Customer Setup/Update

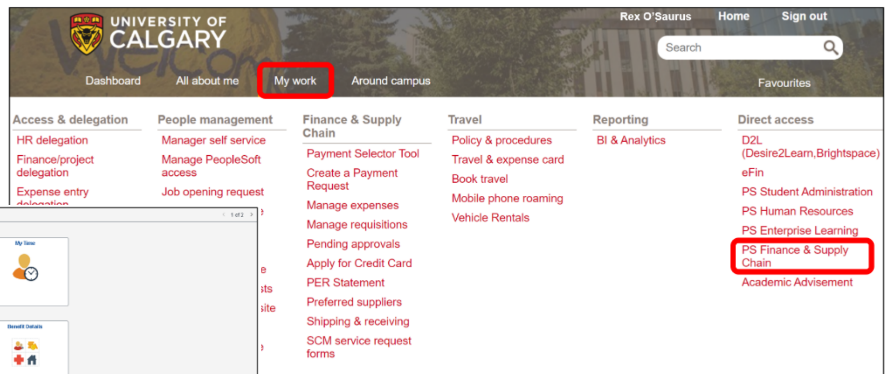
Quick Reference Guide

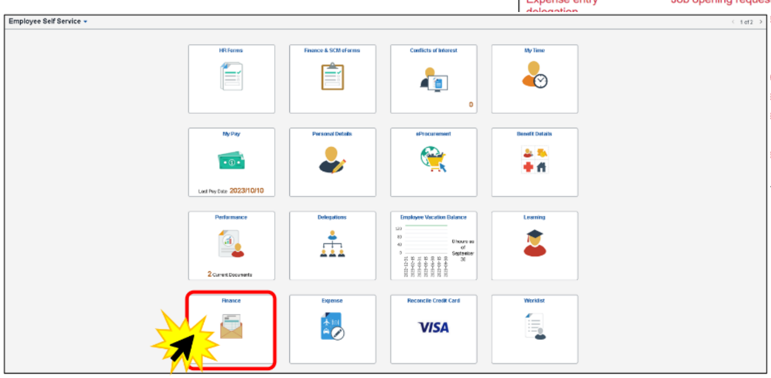
Create or Update a Customer

Purpose:	The purpose of this document is to provide the steps to create or update a customer for billing purposes.
Audience:	Users who need to add a new customer or update an existing customer's information for the purposes of generating an invoice for a project.
Prerequisites:	Must be logged into **My UCalgary**

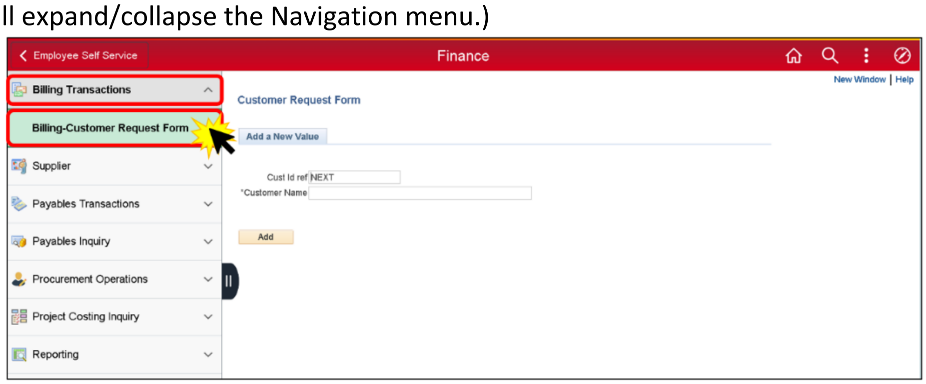
Step 1: Navigate to the eForm

1. From the **My UCalgary**, click **My work**.
2. Under the **Direct access** header, click on **PS Finance & Supply Chain**.
3. On the **Employee Self Service** screen, click on the **Finance** tile.

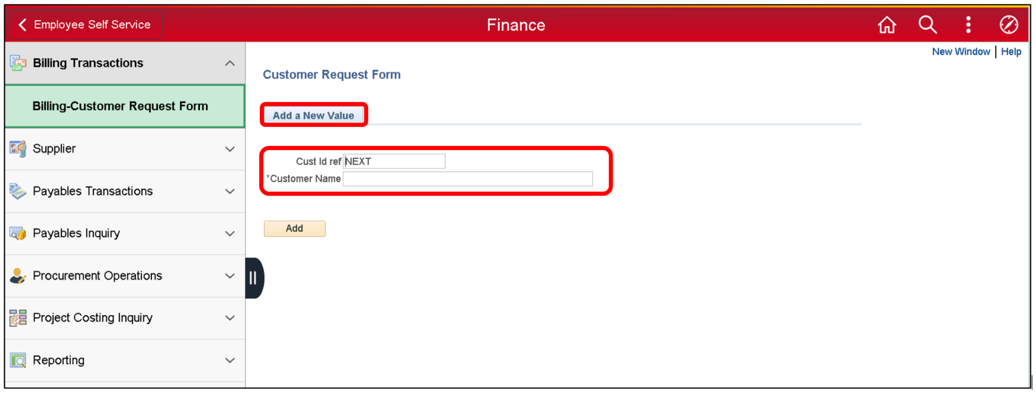




4. On the **Finance** navigation menu, click on **Billing Transactions**, and then **Billing-Customer Request Form**. (The black tab button will expand/collapse the Navigation menu.)



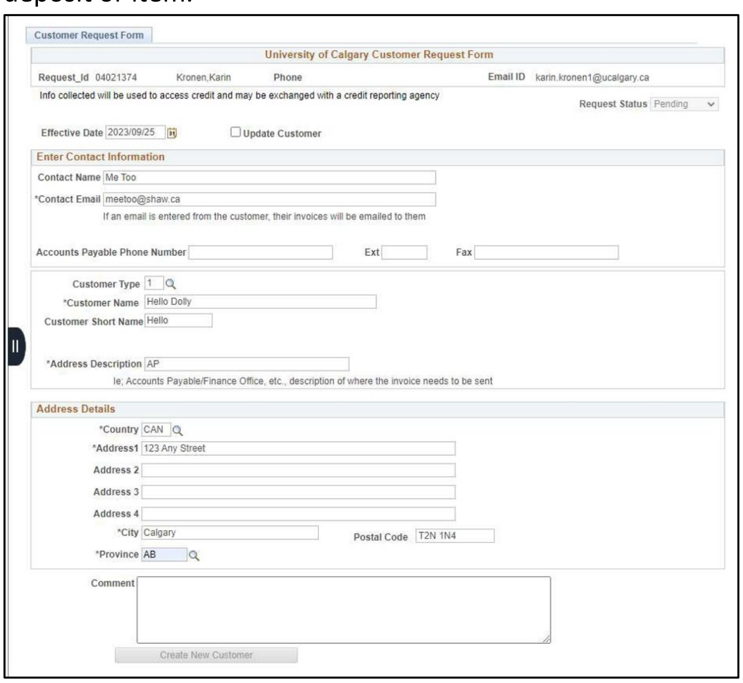
5. Click the **Add a New Value** tab.
6. Leave the **Cust Id ref** field set to **NEXT**.
7. In the **Customer Name** field enter the Customer's name.
8. Click **Add**.



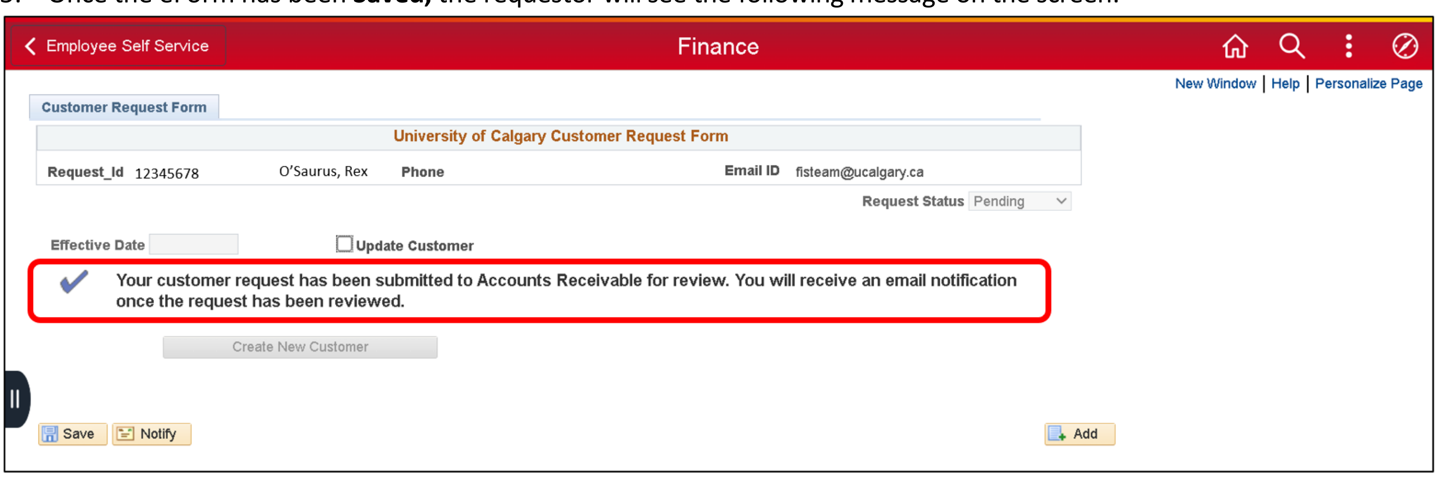
Step 2: Entering a New Customer

(To Update an Existing Customer, proceed to Step 3).

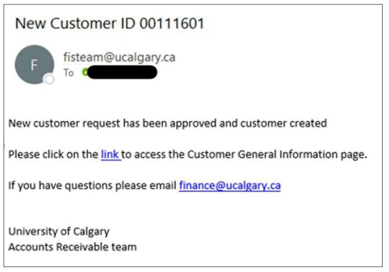
1. The **Request_Id** information will be automatically populated and is based on UCalgary login credentials.
2. In the **Effective Date** field, the date defaults to the current date. Please change it to the first day of the month when billing will be required.
   NOTE: This date needs to be **before** any AR items are entered into PeopleSoft for this customer. If not, the Customer will not be recognized by deposit or item.



3. In the **Enter Contact Information** section, enter the following information:
    a. **Contact Name**: enter the name of the individual who will receive a copy of the invoice.
    b. **Contact Email *(required)***: enter the email address of the individual listed in the **Contact Name** field. Invoice(s) will be sent via email to this email address.
    c. **Accounts Payable Phone Number**: enter the phone number for Customer's Accounts Payable Department (if applicable).
        - Enter the Accounts Payable phone number extension in the **Ext** field (if applicable).
        - Enter the Accounts Payable fax number in the **Fax** field (if applicable).
    d. Click on the **Lookup Customer Type** button **(magnifying glass)** beside the **Customer Type** field and select **Individual** (which is the default).
    e. The **Customer Name** field should auto populate with the **Customer Name** that you entered in Step 1, but you can edit it here if required. An example of the Customer's Name would be *Alexander Hamilton Elementary*.
    f. In the **Customer Short Name** field enter an abbreviated name for the Customer, (e.g. *A.Ham*).
    g. In the **Address Description** field, enter a description of where the invoice will be sent (e.g., *Accounts Payable*, or *Finance Office*, etc.).
4. In the **Address Details** section, enter the following mailing address information:
    a. Use the **Lookup Country** button **(magnifying glass)** to search for and select the country for the Customer's mailing address.
    b. Use the **Address** fields to enter the mailing address information. (**Address 1** filed is required).
    c. Enter the City name in the **city** field.
    d. Enter the Postal Code, Zip Code, etc., in the **Postal Code** field.
    e. Enter the province, state, etc. the field provided.
    f. In the **Comment** field, enter any information that AR should be made aware of.
    g. At the bottom on the form click **Save**.
5. Once the eForm has been **Saved,** the requestor will see the following message on the screen:



6. Accounts Receivable will review the **New Customer Request** and will complete customer set up. Once AR has completed the set up, an email will be sent to requestor with the newly generated **Customer ID**.


New Customer ID 00111601

F fisteam@ucalgary.ca

To [redacted]

New customer request has been approved and customer created

Please click on the link to access the Customer General Information page.

If you have questions please email finance@ucalgary.ca

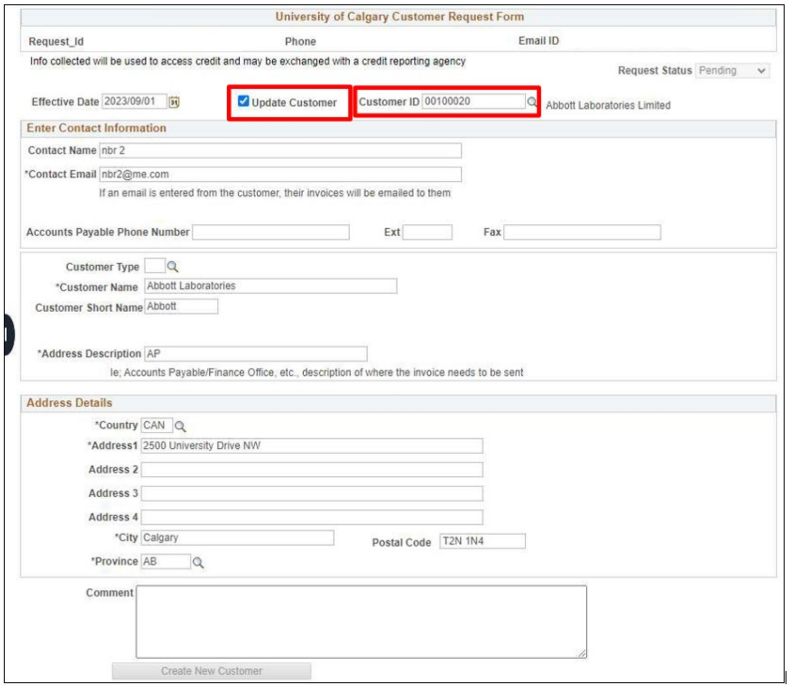
University of Calgary

Accounts Receivable team

Step 3: Updating a Customer

Customer information can be modified by adding the new information and using effective dates. This is optimal in retaining customer history. Updates to a customer include: Adding a new address (location), adding a new contact, or updating an existing address, contact name or email address.

1. The **Request_Id** information will be automatically populated and is based on UCalgary login credentials.
2. In the **Effective Date** field, enter the date the new information should be effective for. The Effective date will default to the current date if you do not update it.
3. Select the **tick box** beside **Update Customer**.
4. The **Customer ID** field will display. Use the **Lookup Customer ID** button **(magnifying glass)** to search for and select the Customer you are looking to update.


University of Calgary Customer Request Form

Request_Id Phone Email ID

Info collected will be used to access credit and may be exchanged with a credit reporting agency

Request Status Pending

Effective Date 2023/09/01 ☑ Update Customer Customer ID 00100020 Abbott Laboratories Limited

Enter Contact Information

Contact Name nbr 2

*Contact Email nbr2@me.com

If an email is entered from the customer, their invoices will be emailed to them

Accounts Payable Phone Number Ext Fax

Customer Type

*Customer Name Abbott Laboratories

Customer Short Name Abbott

*Address Description AP

Ie; Accounts Payable/Finance Office, etc., description of where the invoice needs to be sent

Address Details

*Country CAN

*Address1 2500 University Drive NW

Address 2

Address 3

Address 4

*City Calgary Postal Code T2N 1N4

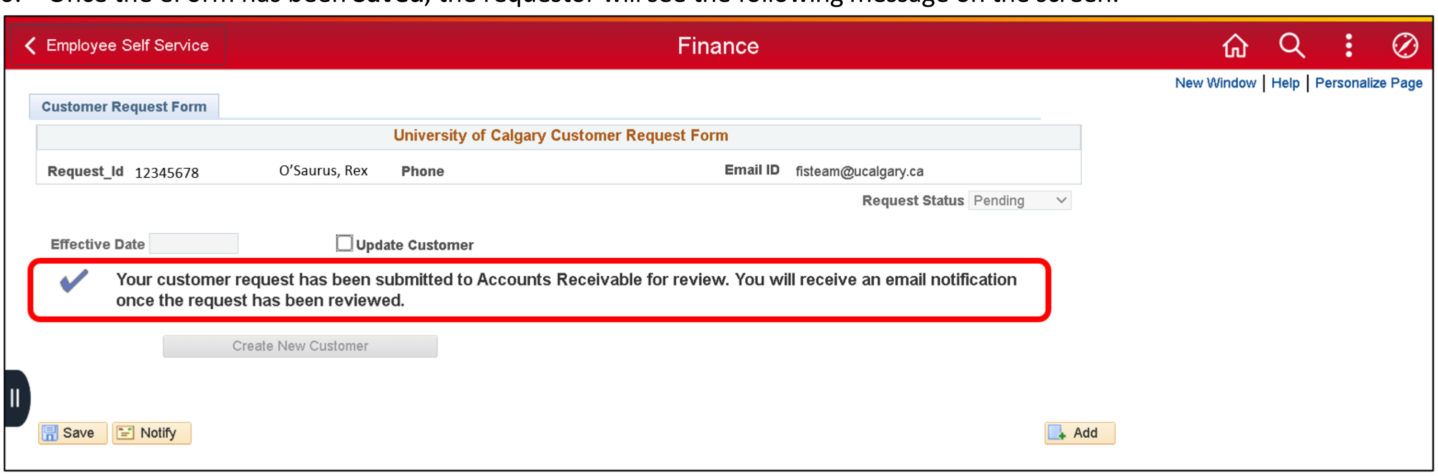
*Province AB

Comment

Create New Customer

5. In the **Enter Contact Information** section, enter the contact's name and email address where invoice(s) should be sent:
   a. If updating the **Contact Name**, enter the new name in the **Contact Name** field.
   b. If you are updating the email address where invoice(s) should be sent, please enter the new email address. (Even if you are not updating the email address, it is a required field, so please enter the email address already on file).
   c. **Accounts Payable Phone Number**: enter the phone number for Customer's Accounts Payable Department (if applicable).
      - Enter the Accounts Payable phone number extension in the **Ext** field (if applicable).
      - Enter the Accounts Payable fax number in the **Fax** field (if applicable).
   d. Click on the **Lookup Customer Type** button **(magnifying glass)** beside the **Customer Type** field and select **Individual** (which is the default).
   e. The **Customer Name** field should auto populate, but you can edit it here if required. An example of the Customer's Name would be *Alexander Hamilton Elementary*.
   f. In the **Customer Short Name** field enter an abbreviated name for the Customer, (e.g., *A.Ham*).
   g. In the **Address Description** field, enter a description of where the invoice will be sent (e.g., *Accounts Payable*, or *Finance Office*, etc.). (Even if you are not updating the Address Description, it is a required field, so please enter the address description already on file).
   h. In the **Address Details** section, enter customer mailing address or the new address (location) that you are requesting.
   i. Use the **Lookup Country** button **(magnifying glass)** to search for and select the country for the Customer's mailing address.
   j. In the **Comment** field, enter any information that AR should be made aware of.
   k. At the bottom on the form click **Save**.

6. Once the eForm has been **Saved**, the requestor will see the following message on the screen:



7. Accounts Receivable will review the request received and complete customer update. Upon completion, an email will be sent to the requestor confirming that the customer has been updated.

> Customer Update Request form - Cust id: 00100020 updated
>
> F fisteam@ucalgary.ca
> To
>
> Customer has been updated: 00100020
>
> If you have questions please email finance@ucalgry.ca
>
> University of Calgary
> Accounts Receivable team

8. If a submitted request is denied, the requestor will receive an email notification with comments entered in the Comment Box.

> Customer Request form - Temp Cust id: TMP0005026 denied
>
> F fisteam@ucalgary.ca
> To
>
> Customer Request form - Temp Cust id: TMP0005026 has been denied
>
> Change for customer 00100782 was previously made.
>
> If you have questions please email finance@ucalgry.ca
>
> University of Calgary
> Accounts Receivable team

Need help?
UService