Contents

Purpose

Use this procedure to create a new suspect, prospect or customer, change an existing customer's data or remove one that has not data captured against it.

This procedure will outline the create process, since both create and the change process use the same menu paths and procedures.

Customer records are the backbone for capturing opportunities, creating sales orders, and generating accounts receivable (AR) invoices.

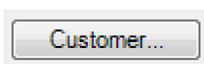
Trigger(s)

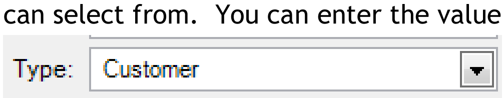
A company has called you to have you work up a quote or buy a product that you sell that you have not had any dealings with in the past.

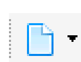
Prerequisites

N/A.

Helpful Hints

- Remember that you can right click on a field to drill into more details.
- Buttons like 

are used to perform a search for a valid value.
- Fields that have a pull down beside them indicate that there is a valid list of values that you can select from. You can enter the value by typing if you already know the value.


- Clicking on the small upside down triangle on the New Icon  will provide a pull down menu for creating new portions of the part, such as adding a plant, warehouse or location.
- Remember to use field help to find out more detail about a field that is not defined in this manual. Help ⇨ **Field Help**

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Customer General Data

Definition

Customers are businesses to whom you will sell products and/or services. These records are used to primarily create quotes, sales orders, and accounts Receivable (AR) invoices. Customer records are also used during the Customer Relationship Management (CRM) process.

You may designate a customer as a **Suspect, Prospect,** or **Customer**. This allows you to create customer records for companies that may do business with you in the future.

New customers are automatically placed on credit hold. You must clear the Credit Hold check box on the Billing > Credit > Credit Detail sheet to display transactions for the customer.

You may also set up a customer that has two or more divisions within a large company, using the Parent/Child functionality. Separate customers for example in different divisions will link to the Main parent company.

You also have the ability to specify a customer's approved suppliers for materials, parts and subcontract operations.

Customer records are the backbone for capturing opportunities, creating sales orders, and generating accounts receivable (AR) invoices.

Procedure

- Create the Customer.
- Set Credit Limit on Customer
- Remove Customer from Credit Hold – if appropriate.

Menu Path

Access the customer menus using one of the following menu paths:

Financial Management ⇨ Accounts Receivable ⇨ Setup ⇨ Customer
Production Management ⇨ Material Requirements Planning ⇨Setup ⇨ Customer
Sales Management ⇨ Order Management ⇨ Setup ⇨ Customer
Sales Management ⇨ Quote Management ⇨ Setup ⇨ Customer

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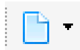
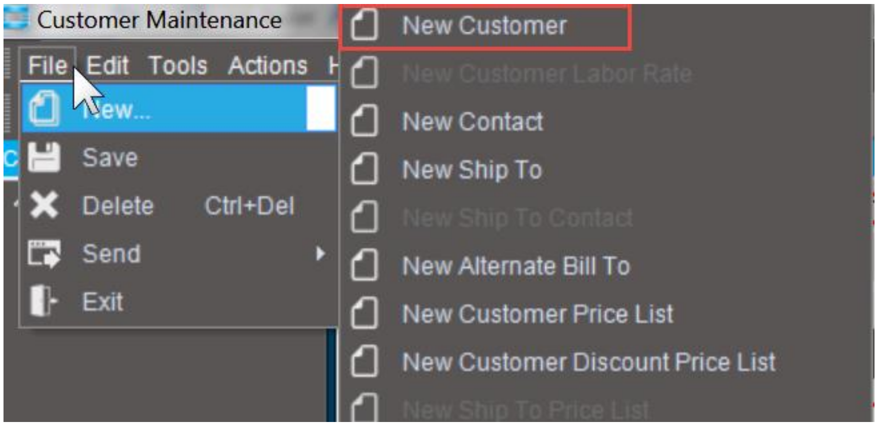
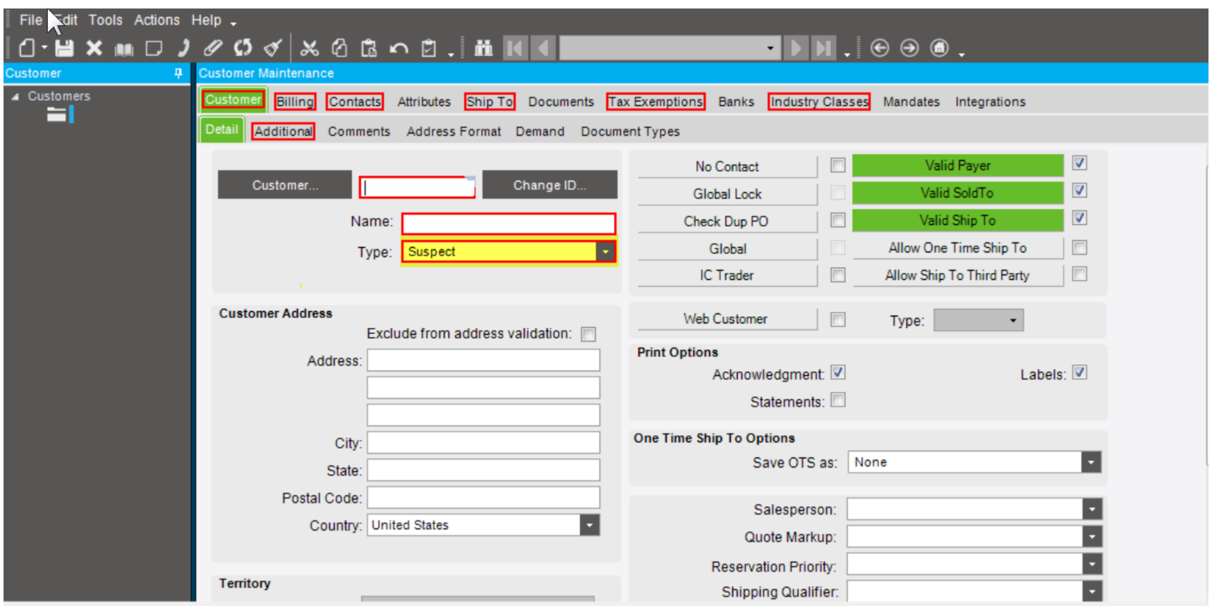
Customer Create 10.1.600

Click on the New Icon  and select New Customer





Field Name	R/O/D	Description
Customer	R	Specifies the unique identifier for a customer records. Use a meaningful ID, such as initials or the first part of the customer's name. Each customer is assigned a unique internal number. This allows you to change the customer ID's if needed.

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Field Name	R/O/D	Description
Name	R	Enter the customer name, this will print on quotes, sales orders and other sales / shipping documents.
Type	R	Choose the type of customer you are creating: **Suspect** - No Quotes or Sales Orders exist - you may do business with them in the future **Prospect** - Quote exists but not a Sales Order **Customer** - Sales Order exists. Cannot change back to Suspect or Prospect.
Address	R	This is the primary sold to address. This address is also used as the main bill to address, although you can enter a different location on the bill sheet. Specifies the main street address for the customer. There are up to 3 address lines.
City	R	Specifies the city in which this customer is located
State	R	Specifies the US state or Canadian province in which the customer is located.
Postal Code	R	Specifies the zip code or other postal code for this customer. If international postal code be sure to use the correct punctuation set up by the country.
Country	R	Specifies the country that this address for this customer is located. This selection determines specific default values for the customer such as currency, language and address format.
Save OTS as	O	If you have marked the Allow One Time Ship To allowing one time ship to you have the ability to save the one time ship to record as **None, Customer, Prospect, Suspect or Ship To.**
Salesperson	O	Specifies the salesperson who handles this customer account. The salesperson associated with the assigned territory automatically displays in this field, but you can select a different salesperson.
Quote Markup	O	Indicates a set of percentages by which you increase the total cost of a quote for this customer.
Reservation Priority	O	Designates how crucial it is to fill orders for this customer before finishing orders from other customers.
Shipping Qualifier	O	Indicates how complete an order must be before it is shipped to this customer. The choices are: **Order Complete, Line Complete or Unused.**
Language	R	Specifies the **default** language that prints on all Crystal report documents sent to this customer.
Phone	R	Specifies the main phone number for the customer
Fax	O	Specifies the main fax number for the customer

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Field Name	R/O/D	Description
Email	O	Specifies the main email address for the customer
Website	O	Specifies the URL or web address for this customer.
Territory	O	Specifies the sales area in which this customer is located. Use the Get Territory button to retrieve the territory based on the zip code.
No Contact	O	This checkbox specifies that this customer should be excluded from marketing and other customer lists.
Check Dup PO	O	This checkbox indicates that the purchase order numbers from this customer must be unique for each quote or order. This checkbox also designates that entry of PO numbers are required on sales orders for this customer.
Global Lock	O	If using multiple companies and you desire to keep this customer record in tack for this company select this checkbox. This indicates that this customer cannot be updated through changes made by another company.
Global	O	This checkbox indicates if this customer record is available for use in other companies.
IC Trader	O	Select this checkbox to indicate this customer's transactions can be moved between multiple companies. This is only available if you use the External System Integration tools.
Valid Payer	O	This checkbox specifies if this customer account is a valid payer who is authorized to remit cash receipts in AR.
Valid Sold To	O	This checkbox specifies if this customer account is authorized to be entered as a sold to customer in AR Invoice Entry and Order Entry.
Valid Ship To	O	This checkbox specifies if this customer account is authorized to be entered as a ship to customer in Order Entry.
Allow One Time Ship To	O	This specifies if alternate one-time ship to addresses can be entered for this customer account on sales orders, service contracts, service calls, AR invoices and at time of shipment. Select this checkbox to allow entry of alternate one-time ship to addresses for this customer account.
Allow Ship to Third Party	O	Specifies if alternate third party ship to addresses can be entered or selected when this customer number is entered as the sold to customer for certain transactions (sales orders, service contracts, service calls, AR invoices and at time of shipment).
Print Acknowledgment	O	Select this check box to indicate you want to print a Sales Order Acknowledgement each time you create a sales order for this customer.

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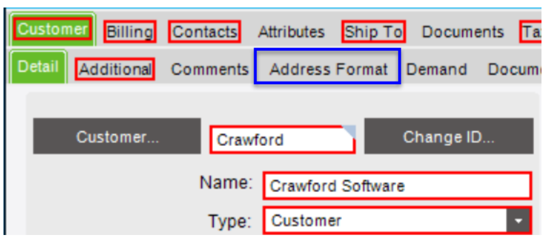
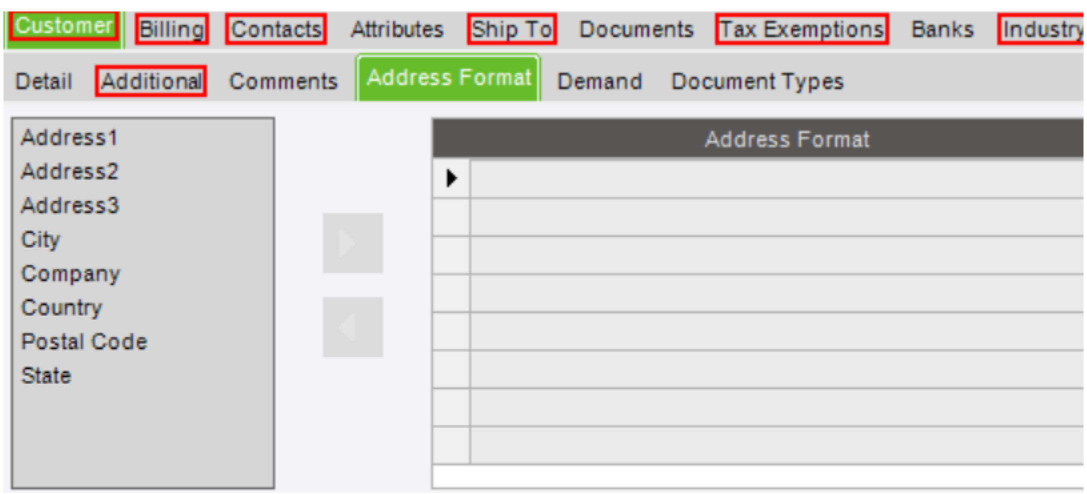
Field Name	R/O/D	Description
Print Labels	O	This checkbox indicates which customer shipping labels are available to print through a third-party reporting tool.
Print Statements	O	Specifies if AR statements should be generated for this customer. This checkbox enables generation of AR statements for the customer.
Exclude from address validation	O	This checkbox indicates this customer address will not be validated through the Epicor Tax Connect functionality. Unless you have Tax Connect this checkbox will have no functionality.

Customer > Address > Format

Navigate to the Customer - Address Format Tab





Use the **Address Format** sheet to setup the appearance of the main customer address, bill to location, or ship to locations. This format prints on all sales orders, accounts receivable invoices, and other

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reports associated with this specific address. On this sheet, select the fields that display in the address block and also define the arrangement in which these fields print.

You may have different formats for each customer's main address, bill to address, and ship to addresses.

This is the format specific to the customer itself. When printing the system looks first for an address format on the ship to or bill to location record. If a format is not specified on these records, it then checks the customer record. If a format is not listed for the customer, the application then looks for an address format for the customer's country. If a format is not specified for the country, however, it then uses a default address format.

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Billing

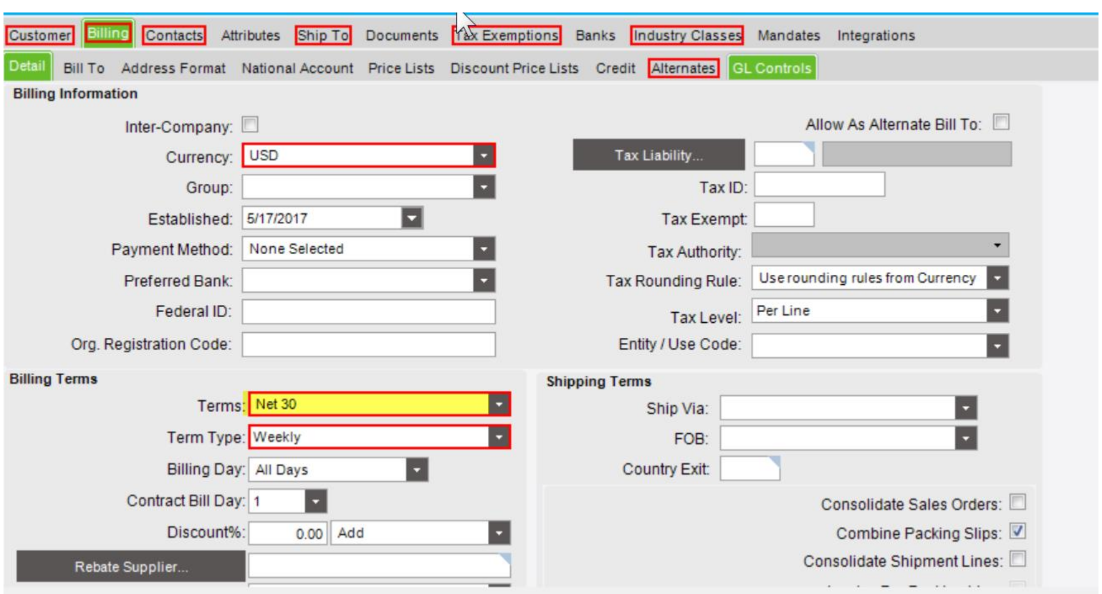
In this section you are maintaining the billing information for this customer. The address and contact that will be used for invoices and statements. This is where you will enter information about the customer such as the specific accounts receivable account, currency, tax options, billing terms, shipping terms.

The information entered here is used on all sales orders, AR invoices and other documents that are sent to the customer.

Customer > Billing

Navigate to the Billing – Billing Detail Tab

The majority of the billing information is optional, the only required information are the terms code. Every customer record must be assigned to a terms code.



Field Name	R/O/D	Description
Inter-Company	O	This checkbox indicates that this customer is an inter-company customer and
Currency	O	Defines the currency code for the customer’s base currency.

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Field Name	R/O/D	Description
Group	O	Defined the code to which the customer belongs. This field is used by the application for sorting or filtering on reports and may also be associated with price lists.
Established	O	The date when the customer and you established a relationship.
Payment Method	O	This is typically how the customer will pay for the orders that they are placing with your company
Preferred Bank	O	Specifies the preferred bank for cash receipts from sales to this customer.
Allow As Alternate Bill To	O	This checkbox indicates that the customer may be specified as an alternate bill to customer on other customers. This is used when you have multiple bill to addresses for a specific customer.
Tax Liability	O	Select the tax liability option for this billing address.
Tax ID	O	Enter the customer's State Tax Identification number.
Tax Exempt	O	Indicates the reason why the customer is normally exempt from sales tax. Used as a default in AR Invoice Entry
Tax Authority	O	Used when you link to an external financial system.
Tax Rounding Rule	O	Defines the tax rounding rule for this specific customer. Rules that are available: 1) Use Rounding Rules from the currency, 2) Round up to general number of decimals from the currency, 3) Round down to general number of decimal from the currency, 4) Normal rounding to general number of decimals from currency.
Tax Level	O	Specifies if tax calculations are performed per line or per invoice.
Terms	**R**	**This determines the terms that you are giving to the customer for paying their invoices.**
Term Type	**R**	**The frequency of billing for this customer. Initial value is Weekly (W) and the other type is Monthly (M).**
Billing Day	O	This field indicates the day of the week or month on which this customer is billed. The default is **ALL Days** indicating that we may bill this customer when a shipment occurs.
Contract Bill Day	O	This is the day of the month that you would bill this customer for service contracts. This is used in conjunctions with Field Service and Contracts
Discount %	O	The default discount percentage give to this customer on orders placed.
Discount Qualifier	O	This is used when applying order value based discounts to the customer's sales orders. The values available are: **MIN, MAX ADD.**
Rebate Supplier	O	This is used if you pay rebates to this customer with a check or other method through **AP Invoices.**

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Field Name	R/O/D	Description
Finance/Late Charge	O	This is the finance/late charge identifier that will be used for this customer if the finance charges checkbox is checked and there are overdue invoices.
Reminder Group	O	The reminder group for this customer when sending reminder letters during the dunning process.
Deferred Revenue	O	This checkbox indicates that the orders and payments for this customer will be classified as deferred revenue. This is used with Field Service and Contracts.
RA Schedule	O	What is the Revenue Amortization (RA) schedule for this customer
Ship Via	O	The default shipping method used to ship the product to this customer.
FOB	O	Indicates the point at which the title of shipped goods changes hands from you to the customer.
Country Exit	O	This is the area or city at which goods cross the country's border. This is used for Intrastat reporting.
Consolidate Sales Order	O	This checkbox indicates that this customer may have multiple orders placed together on the same AR invoice. Typically this is not checked.
Consolidate Packing Slips	O	This checkbox controls how invoices are created if multiple packing slips are generated for this customer at the time of invoicing.
Invoice Per Packing Line	O	This checkbox indicates an invoice should be created per packing slip line. If there are three lines shipped on this order it would generate 3 separate invoices.
Finance Charges	O	This checkbox indicates that you may charge this customer a penalty on overdue balances.
Credit Card Order	O	This checkbox indicates that the orders placed by this customer must be with a credit card by default.
Auto Invoice / ERS Order	O	This checkbox designates that Evaluated Receipt Settlement and Self Billing (ERS) invoices automatically generate for demand schedules and sales orders at time of customer shipment.
Order "Invoice When Complete" default	O	This checkbox defines that an order will only be invoiced when all the lines have been shipped on the order.

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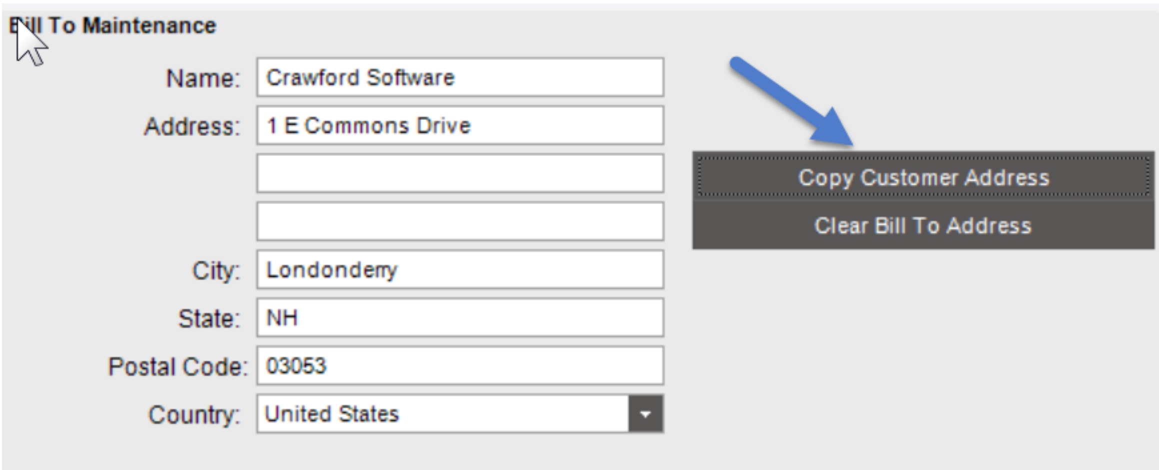
Billing > Bill to Address

Navigate to the Billing – Bill to Tab

Click on the Copy Customer Address if it is the same as the Bill to Address



Field Name	R/O/D	Description
Name	O	Enter the name for the contact at this address for billing.
Address	O	Use the three lines available to enter the customer address as it will print on order related documents. This is the customer's billing address.
City	O	Enter the city of the address for the customers billing address.
State	O	Enter the two digit state abbreviation for the US. You can eliminate this field from printing on the Address Format Tab for international addresses.
Postal Code	O	Enter the postal code for the customers billing address.
Country	O	Select the country code for this billing address.
Phone	O	Enter the phone number for this billing location.
Fax	O	Enter the fax number for this billing location.

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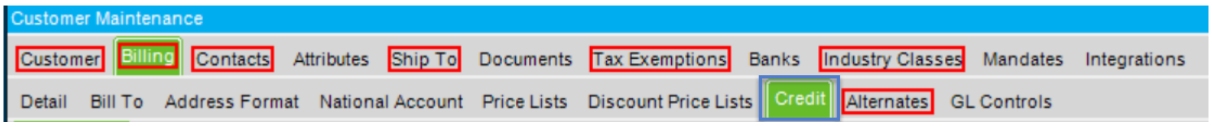
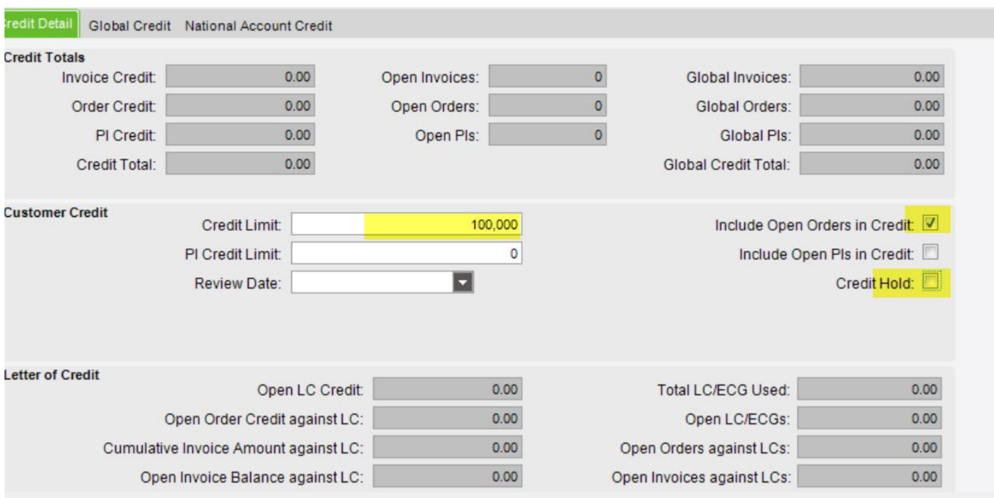
Billing – Credit – Credit Detail

Move to the Billing – Credit – Credit Detail Tab





Field Name	R/O/D	Description
Credit Limit	O	Specifies the total amount of credit available to this customer.
PI Credit Limit	O	This field specifies the maximum credit this customer may have for non-traditional payments like postdated checks and bank drafts.
Review Date	O	The date that the next credit check should be made for this customer. This date is only for your reference.
Include Open Order	O	Enabling this checkbox indicates that the system should use open order amounts in addition to the AR balance to calculate the Credit Total.
Include Payment Inst.	O	Enabling this checkbox indicates that you want to receive non-traditional payment information such as postdated checks and bank drafts for this customer and use them in calculating the credit limit
Credit Hold	O	When checked this customer may not receive any more credit from your company. By default all new customer are automatically placed on credit hold.

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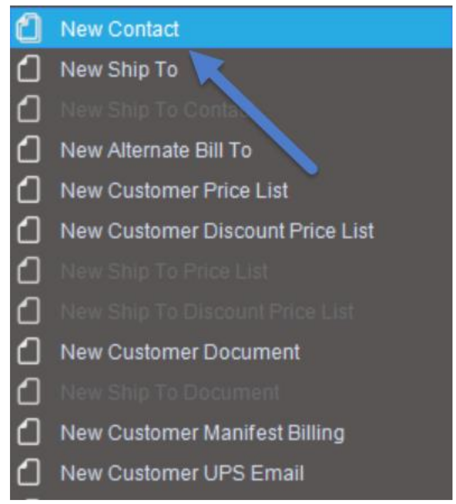
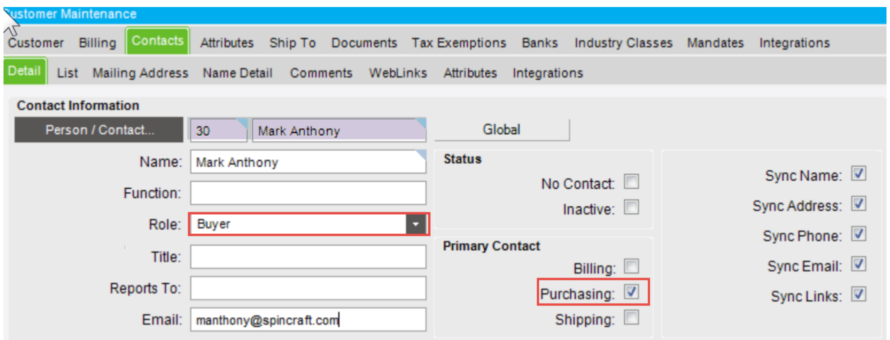
Contacts

Navigate to the Customer contacts Tab





Field Name	R/O/D	Description
Name	R	Enter the first and last name of the contact at the customer.
Function	O	Enter the function this person has at the customer. This is a free form text field but you should be consistent in the way you complete the field.
Role	R	Choose the valid role for this contact, accounts payable, buyer, approver etc.
Title	O	Enter the contacts title if known.
Reports To	O	Enter the name of the person this contact reports to if known.
Email	R	Enter the email address for this contact.
Phone	R	Enter the phone number for this contact.
Cell Phone	O	Enter the cell phone number for this contact.
Fax	O	Enter the customer fax number for sending quotes, acknowledgment and/or invoices.
Pager	O	Enter the pager number for this contact.

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Field Name	R/O/D	Description
Home	O	Enter the home phone number for this contact.
Alternate	O	Enter an alternate phone number for this contact.
No Contact	O	Set this indicator if there should be no further contact with this person.
Inactive	O	Set this indicator if the person is no longer in this role or no longer at this client.
Primary Contact	O	Set this indicator if this is the primary contact at this customer for one of the roles, billing, purchasing, and shipping.

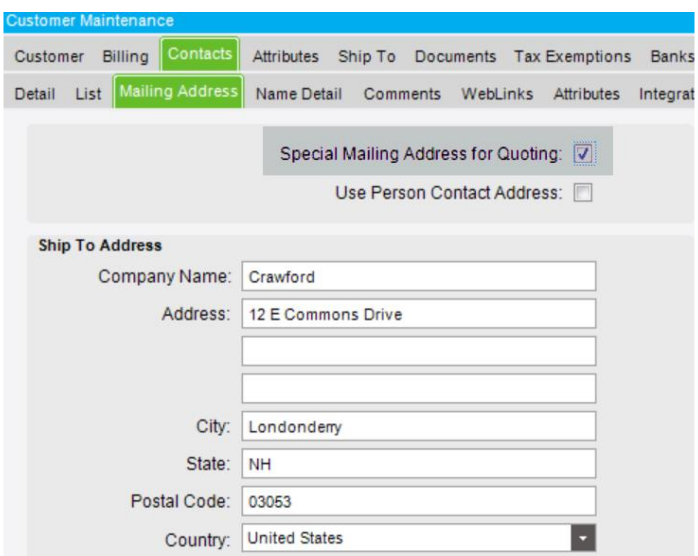
Contacts - Mailing Address

Navigate to the Contacts – Mailing Address Tab.

A contact may be responsible for receiving quotes, but work at a different location from the main address. Use this Mailing Address sheet to enter the alternate address for the customer. When you create a quote for this customer, the name and address of the quoting contact is automatically used on the quote.

This is only available for customer contacts and is not available for ship to contacts.

Select the ‘Special Mailing Address for Quoting’ checkbox to activate the address fields.



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Field Name	R/O/D	Description
Company Name	R	The name of the company for the customer
Address	R	Use the three lines available to enter the shipping address as it will print on shipping documents and labels.
City	R	Enter the city of the quoting address.
State	R	Enter the two digit state abbreviation for the US.
Postal Code	R	Enter the quoting location's postal code.
Country	R	Specifies the country where this quoting address is located.

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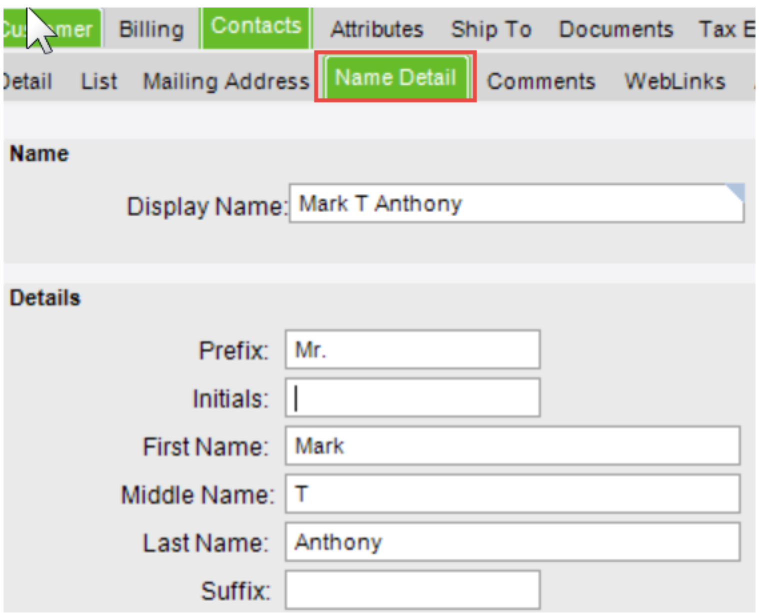
Contacts - Name Detail

Navigate to the Contacts – Name Detail Tab.

Use this sheet to get better results on contact queries. This sheet divides the contact's name into several fields.

Information on this sheet is linked to the current contact on the Contacts - Detail sheet.



Field Name	R/O/D	Description
Display Name	D	The current contact name. This field is display only.
Prefix	O	The contact's prefix, usually a proper title.
Initials	O	The contact's initials. You can specify the initials that you would like.
First Name	O	The contact's full first name. Defaults from the contacts > detail sheet
Middle Name	O	The contact's middle name or initial. Defaults from the the contacts - detail sheet
Last Name	O	The contacts full last name. Defaults from the contacts -

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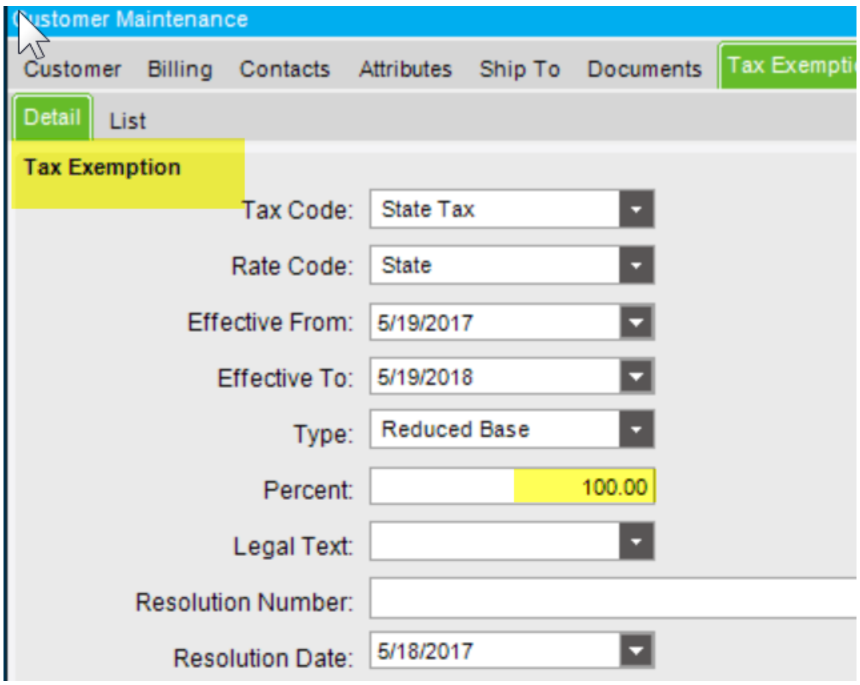
		detail sheet.
Suffix	O	The contact’s suffix like Jr., Sr., III, etc.



Field Name	R/O/D	Description
Tax Code	O	Unique Identifier for the sales tax.
Rate Code	O	Specifies the rate applied to the exemption. If no rate code selected the exemption applies to all rates for the entered tax type.
Effective From	O	The date that this exemption starts
Effective To	O	The date that this exemption is valid until.
Type	R	The type of Exemption. Available options: 1) **Reduced Base -** taxable base amount is reduced with the percentage for this code 2) **Reduced Rate** – tax percentage derived for the tax

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Field Name	R/O/D	Description
		type is reduced with the percentage given for the tax type. 3) **Fixed Rate** – This is the rate to use for this type overriding the percentage specified for the tax type and rate code. 4) **Fully Exempt (not reported)** – The tax is fully exempt and will not be reported. No tax is calculated and no tax transaction is created for the tax type.
Percent	O	Specifies the percentage to use, depending on the type selected.
Legal Text	O	Text to be printed on documents when this exemption is used for this customer.
Resolution Number	O	Specifies the document resolution number where this exemption has been authorized by the authorities.
Resolution Date	O	The date that the exemption was authorized.

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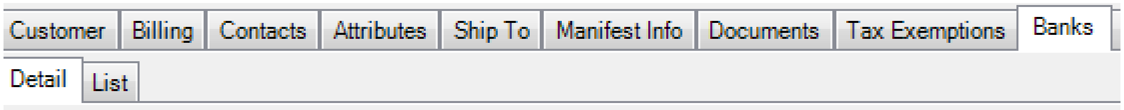
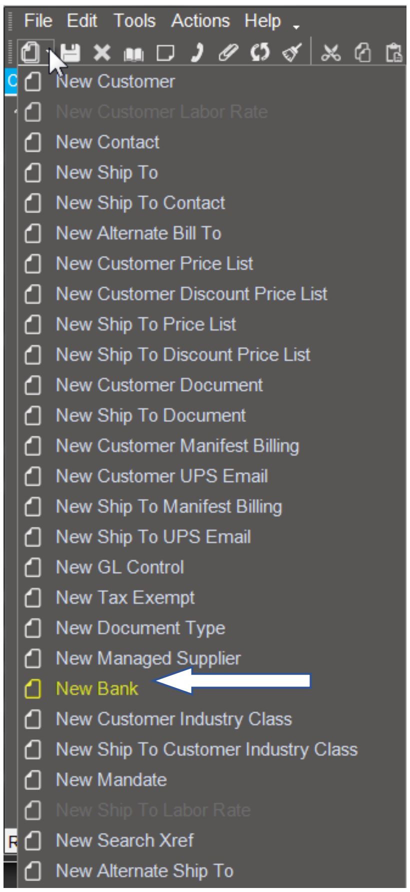
Banks

Navigate to the Banks Tab.



Use the Banks sheet to enter a customer's banking information. This will be informational information only unless you are using Service Connect and interfacing directly with the banks.

Navigate to the File > New > Bank



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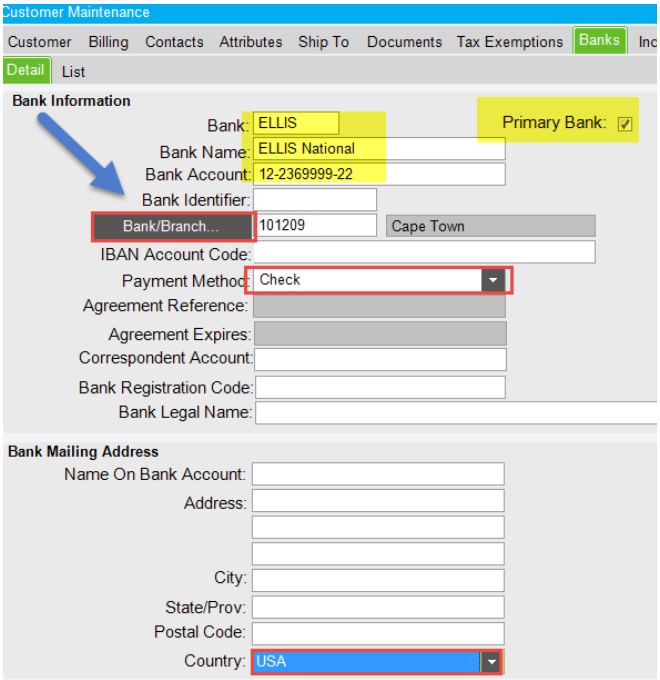
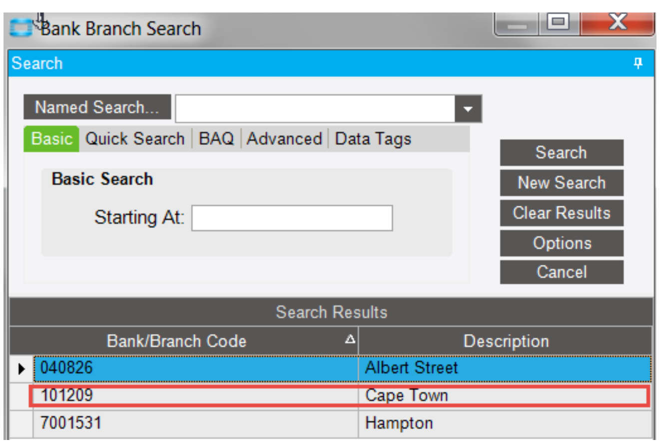
Select the Bank/Branch button to search for a bank branch





Field Name	R/O/D	Description
Bank	R	Enter the bank ID or abbreviation for the bank
Bank Name	R	Enter the name of the bank

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Field Name	R/O/D	Description
Bank Account Number	O	The customer's bank account number You can set up more than one account for a bank, but each account must belong to a bank.
Bank identifier	O	Unique Identifier for the bank Provides a common identifier for the bank. Often, this identifier is set by a regulatory agency. For example, you can enter the identifier assigned to a U.S. financial institution by the American Bankers Association (ABA).
Bank Branch	R	Search to see if already setup Identifies the bank or branch description. Once the bank or branch record is selected this field populates automatically
IBAN Code	O	Used for International customers to facilitate payment routing
Payment Method	O	Search for payment method Defines the default method used to transfer account funds. You can select from among the available AR payment methods defined in **Payment Method Maintenance**.
Agreement Expires		Provides the expiration date for the agreement identified in the Reference Agreement field.
Agreement Reference		Identifies an agreement involving the customer's account. This agreement might involve the company's use of an electronic interface to direct-debit the customer's account.
Correspondent Account	O	Specifies the correspondent bank account.
Bank Registration Code	O	Specifies the bank identification code.
Bank Legal Name	O	Specifies the legal name of the customer's bank.
Name on Bank	O	Provides the full name on the Bank Account.
Address	O	Enter address line 1, 2, or 3
City	O	Enter city for bank
State,	O	Enter State
Postal Code	O	Enter postal code
Country	R	Enter the country, search on the drop down
Primary Bank	O	Select this check box to indicate this bank account is the default for all withdrawals for this customer. If you need, you can override this default account on specific transactions. If you do not check this box, the system will take the first bank created for this customer in alpha order.

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