ADOA – General Accounting Office

QUICK REFERENCE GUIDE:

CREATE A CUSTOMER

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CREATE A CUSTOMER

This QRG is for Department users that need to create a new Customer record or activate a Vendor record as a Customer in order to bill for services or receive cash.

AFIS maintains a single Vendor/Customer (VCUST) table for both for Vendors (entities getting paid by the State for goods or services) and Customers (entities paying the State for goods, services or shared work). A single entity can be a Vendor, a Customer, or both.

When preparing to bill an external entity for the first time, check first to see if the entity is already active on the Vendor/Customer table.

- If the entity is Active as a Customer, note the Vendor/Customer Number for use on a Receivable (RE).
- If the entity is Active as a Vendor but not as a Customer, follow the procedure below to activate the entity as a Customer.
- If the entity is not on VCUST, follow the procedure below to create a new Customer.

Examples of Customers billed through AFIS:

- A city government may be billed by the State for their share of a road construction project.
- An outside entity may be billed for training services provided by a State agency.
- A revenue refund may be sent to a vendor, such as in cases where a vendor overpaid for a State issued license.

Vendors

- State makes payments to Vendors
- APP Invoices, GAX Payments (even if to a Customer)
- External entities, not transfer Agencies
- 1099 Reportable payments
- Use MISCPAYVEND only for one-time payments that are not 1099-reportable

Customers

- Customers pay the State
- Receivables and Cash Receipts
- Revenue Refunds (GAXR1 document)
- Supporting documentation for Address
- MISCCUST for one-time receipts

In each case, the entity must be an Active Customer on VCUST with a Customer Account. Follow the steps below:

- To activate a Vendor as a Customer
- To create a new Customer record

The first step is to search for an existing Vendor/Customer Record that matches the **Taxpayer ID Number** for the Customer Account you need. If there is a match, you will activate the Vendor as a Customer and create a Customer Account. If there is no match, you will create a new Vendor/Customer record and create a Customer Account.

Note: GAO recommends that new Customers be activated also as Vendors (with W-9) so that other users will not have to enter a VCMD1 later to pay the entity as a Vendor.

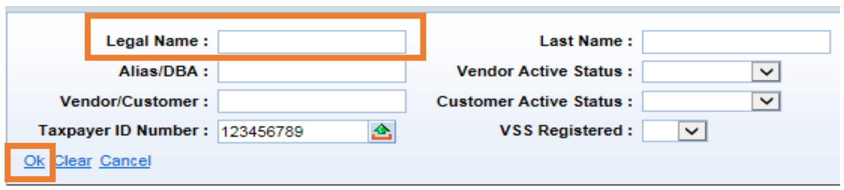
Locate an Existing Vendor/Customer Record

Log into **AFIS** and Navigate to Vendor/Customer (VCUST), where all Vendors and Customers are stored.

1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**. The **VCUST** table opens
3. Click on the underlined Search option for the **Search** popup window

Search for a matching Vendor/Customer record

1. In the Search window, enter ***Taxpayer ID Number*** (TIN), ***Vendor/Customer***, ***Legal Name***, or other search values. If you know the TIN, use it for the best match. Otherwise, use the **wildcard** (*****) to search with a partial string of the Vendor's name.
2. In the Search window, enter ***Taxpayer ID Number*** (TIN), ***Vendor/Customer***, ***Legal Name***, or other search values. If you know the TIN, use it for the best match. Otherwise, use the **wildcard** (*****) to search with a partial string of the Vendor's name.
3. Click **Ok**. The Vendor/Customer table displays any records matching the search criteria.



If there is a matching result, identify whether the Vendor/Customer is Active as a Customer.

In the Vendor/Customer component, on the General Information tab, review the Customer Active Status and Customer Approval Status. • If Customer Active Status is ***Active*** and Customer Approval Status is ***Complete***, ***no further action is needed***. The Customer is ready for billing. • If Customer Active Status is ***Inactive*** or Customer Approval Status is ***Incomplete***, OR the address you need is not there, then you will need to activate the Vendor as a Customer. Skip to the section **(Procurement to Activate a Vendor as a Customer).**	If there is no matching result (that is, your Customer does not exist on VCUST), continue below to **Error! Reference source not found.** to c reate a VCCD1 document.

Create a New Customer Record

Use the VCCD1 if there is no matching Vendor record for your Customer. Complete these steps:

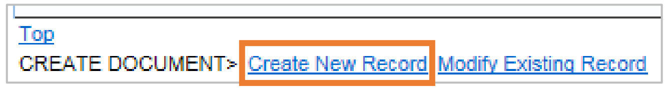
- Enter a Company (or Individual) Name, Alias, and Organization Type
- Enter a Billing Address and Contact Information for that address
- Set up the Customer Account with Department, Unit, and Billing Profile
- Complete the Certification by setting the Customer to Active and Approved.

Create a New Customer Record

Create a **VCCD1** document from VCUST or the Document Catalog

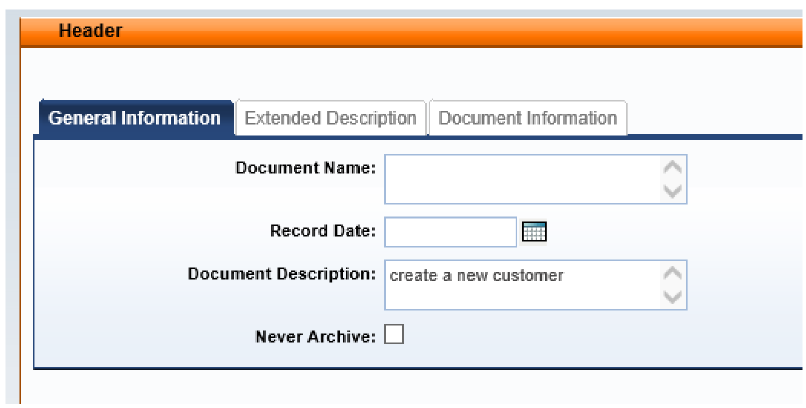
At the bottom of VCUST, click ***Create New Record*** (or enter ***VCCD1*** in the Jump to field).

1. In the **Create Document** window, select the **VCCD1** Document on the grid
2. In the **Document Department Code** field, enter ***your department code***
3. Check the **Auto Numbering** box
4. Click **Create Document.** The VCCD1 document opens at the Header component



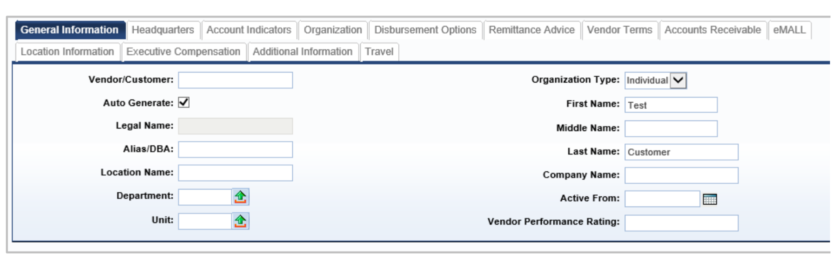
Complete the **Header** component

Enter a **Document Description**. (If it disappears later, re-enter it and immediately **Validate**.)



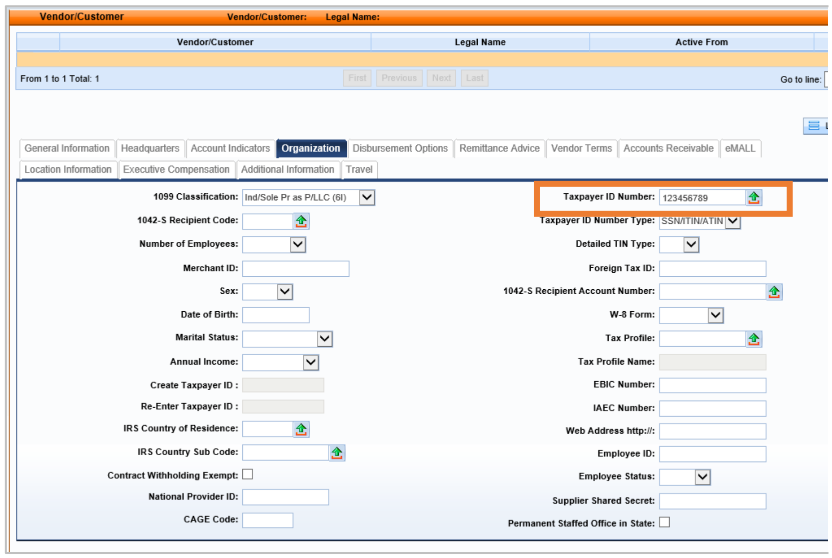
Complete the **Vendor/Customer** component. (Use the Document Navigator on the left side of the screen to move through components of the Document.)

1. In the Document Navigator, click **Vendor/Customer**
2. Check the **Auto Generate** box



3. Select the Organization Type. Enter the required Name fields
    - **Org Type Company**: Company Name, Alias/DBA (if known)
    - **Org Type Individual**: First Name, Middle Name (optional), and Last Name

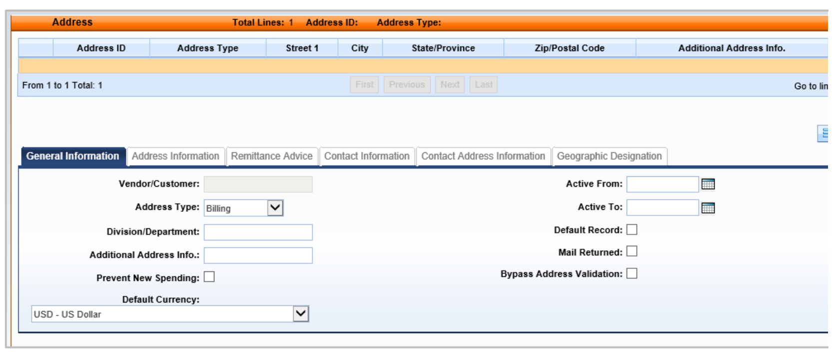
On the **Organization** tab, select a **Taxpayer ID Number Type** corresponding to the Organization Type (***EIN*** for Company, ***SSN/TIN/ATIN*** for Individual).



Then complete the **Address** component. In the Document Navigator, click **Address**.

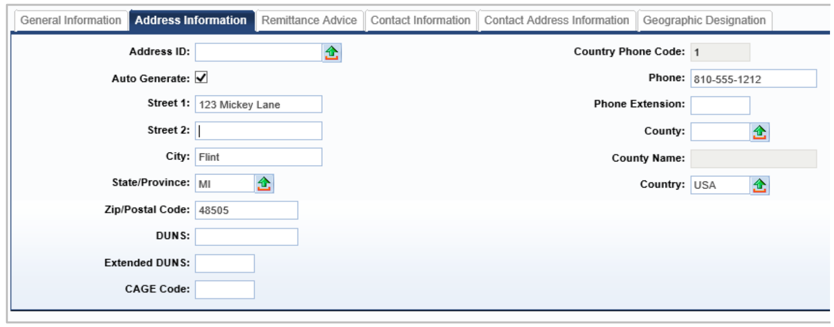
Under the **General Information** tab, click **Insert New Line**.

1. Select ***Billing*** from the **Address Type** list
2. Confirm ***USD – US Dollar*** as the **Default Currency**

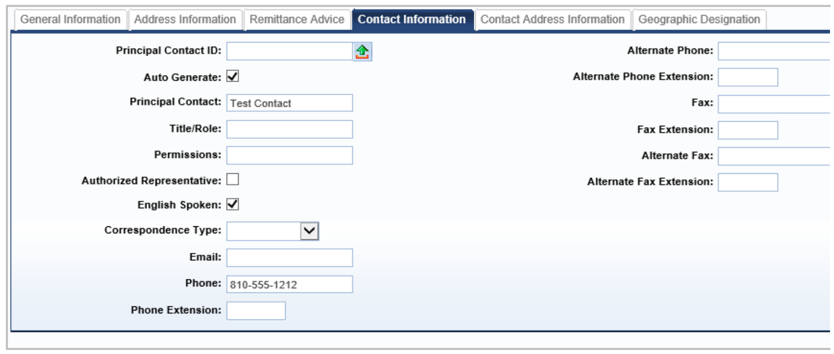


On the Address Information tab, check the ***Auto Generate*** box.

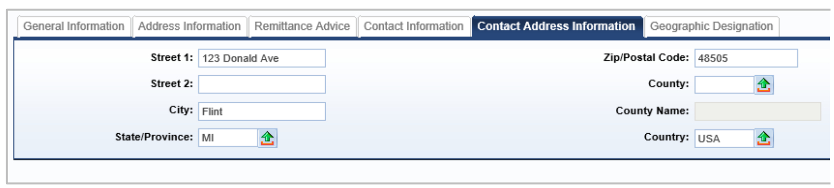
Enter ***Street 1***, ***Street 2*** (optional), ***City***, ***State/Province***, ***Zip/Postal Code***, and ***Phone*** (optional but preferred). (Add **Country** if other than ***USA***.)



On the **Contact Information** tab, enter whatever information you have. Check the **Auto Generate** box to generate the **Principal Contact** ID.

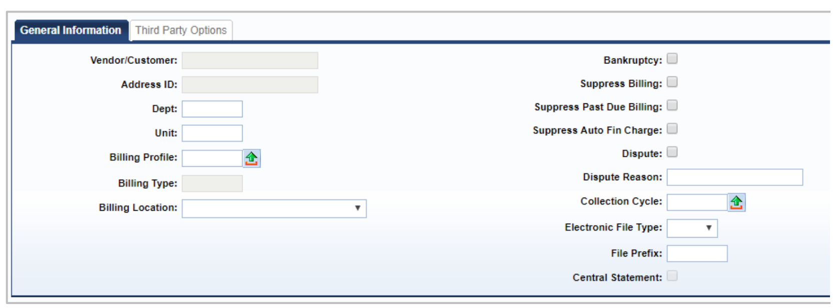


On the **Contact Address Information** tab, enter an Address if it is different from the Billing Address tab. Data will infer from the Address Information tab if an address is not entered on the Contact Address Information tab.



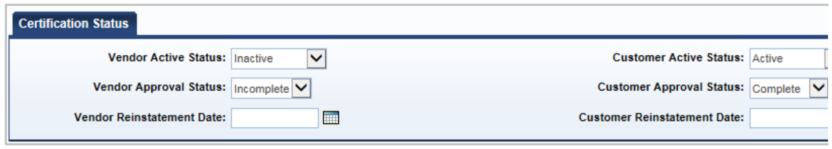
Complete the Customer Account component. In the Document Navigator, click **Customer Account**.

1. Click **Insert New Line**.
2. Select the appropriate statewide or Department-specific **Billing Profile** from the pick list. (For instruction on adding a Billing Profile, see **AR - Billing & Collections Guide**.)



Complete the **Certification** component to activate the Customer. In the Document Navigator, click **Certification**

1. Click **Insert New Line**
2. Change Customer Active Status to ***Active***
3. Change Customer Approval Status to ***Complete***



Validate the VCMD1 document. Click the **Validate** button. Confirm that the document validated successfully in the upper left-hand corner. If it did not, please see your accounting supervisor.

1. Submit the VCMD1 document. Click the **Submit** button
2. Confirm that the document submitted successfully

The document will route through workflow in Pending status.

Approval Flow and Common Reasons for Rejection

Submitted VCMD1 documents route through two workflow approvals:

1. Department is the first approver
2. GAO is the final approver

To the right are some of the most common reasons that GAO rejects VCCD1 documents back to the Submitter.

Certification Status errors

- Vendor & Customer Active Status not set
- Order/Payment Address mismatch to Vendor
- Billing Address mismatch to Customer

Organization errors

- 1099 classification is not selected

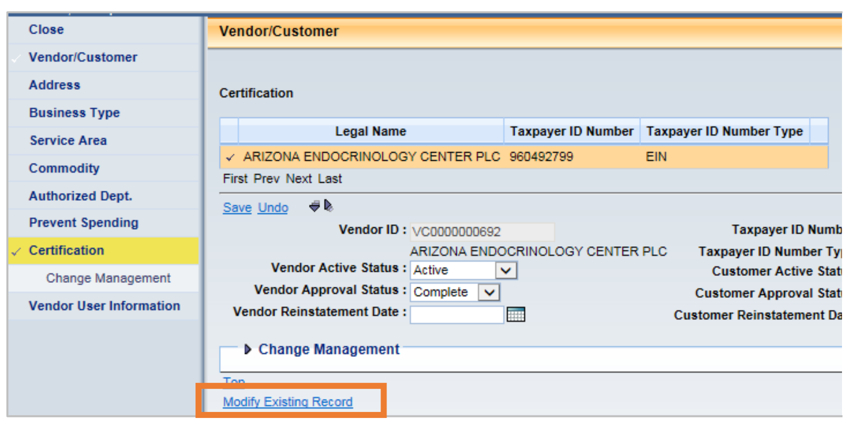
Activate a Vendor as a Customer

Use the following VCMD1 procedure if:

- The Vendor/Customer is in AFIS, but the Customer Active Status is ***not*** Active and the Customer Approval Status is ***not*** Complete: Use a VCMD1 to add a Billing Address, create a Customer Account, and activate the Customer record.
- The Customer Active Status is ***Active*** and the Customer Approval Status is ***Complete***, but the address you need is not there: use a VCMD1 just to add a Billing Address and Contact.
- From the VCUST Certification component, create a **VCMD1** document.

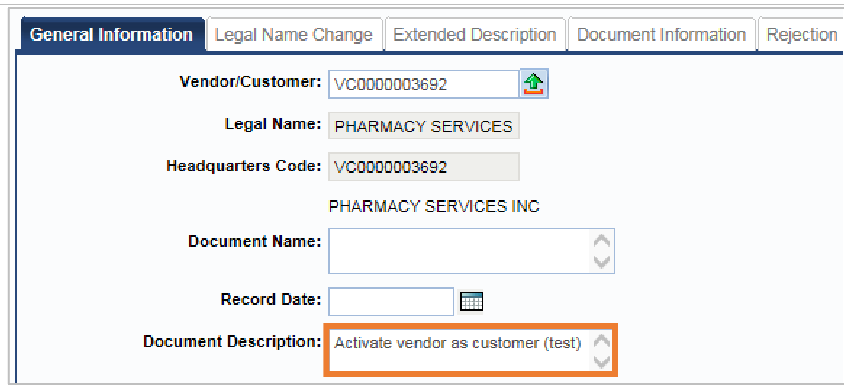
At the **VCUST** Navigator, click the **Certification** component.

1. At the bottom of the page, click **Modify Existing Record**
2. On the Create Document page, select **VCMD1** on the grid
3. In Document Department Code, enter ***your department code***
4. Check the **Auto Numbering** box
5. Click **Create**



The **VCMD1** document opens at the Header component. Complete the **Header** component.

1. At the General Information tab, enter a ***Document Description***
2. Click **Validate.** (If the Document Description disappears, re-enter it and **Validate**.)

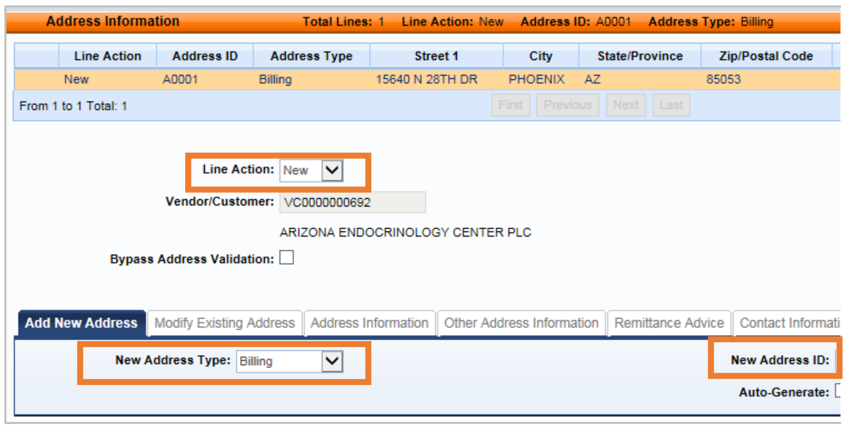


Add a Billing Address

To add a new Billing Address for the Customer record, you can either select an existing Address (that is already part of the Vendor's Master Addresses), or you can enter a new Address directly into the VCMD1 document.

Complete the Address Information component. In the Document Navigator, click **Address Information**

1. Click **Insert New Line**
2. Select **New** from the **Line Action** menu
3. On the Add New Address tab, select ***Billing*** for the **New Address Type**



To use an existing Address as the new Billing Address:

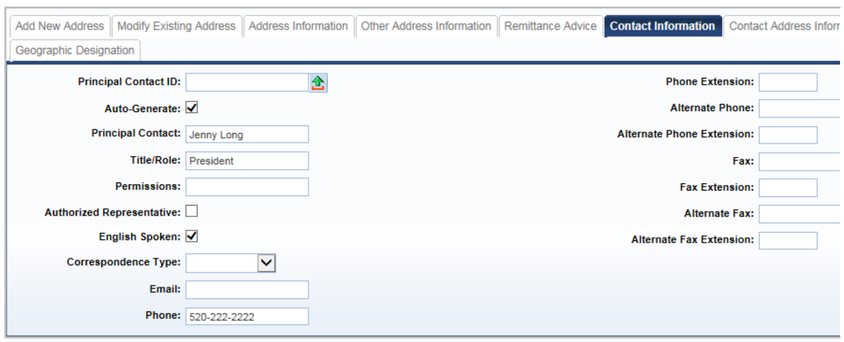
- Select the Address using the **New Address ID** pick list. (Note the Address ID to use later on the Customer Account tab.)

To add a completely new Billing Address: Check **Auto-Generate**

1. Click **Save**; a New Address ID is generated
2. Click the **Address Information** tab, and fill in Street 1, Street 2 (optional), City, State, Zip, Phone (recommended) and Country fields

Add Contact Information to the **Address Information** component. As with Address, you can select an existing Contact from the Vendor record or add a new Contact directly on the VCMD1.

1. To use an existing Contact, select the Contact from the **Principal Contact ID** pick list
2. To add a new Contact, check the **Auto Generate** box and enter the **Principal Contact** (name) and whatever **Email**, **Phone**, or **Fax** information you have. At the **Contact Address Information** tab, add an address (if different from the Address Information tab)

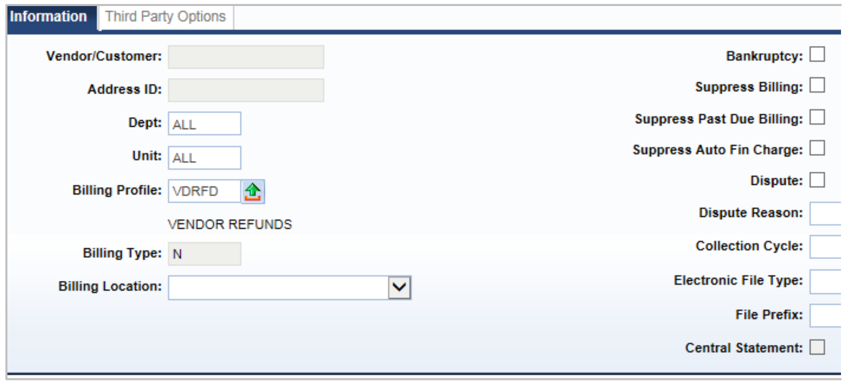


Create Customer Account and Activate Customer

If you only need to add a Billing Address, skip this section and proceed to Validate and Submit.

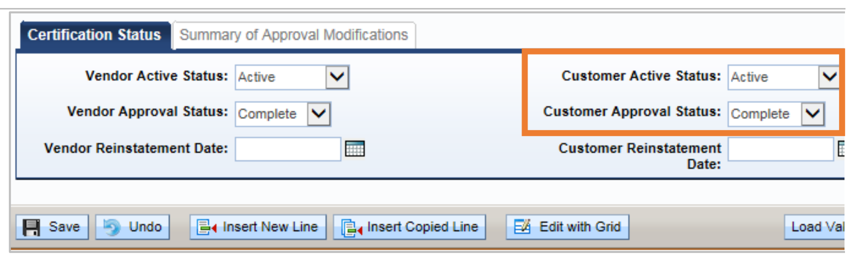
Complete the **Customer Account** component. In the Document Navigator, click **Customer Account**.

1. Click **Insert New Line**
2. Select the appropriate statewide or Department-specific Billing Profile from the pick list. (For instruction on adding a Billing Profile, see **AR - Billing & Collections Guide**)
3. At the **Customer Account Information** tab, enter the **Address ID** that you noted from the Billing Address step



Complete the Certification component. In the Document Navigation Panel, click **Certification**

1. If there is no Certification line present: Click **Insert New Line**, and click **Load Values**
2. Change the **Customer Active Status** to ***Active***
3. Change the **Customer Approval Status** to ***Complete***



- **Validate** the VCMD1 document. Confirm that the document validated successfully in the upper left-hand corner. If it did not, please see your accounting supervisor.
- **Submit** the VCMD1 document. The document will route through workflow for Approval.

Helpful Hints

State Departments/Agencies are not External Customers

Do not set up State departments as Customers; receivables are handled through Internal Transfers for State customers. Therefore, no billing addresses should be created for other State departments and a State Department Vendor/Customer Number should ***not*** be used on a Receivable document.

Search First; Avoid Creating Duplicate Vendor/Customers

Use the Search option first to see if a Vendor/Customer already exists to avoid duplicating Customers in AFIS. The clean-up effort required is substantial, and the errors that are caused by duplicate entries are not simple to fix.

Search first by Taxpayer ID Number, if possible. Then search by Name, using wildcards to improve your chances of finding a near-match that might be the same entity.

Final VC* Documents do not Modify (Edit) or Cancel (Discard)

A VCCD1 or VCMD1 document that has been submitted and approved cannot be modified or cancelled. Changes require a separate VCMD1 document to modify the Vendor/Customer.

Vendor/Customers are not cancelled but they can be inactivated with the VCMD1 document.

Certification Errors

If your VCMD1 document is not pre-loaded with a line on the Certification component showing the already-active Vendor Active Status, you may need to use **Insert New Line** to open the fields for editing. You must also click the **Load Values** to bring in the Certification values from VCUST; otherwise your document will show an error that the record has already been updated on the table.

Further Reference

For additional information regarding setting up a Customer and a customer account, as well as processing a CR-based document, please see the **Entering a Cash Receipt – Vendor Refund QRG**.

For additional Arizona State Treasurer's Office requirements to process the CR document, see the **Deposit/Cash Receipt documentation requirements in New AFIS** memo published on the GAO website under Publications (All Agency Memoranda).

For instruction on adding a Billing Profile, see **AR - Billing & Collections Guide**. All reference material can be located on the GAO website at **gao.az.gov**