

**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 th purposes of generating an invoice for a project.				
Prerequisites:	Must be logged into My UCalgary				

#### Step 1: Navigate to the eForm

- From the **My UCalgary**, click **My work**. 1. UNIVERSITY OF Under the Direct access header, click on S 2. Q **PS Finance & Supply Chain.** All about me My work Around campus 3. On the Employee Self Service screen, Finance & Supply Chain ccess & delegation People management Travel Reporting Direct access HR delegation Manager self service Policy & procedures BI & Analytics D2L (Desire2Learn,Brightspace click on the **Finance** tile. Payment Selector Tool Finance/project delegation Manage PeopleSoft access Travel & expense card Create a Payment Request eFin Book travel Expense entry Job opening request PS Student Administration Mobile phone roaming Manage expenses PS Human Resource Employee Self Service Vehicle Rentals Manage requisitions PS Enterprise Learnin Pending approvals F 0 Apply for Credit Card Ê 4 PER Statement Preferred suppliers site Shipping & receiving MyPig ۲ SCM service request forms 4 % † fi **-**• . 5 Eleane al of September 3 H 4-0-010 1 H 4-0-000 1 H 4-0000 1 H 4-00000 1 H 4-00000 1 H 4-000000 1 H 4-0000000000000000000000000000000 2 <u>ش</u> Worlds VISA
- 4. On the **Finance** navigation menu, click on **Billing Transactions**, and then **Billing-Customer Request Form**. (The black tab button **D** will expand/collapse the Navigation menu.)

Employee Self Service	Finance	ណ៍	Q	:	$\oslash$
Billing Transactions	Customer Request Form		New	Window	Help
Billing-Customer Request Form	Add a New Value				
Supplier 🗸	Cust Id ref NEXT				
🗞 Payables Transactions 🛛 🗸 🗸	*Customer Name				
🤯 Payables Inquiry 🗸 🗸	Add				
♣ Procurement Operations ∨	0				
Project Costing Inquiry					
Reporting ~					



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- 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.

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Billing Transactions	Customer Request Form			New Wind	ow Help
Billing-Customer Request Form	Add a New Value				
Supplier	Cust Id rof NEXT				
Payables Transactions	<sup>7</sup> Customer Name				
Payables Inquiry	, Add				
Procurement Operations					
Project Costing Inquiry	· -				
Reporting	·				

#### Step 2: Entering a New Customer

(To <u>Update an Existing Customer</u>, 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 **<u>before</u>** any AR items are entered into PeopleSoft for this customer. If not, the Customer will not be recognized by deposit or item.

		University of Ca	algary Customer R	equest Form		
Request_Id 04021374	Kronen,Karin	Phone		Email	ID karin.kronen1@ucalgary.ca	
Info collected will be use Effective Date 2023/09		ay be exchanged with a Update Customer	credit reporting agen	су	Request Status Pending	
Enter Contact Informa						
Contact Name Me Too						
*Contact Email meetoo@	Achaw ca					
Contraction of the contraction of the second s	Il is entered from the cus	stomer, their involces wil	be emailed to them			
Accounts Payable Phon	e Number		Ext	Fax		
Customer Type						
*Customer Name	Hello Dolly					
Customer Short Name						
*Address Description						
*Address Description le; Acc		Office, etc., description o	of where the invoice ne	eeds to be sent		
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- 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 <u>Alexander Hamilton Elementary</u>.
  - 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:

		Finance				
			New Wind	ow   Hel	lp Person	alize Page
	Customer Request Form					
	University of Calgary Customer Request Form					
	Request_ld 12345678 O'Saurus, Rex Phone Email ID	fisteam@ucalgary.ca				
		Request Status Pending	$\checkmark$			
	Effective Date					
	Your customer request has been submitted to Accounts Receivable for review. You wi once the request has been reviewed.	Il receive an email notification				
	Create New Customer					
	🔚 Save 🔚 Notify		Add			



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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**.



#### 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 Requ	lest Form	
Request_Id		Phone		Ema	ail ID
Info collected will be used	I to access credit	t and may be exchanged wit	n a credit reporting agency		Request Status Pending
Effective Date 2023/09/	01 🛐	Update Customer	Customer ID 00100020	Q	Abbott Laboratories Limited
Enter Contact Informa	tion				
Contact Name nbr 2					
Contact Email nbr2@me	.com				
If an emai	l is entered from	the customer, their invoices	will be emailed to them		
Accounts Payable Phon	Number		Ext	Fax	
Customer Type	Q				
*Customer Name	Abbott Laborato	ries			
Customer Short Name	Abbott				
Address Details					
*Country	CAN Q				
*Address1	2500 University I	Drive NW			
Address 2					
Address 3				]	
Address 4					
*City	Calgary		Postal Code T2N 1	N4	
*Province	AB Q				
Comment					
	Create New	Customer			
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- 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 <u>Alexander Hamilton Elementary</u>.
  - 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:

	C Employee Self Service	Finance	ଜ ସ : 🧭
			New Window   Help   Personalize Page
	Customer Request Form		
		University of Calgary Customer Request Form	
	Request_ld 12345678	O'Saurus, Rex Phone Email ID fisteam@ucalgary.ca	
		Request Status Pending ~	
	Effective Date	Update Customer	
		request has been submitted to Accounts Receivable for review. You will receive an email notification st has been reviewed.	
		Create New Customer	
II			
	Save Notify		Add



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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.



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
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