

New Customer Request and Amending Customers



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Dept: Finance

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1. Check Customer

Before requesting a new Customer, you should check they do not already exist, from the menu, click on Customer and Sales and then Customer:

Menu

Time and expenses

Procurement

Customers and sales

Customer information

Customer

Maintenance of open items

Workflow enquiry - Customer

Click on the box with the three dots to search for existing customers:

Customer

Lookup

...

Customer ID

Customer name *

This opens the following search box:

Value lookup

Information icon Your search produced more results than the maximum allowed. Please refine your search criteria or use the advanced search options.

Search criteria

aberystwyth

Advanced

Search

Customer ID	Name	Customer gro...	Customer group (...)	Address	Town	Post Code	Company registration num...	VAT registration num...	
	golf								Filter
C00136	Aberystwyth...	COM	Commercial Deb...	C/O Simon Edwards Estates Office Gogerddan,	-				

Close

Enter text in the search criteria and click Search. If you get too many results, enter some more details in the white boxes on the fields below to narrow down the criteria, then click on Search again, if you still have too many results you can filter on the results by adding more text in the fields and clicking on the filter button. Use * either side of the text if it is part of a name. Click on the Close button to exit the search.

If you are happy, you cannot find the customer, then you can request a new one following the instructions below.

2. Creating a New Customer

Click on the NEW button at the *bottom* of the screen:

New

2.1. Customer tab

Customer

Lookup

...

Customer ID

[NEW]

Customer name*

Aberystwyth Sailing Club

Classification

Customer group*

Commercial Debtors

▼

COM

Country*

United Kingdom

GB

Customer ID: TAB over this field (**Do not amend from [NEW]**)

Customer Name: Enter the name of the customer, do not use abbreviations. For individuals, use first name followed by surname, i.e. John Smith. Use Title Case, not block capitals.

Country: This defaults to the UK, start typing the country name if outside the UK to select the correct country.

2.2. Contact information tab

Customer

Customer

Contact information

Payment

Relation

Balances and Transactions

Customer

Lookup

...

Address

☐

Address type

Street address

Town

County

Post Code

Contact

Add

Delete

▼ Address details

There are several fields that are mandatory. These are needed in the first instance to send the invoice to the customer, and if the customer does not pay the invoice on time they are used in the reminder/debt chasing process.

To open the address fields to complete click on the Add button.

Address details

Address Address type * General Street address * 100 Main Street Country * United Kingdom Post Code * SY23 3AB Town * Aberystwyth County Ceredigion	Phone numbers Telephone * 01970 639874	E-mail and website E-mail * Admin@abergolf.ac.uk	Contact person Name [Empty] Position [Empty]
--	---	---	--

Address Type: This defaults to general, tab to the next field

Street Address: This is a mandatory field, enter the street name and, if a long address, you may need to add an address line 2 in here

Country: Enter the country where the customer address is, this may be different from the field completed on the first tab.

Post Code: This is a mandatory field, enter the post code

Town: This is a mandatory field, enter the Town

County: This is not mandatory, for short addresses where you have already added the county in the town field, leave this blank, otherwise enter the county.

Telephone Number: This is required for debt chasing purposes and is a mandatory field.

Email: This is required for issuing invoices and debt chasing purposes and is a mandatory field. Wherever possible use generic email addresses rather than an individual within the company (i.e. Accounts@....). If you do not know the email address you must request it from the customer. Failure to complete a valid email address will result in the customer request being returned to you for completion.

Contact name: You may enter the contact details of someone at the customer if you have one.

You may need to scroll back to the top of the screen to see the tabs.

2.3. Relation tab

Customer

Customer Contact information Payment **Relation** Balances and Transactions

Customer

Lookup
[Empty]

Relation	Relation value	Description
Tax Area (TAXAREA)	1	United Kingdom
	2	European Union
	3	Rest of World

Add Delete

Tab past the field headed Relation to the Relation Value field

Tax Area: This is used in VAT reporting, either type in the one you need or type two spaces and select from the list. The valid values are 1 UK, 2 EU (Excluding UK) or 3 Rest of world.

2.4. Saving a new customer

Once you are happy with your new customer, please press the save button at the bottom of the screen. This will provide you a popup of the new customer ID:

✓ Success

Successfully saved. Customer ID C10252 is now created and is sent for approval.

OK

Your request has been submitted to the Finance Department for approval. You cannot raise an invoice on the customer until it has been approved.

3. New Customer Request Status

If you want to check the customer has been sent for approval and who it is with you can use the workflow enquiry:

Customer information

- 🔗 Customer
- 🔗 Maintenance of open items
- 🔍 Workflow enquiry - Customer

Workflow enquiry - Customer

Search type

☒ Active items

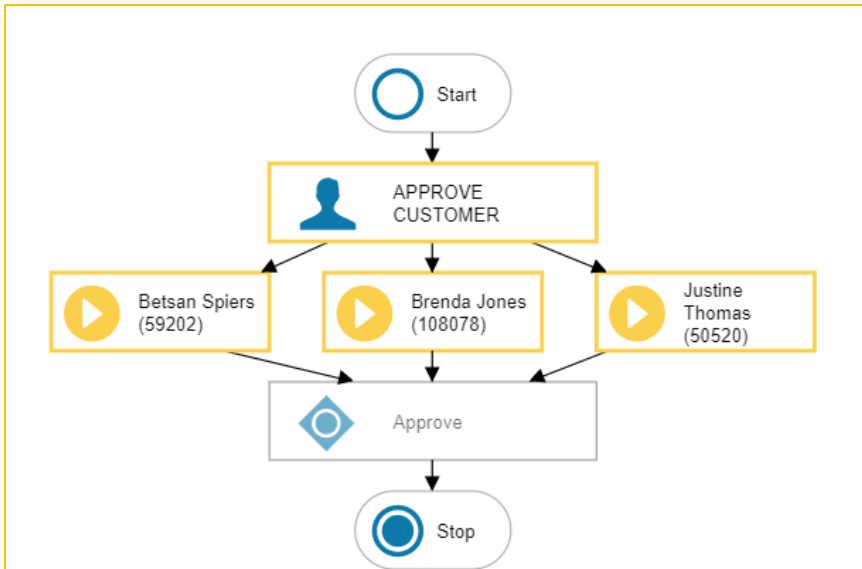
☐ Historical items

Map	Process name	Process step	Version no.	Workflow state	Task owner	▼ CustomerID	Customer name	User	
							Aberystwyth*		Load
	Customer Masterfile	Approve Customer	5	Workflow in progress	50520	C10252	Aberystwyth Sailing Club	100529	
	Customer Masterfile	Approve Customer	5	Workflow in progress	108078	C10252	Aberystwyth Sailing Club	100529	
	Customer Masterfile	Approve Customer	5	Workflow in progress	59202	C10252	Aberystwyth Sailing Club	100529	

The default screen will only show active workflow, so if your customer has already been approved you would need to tick the Historical Items field.

To narrow down the search you can enter the customer name, use * as a wildcard and click on load. The customer name field is case sensitive.

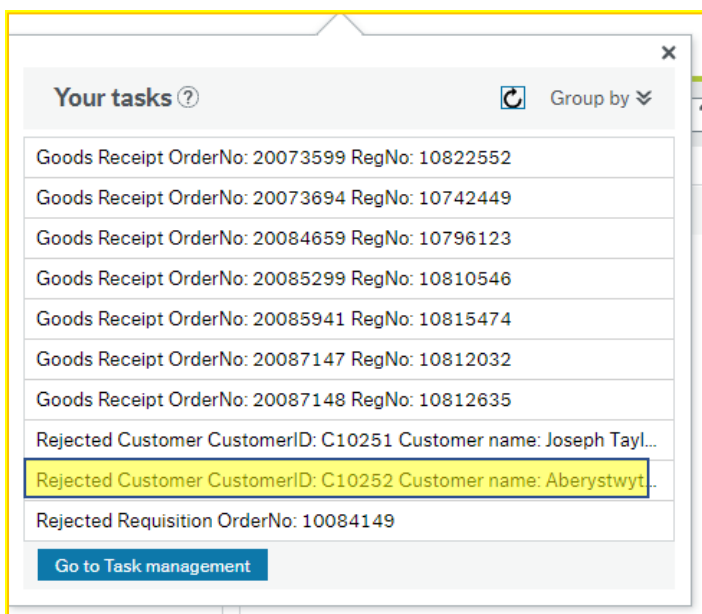
To view the map, click on the map symbol at the left of the row. The example above shows three times as it can be approved by three different users.



The above map shows who the new customer request has been sent to for approval.

4. Rejected Request

If a request is rejected it will appear on your task list:



Click on the task to open it

Master file approval

Information

CustomerID C10251 Customer name Joseph Taylor
Post Code SK14 4JB

Workflow log (row 0)

19/02/2020 12:23 Betsan Spiers (59202) - Rejected - "email address not valid"
19/02/2020 12:14 [REDACTED] Distributed

(Enter a comment)

Copy

Details

Map	Status	Field	Field associated with	New value
		Customer group		Commercial Debtors
		Customer name		Joseph Taylor
		Status		Active
		Address type	Contact information	General
		Address	Contact information	[REDACTED]
		E-mail	Contact information	none@aber

You will see the message from Finance as to why it has been rejected. If you need to add/correct information you can do this on the screen by clicking in the relevant field in the New Value Column

New value
Commercial Debtors
Joseph Taylor
Active
General
[REDACTED]
JTaylor999@gmail.com
Stockport

Enter the correct information then click on the accept button at the bottom left of the screen

Accept

Reject

This will send the request back to the Finance Department for approval.

If the customer was rejected because it was a duplicate, or that the amendment is incorrect and no longer needed, you should click on the Reject Button.

5. Amending an Existing Customer

To request an amendment to an existing customer, load the customer record and then go to the field you want to update

Address				
☐	Address type	Street address	Town	County
☐	General	Bethania	Llanon	SY2
Add Delete				

Address details

Address

 Address type
 General

Phone numbers

 Telephone*
 +44 (0) 1974 272 111

E-mail and website

 E-mail*
 admin@tynant.com

If any mandatory fields are blank, i.e. the phone number is missing, you will need to add these fields in addition to the one you want. Mandatory fields are marked with an asterisk and highlight in red if you try and leave them blank.

Phone numbers

Telephone*

And an error message appear at the bottom of the screen.

Please correct the following:

- Telephone:** This field must contain a value.

Errors: 1

Click on SAVE and you should see the following pop-up message (you may have to click on save twice if you have not tabbed out of the field you have updated):

Success

Successfully saved. Changes in Customer ID C10216 will not take effect until they are approved.

Click on OK to close the pop-up message.

This sends the request to Finance for approval and can be viewed in the workflow map if desired.