AR8 - CREATE CUSTOMER FOR NON-EMPLOYEE

Source Document: Department AR Invoice

Module: Accounts Receivable (AR)

Roles: Customer Processor
Confidential Customer Processor

The **Source Document** for creating a Customer for a Non-Employee is the department's invoice prepared for reimbursement, revenue and other income.   An example is shown below.
NOTE: If the customer is a state agency, submit a request to the FI$Cal Service Center so the customer can be established for statewide use. If this is an external customer, the department will set it up.

The **Customer Processor** will verify if the Customer (Customer ID number) is set up. Steps are:

1 - Navigate to Customers>Customer Information>General Information

2 - Click on **Find an Existing Value** tab

3 - Enter your Business Unit

4 - Under Name 1, select "contains" and type in the name of the Customer

5 - Click Search

6 - If customer is not set up, a "No matching values were found" message will appear

1 Favorites ▼   Main Menu ▼   > Customers ▼ > Customer Information ▼ > General Information

FI$Cal

General Information

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

2 | Find an Existing Value | Add a New Value |

▼ Search Criteria

SetID = ▼   **3** 8860
Customer ID begins with ▼
4 Name 1 contains ▼   GOLDEN STATE
Name 2 begins with ▼
Telephone begins with ▼
City begins with ▼
State begins with ▼
Postal Code begins with ▼

☐ Include History   ☐ Correct History   ☐ Case Sensitive

5 [Search]   [Clear]   Basic Search 🔍 Save Search Criteria

6 No matching values were found.

The **Customer Processor** will create a Customer. Steps are:

1 - Navigate to Customers>Customer Information>General Information

2 - Click the **Add a New Value** tab

3 - Enter the Business Unit

4 - Type in the customer name (use department's naming convention, this can be an abbreviation of the customer's name)

5 - Click Add

The **Customer Processor** will create the **General Info** tab. Steps are:

1 - Enter a date before the source document (Invoice) date

2 - Enter the Customer's full name

3 - In the Type filed, select "Business" from the drop down menu

4 - Enter a short name for the customer

5 - Enter USD

6 - Enter CRRNT

7 - Within the Roles section, click on the Bill To Customer, Ship To Customer and Sold To Customer checkboxes. The system will automatically selects the Correspondence Customer, Remit From Customer and Corporate Customer checkboxes

8 - Enter TEAM

9 - Click on the Default checkbox (the system will autofill the Description)

10 - Within the Address Locations, click on the seven checkboxes shown below

11 - In the Address Details, enter address information for the customer

12 - Click on the **Bill To Options** tab

The **Customer Processor** will continue to enter information in the **Bill To Options** tab**:**

13 - In the Customer Bill to Options, under Responsibilities, enter or select values for the four   boxes shown below

14 - Click Save