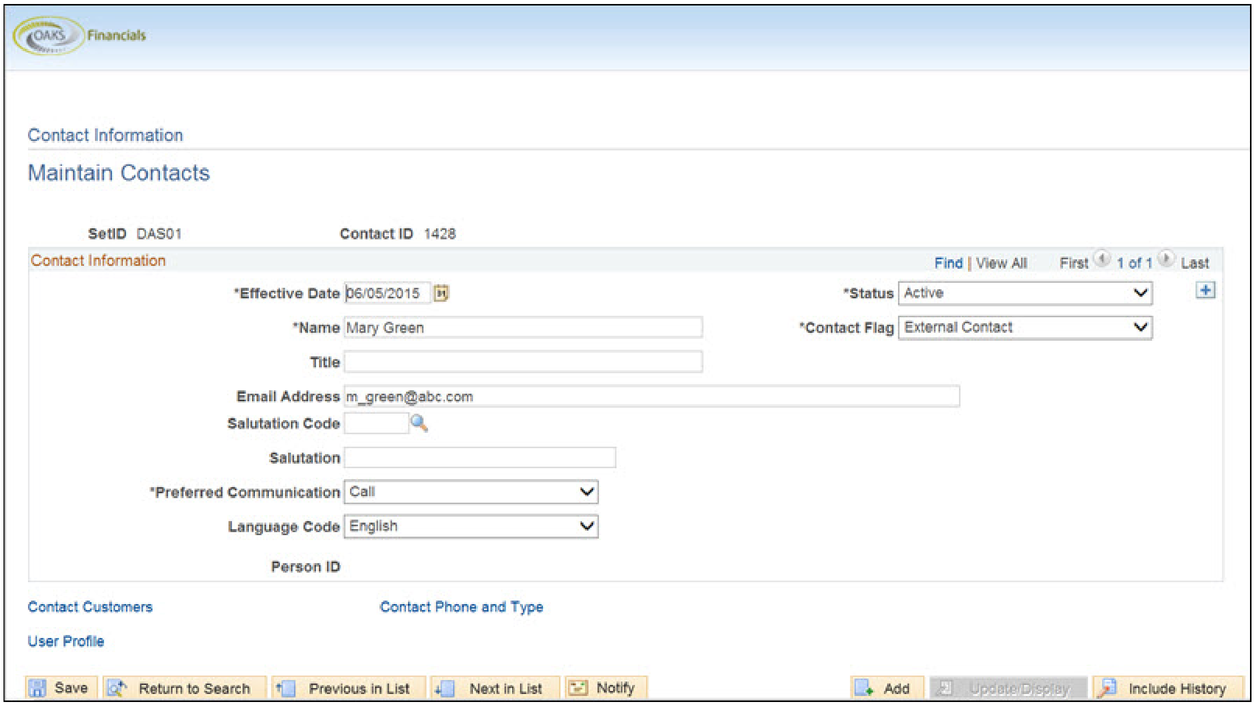
Search for an Existing Contact

1. Click the **Find an Existing Value** tab.
2. Verify the agency business unit code in the **SetID** field.
3. Enter appropriate search criteria (e.g., **Contact Name**) to find the contact.
4. Click **Search**.

- After conducting a search, click the **Recent Search Results** icon at the end of the breadcrumb navigation anytime to display the **Recent Search Results** in a pop-up window.

5. Click on the appropriate **Contact ID** in the search results.

- The **Contact Information Maintain Contacts** page displays.



- If only one customer matches the search criteria, the Contact form displays.

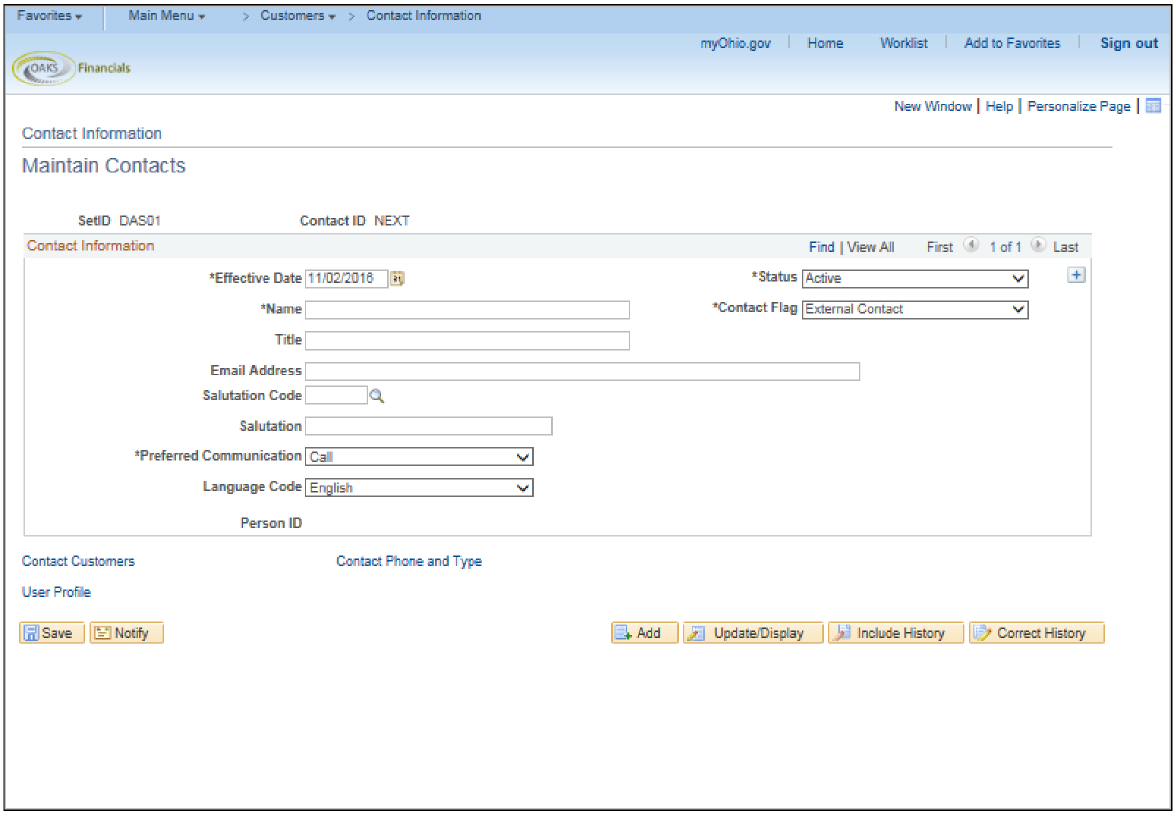
6. If contact is found, proceed to "Add an Existing Contact to Customer Record" section below.
7. If contact is not found, proceed to the "Create a New Contact" section below.

Create a New Contact

Only those fields on the form that are marked with an asterisk are required to be completed.

1. Click the **Add a New Value** tab.
2. Verify the owning agency's BU code in the **SetID** field.
3. Either manually enter a **Contact ID** according to the standards of the department, or leave "NEXT" in the field to have OAKS FIN generate an ID.
4. Click **Add**.

- The **Contact Information Maintain Contacts** page displays.



5. Verify the date on which this contact should be effective (active) in the **Effective Date** field.
6. Enter the contact's **Name**.
7. Verify the **Contact Flag** is set to "External Contact."
8. Enter the contact’s email ID in the **Email Address** field if available.

- Required if Preferred Communication method is email.

9. Select the preferred method of communication from the **Preferred Communication** dropdown list.
10. Click **Save**.
11. Optional: Add more contacts to a customer by clicking the **Add a new row** icon and editing the duplicate record created.

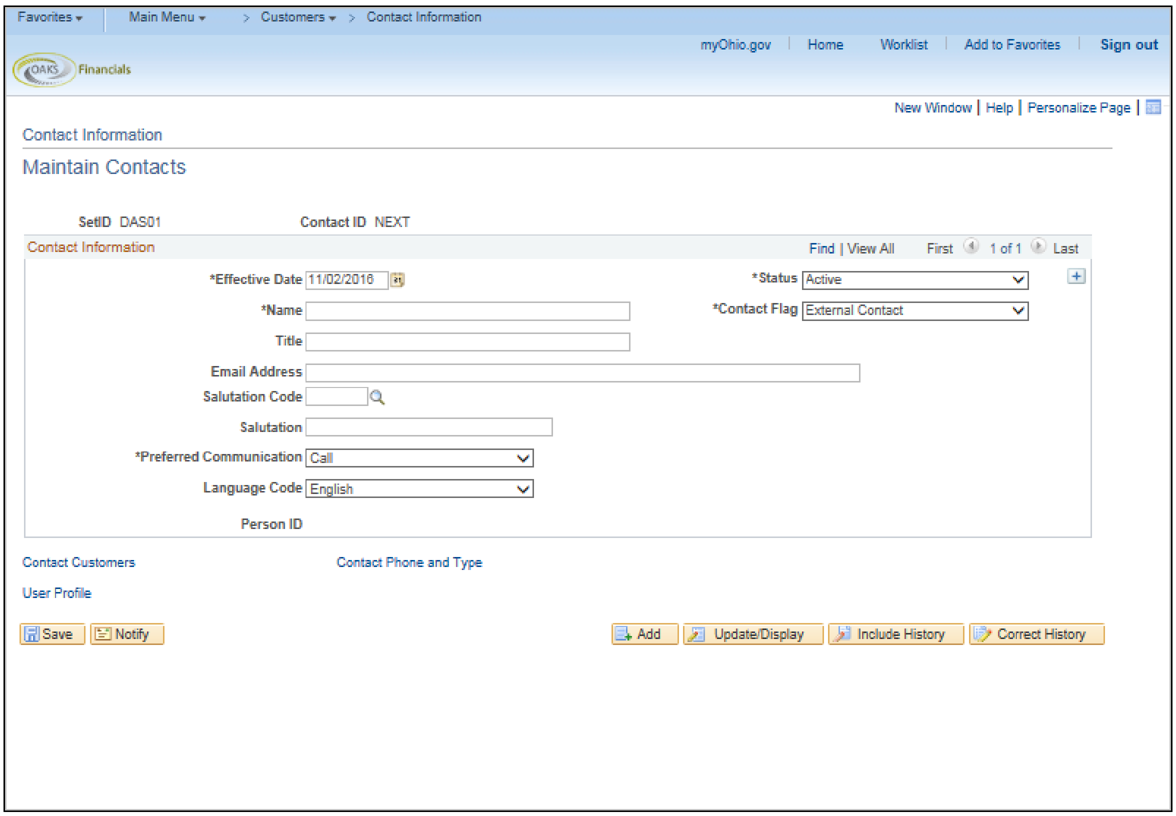
- If no customers are associated with this contact yet, this step is unnecessary.

Add an Existing Contact to Customer Record

Only those fields on the form that are marked with an asterisk are required to be completed.

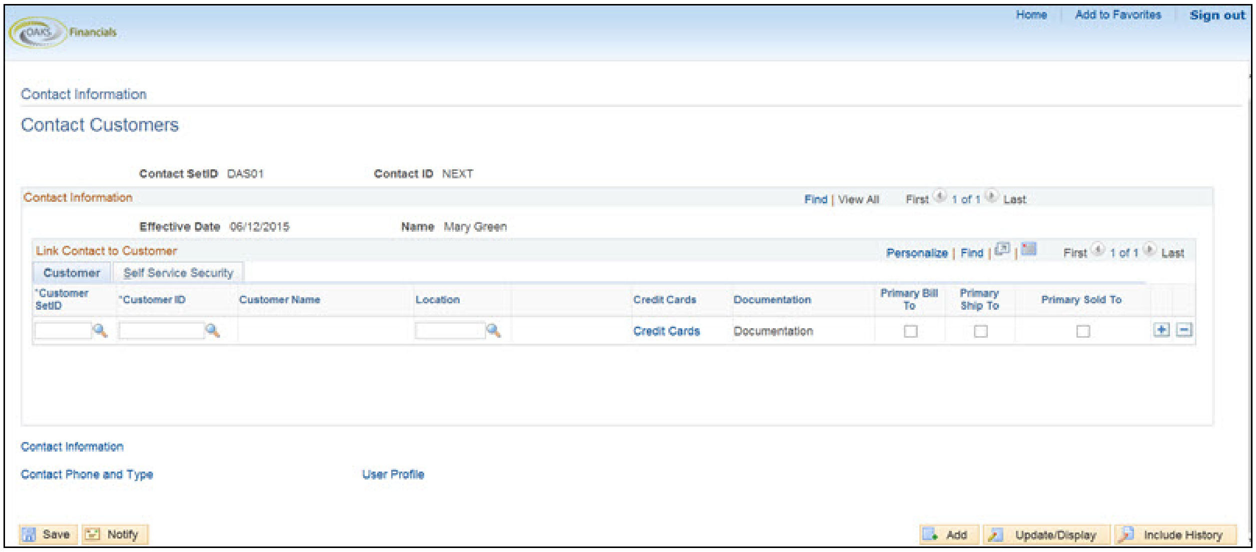
1. Click the **Add a New Value** tab.
2. Verify the owning agency's BU code in the **SetID** field.
3. Click **Add**.

- The **Contact Information Maintain Contacts** page displays.



4. On the **Maintain Contacts** page enter a new or existing contact's **Name**.
5. Enter any additional **Contact Information** following agency best practices.
6. Click the **Contact Customers** link.

- The **Contact Customers** page displays.



7. Verify the **Customer SetID.**

- Customers are set up separately for each agency, even if they also do business with other agencies. The **SetID** field defaults to that agency's department.

8. Enter the appropriate Customer ID or use the **Look up the Customer ID** icon to find and select the **Customer Name**.

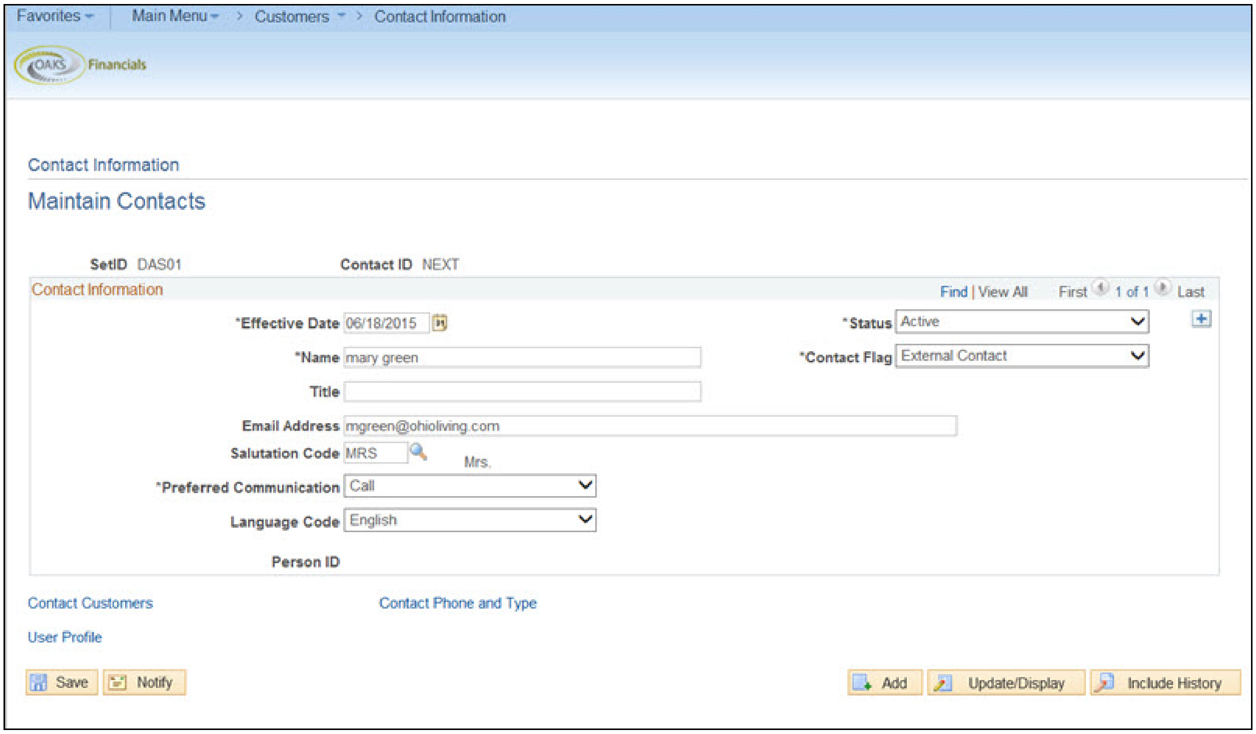
- The **Customer Name** field will populate.

9. Use the **Look up Location** icon to find and select the **Location**.

- If the customer has multiple locations, enter the code for the customer **Location** for which this person will serve as contact.

10. Click the **Primary Bill To** checkbox if this customer is the contact's primary bill-to location.
11. Click the **Contact Information** link.

- The **Maintain Contacts** page displays.



12. Add or adjust any useful contact information in the fields.
13. Review the method of **Preferred Communication**.
14. Click the **Contact Phone and Type** link if the preferred method of communication is "Call."

- A phone number is only required if it is listed as the contact's preferred means of communication.

15. Edit the **Contact Phone Information** as necessary.

a. Click the **Add a new row** icon to add another phone number when appropriate.
b. Click the **Delete row** icon to remove a phone number when necessary.

16. Click **Save**.

- If all required fields have been entered, OAKS FIN saves the entry and assigns a **Contact ID**.

17. Click the **Add a new row** icon to the right of this row if there are any additional contacts to add to this customer.

- If no customers are associated with this contact yet, this step is unnecessary.