ADOA – General Accounting Office

AZ360 MANUAL: VENDOR CUSTOMER AND MAINTENANCE

Vendor Customer and Maintenance

Table of Contents

All activity demonstrations will be displayed with an icon. Demonstrations will detail which elements to input, but agency data should always be used when processing in AZ360.

Vendor Customer and Maintenance

The Vendor Customer (VC) manual will assist AZ360, the statewide financial management system, users in examining how to create and maintain vendor/customer records and use the various tables within AZ360 to store these records. Users will utilize transactions to create and modify vendor/customer records as well as review the tables that are updated by these transactions.

Manual Objectives

- Create and modify vendor/customer records.

- Look up vendor information in tables and transactions.

- Examine the structure of vendor and customer accounts in AZ360.

- Examine the process of using a miscellaneous vendor/customer account.

- Research the updates made to the Vendor/Customer table by the Vendor/Customer Creation transaction.

- Identify the vendor ACH/EFT data in the Vendor/Customer table.

Vendors and Customers

Section Objectives

In this section, the following processes are introduced:

- Examine the structure of vendor and customer accounts in AZ360.

- Examine the tables used to maintain vendor and customer accounts in AZ360.

Section Overview

In order for the State of Arizona to conduct business with a specific vendor or customer, the vendor or customer must be active and approved in the AZ360 Vendor/Customer (VCUST) table. One person or business entity may serve as both a vendor and a customer to the State of Arizona. The management of both types of records is done using Vendor/Customer Creation (VCC) and Vendor/Customer Modification (VCM) based transactions.

Vendor/Customer Structure Overview

In AZ360, the same tables and transactions are used to manage both vendors and customers. AZ360 supports both centralized and decentralized maintenance of vendor and customer records. The key types of information captured in the AZ360 VC data model are as follows:

- Legal name
- Alias/ Doing Business As (DBA)
- 1099 tax information
- Address information (e.g., Payment, Ordering, Billing, etc.)
- Default disbursement options

- ACH information (vendor and address level)
- Prevent new spending control by department

The creation of vendor/customer records on the VCUST table is done using the VCC based transaction codes listed below:

- VCCD1 – Vendor/Customer Creation – Agency Entry
- VCCIV1– Vendor/Customer Creation – Arizona Procurement Portal (APP)
- VCCG1 – Vendor/Customer Creation – GAO
- VCCE1 – Vendor/Customer Creation – EFT

The modification of vendor/customer records on the VCUST table is done using the VCM based transaction codes listed below:

- VCMD1 – Vendor/Customer Modification – Agency Entry
- VCMIV1 – Vendor/Customer Modification – APP
- VCMG1 – Vendor/Customer Modification – GAO
- VCME1 – Vendor/Customer Modification – EFT

For customer records, both the VCC and VCM based transactions may be used to relate the record to a billing profile, and/or to create a customer account. Billing profiles are established by departments on the Billing Profile (BPRO) table. Departments may require multiple billing profiles and a single customer record may have multiple billing profiles associated with it either within a single department and/or across multiple departments. If more than one billing profile needs to be associated with a customer record, or the customer account information was not provided on the VCC or VCM transactions, it is possible to establish the customer account directly on the Customer Account (CACT) table by inserting a new record.
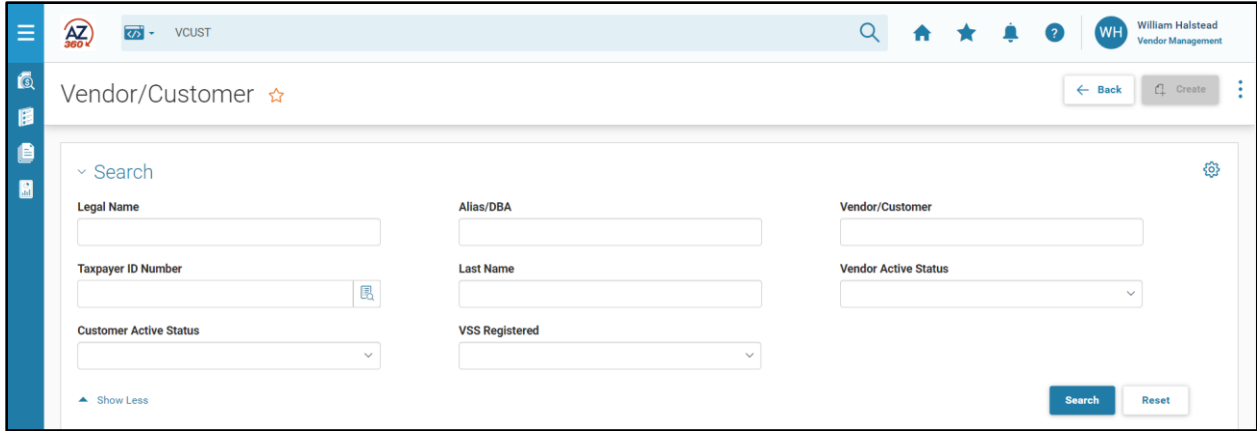
Vendor/Customer (VCUST) Table

The VCUST table maintains information about all vendors and customers with whom the State of Arizona does business. Users can search for records on the VCUST table to determine if a specific vendor/customer has already been entered or needs to be created. The search results can be narrowed down by entering as much search criteria as is known.

Users can search by:

- Legal Name – The name of the person or business entity.
- Alias/DBA – Another name for the person or business entity.
- Vendor/Customer Code – A unique identifier for the record, typically an alphanumeric or, for AHCCCS vendors, numeric value.
- Taxpayer ID Number (TIN) – The Employer Identification Number (EIN) or Social Security Number (SSN)/Individual Taxpayer Identification Number (ITIN)/Adoption Taxpayer Identification Number (ATIN) number for the record.
- Last Name – If the record belongs to an individual, it can be identified using the individual's last name.
- Vendor Active Status – Used to search based on vendor status.
- Customer Active Status – Used to search based on customer status.

Note: It is best practice to search by TIN. This will pull all active and inactive profiles tied to the last 4 digits of the TIN entered.

The VCUST table contains all of the primary information about the vendor/customer and is broken down into several tabs. Some tabs contain multiple sections that group related fields into an organized structure. Each tab and section can be accessed by looking up the VCUST table using the Global Search field. Within the table's tabs and sections, certain fields are only active based on the information contained in other fields in the table. All of the information contained for a record on the VCUST table can be added to or modified by using the VCC and VCM based transactions by authorized users. Most information can be added decentrally; some information is only maintained centrally.

VCUST Table Tabs

The VCUST table is made up of several tabs. These tabs can be viewed by clicking on the 3-dot menu of the desired Vendor/Customer record and selecting View.
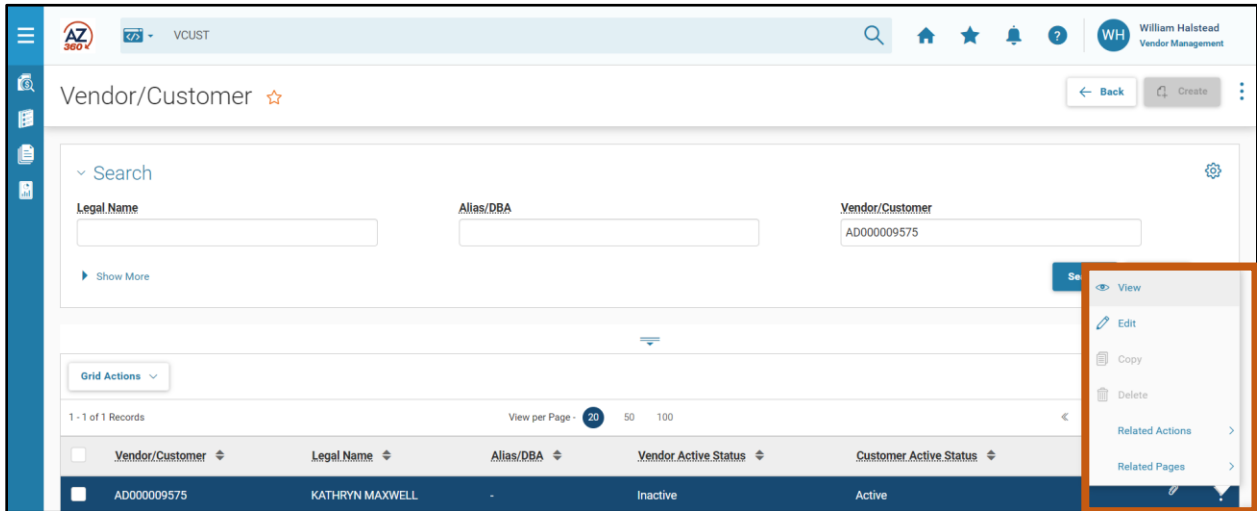
The Vendor/Customer and Address tabs are discussed below.

VCUST Vendor/Customer Tab

The Vendor/Customer tab contains the highest level of information for the currently selected account. It is broken down into several sections:

- Vendor/Customer – Contains identifying information and high-level options for the account.
- Account Indicators – Contains miscellaneous account and third party customer information.
- Headquarters – Contains fields that identify the headquarters account.
- Tax Information – Contains general operational information about the organization, including organization type and 1099 reporting information.
- Disbursement Options – Maintains the information needed to process payments including the ability to prevent new orders against a vendor.
- Prenote/EFT – Maintains the information about the status of a pre-note/electronic funds transfer (EFT) at the vendor level.
- Remittance Advice – Maintains requirements for remittance advice notices at the vendor level.
- Vendor Terms – Maintains default discount terms as offered by the vendor.
- Change Management – Displays the creation dates, modification dates, approval dates, and comments for the record. While all tabs contain a Change Management section, the Change Management section on the Vendor/Customer tab is the only section to contain a comment field.
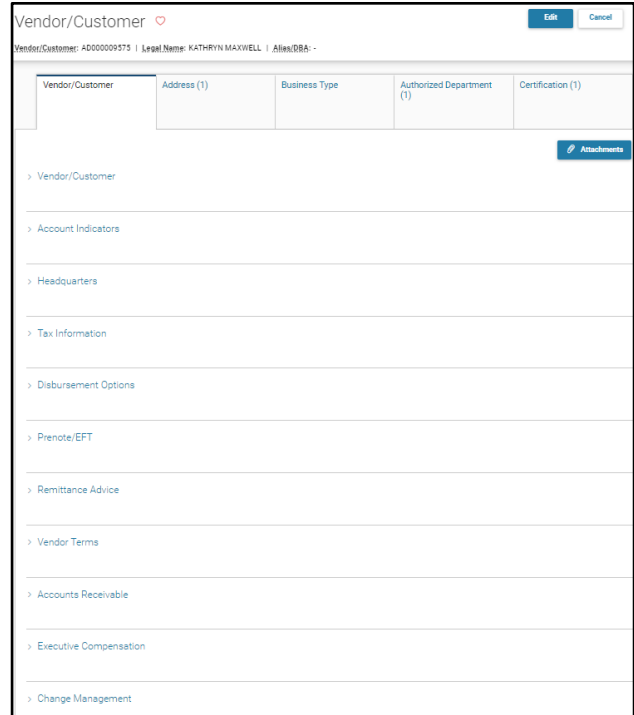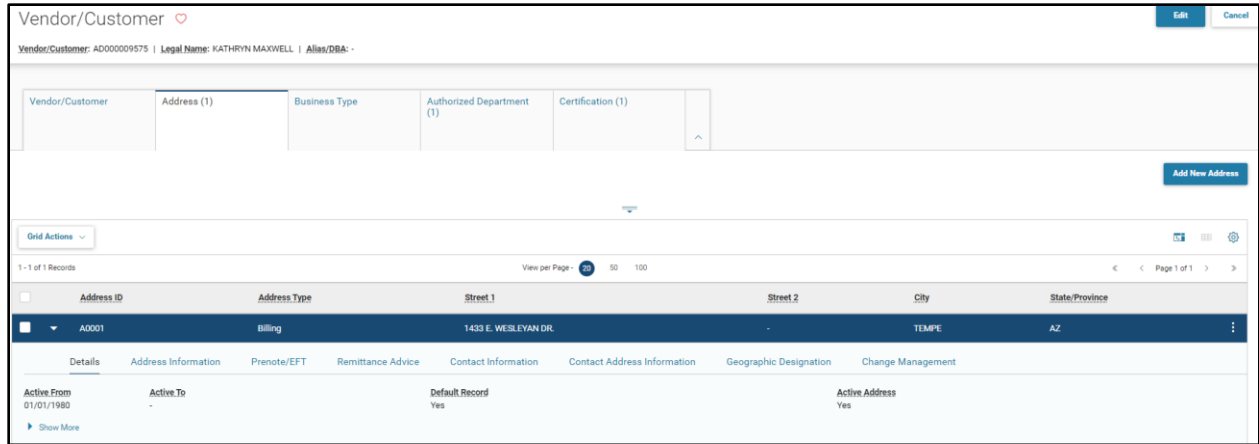
VCUST Address Tab

The Address tab contains all of the address and contact information for the selected vendor/customer record. A vendor/customer can have multiple addresses configured, each with their own contact information. Each address is assigned an address type (e.g., Ordering, Billing, or Payment), and a vendor/customer can have multiple addresses of the same type (i.e. more than one billing address). If multiple addresses are assigned the same type, one can be selected as the default record for that type. Whenever a vendor is assigned on a transaction the default record is automatically selected.

Addresses and contacts are assigned to a headquarters account and can be originally added on the VCC based transaction or added to or modified using the VCM based transaction. The Address tab is broken down into several sections:

- Blue Vendor/Customer Line – Contains detailed information for the selected address.
- Details – Contains high level options for the address.
- Address Information – Contains additional address and contact information for the selected Address ID.
- Prenote/EFT – Maintains the information about Prenote/EFT status at the address level.
- Remittance Advice – Maintains requirements for remittance advice notices at the address level.
- Contact Information – Displays the contact information for the principal contact ID selected.
- Contact Address Information – Displays the selected contact's address information.
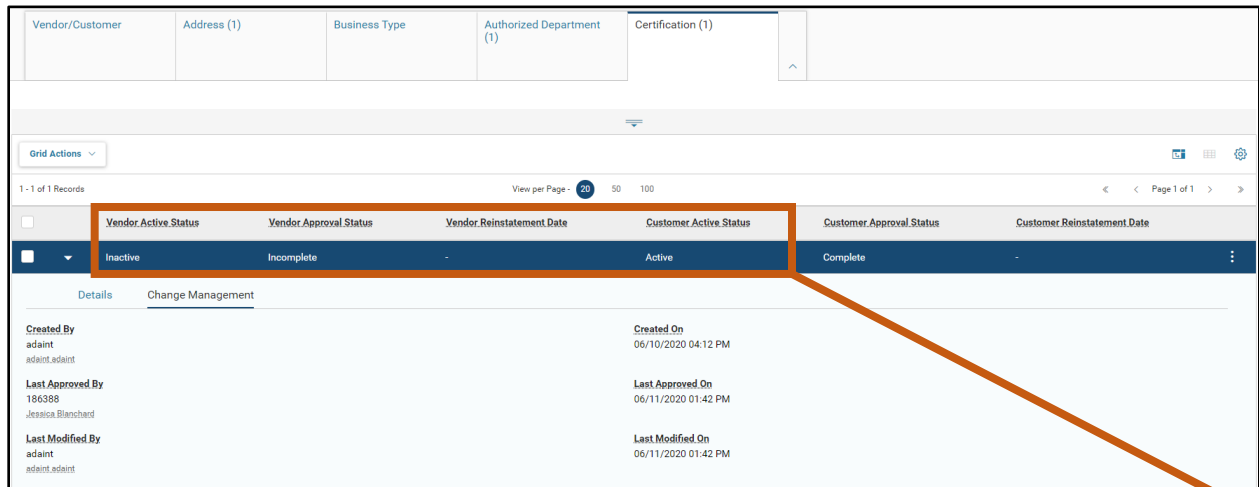
Other VCUST Tabs

The other tabs on the VCUST table contain additional information for the currently selected record.

- Authorized Department – Establishes a list of departments that are authorized to use the vendor/customer.
- Certification – Displays the active and approved status for the vendor/customer.

Note: The Certification tab is important. When a vendor is first established by a VCC transaction, make sure to fill out the Certification tab. This tab displays the vendor's active status.

Customer Account Structure

Customers are individuals or business entities that purchase goods or services from the State of Arizona. Customer accounts are determined by the combination of a customer (vendor/customer) code and a billing profile code. Customer records are created and added to the VCUST table by using VCC based transactions. If a customer record is already created, a customer account can be updated/modified by using a VCM based transaction or through a direct update to the CACT table.

Customer Account Options (CACT) Table

The CACT table is used to establish and maintain billing options for customers. On the CACT table, users can view which billing profile codes have been assigned to each customer code. One customer code may have multiple billing profile codes assigned and each combination represents a unique customer account.

Customer accounts can also be assigned to multiple departments in AZ360 by creating a customer account record for each department that needs to use it. Records on the CACT table can be created and modified using the VCM based transactions or directly in the CACT table.
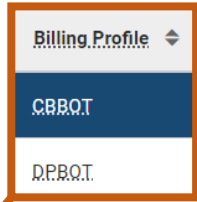
Customer Account Information (CUSTA) Page

The Customer Account Information (CUSTA) query page is used to view balance information for customer accounts. Transactions that reference a customer account by using a combination of the customer code and billing profile update the balance information for that account on the CUSTA page.

New Vendor/Customer (VCC) Transactions

Section Objectives

In this section, the following processes are introduced:

- Examine the components of the VCC transaction.

- Review the data entry requirements for the VCC transaction.

- Create a VCC transaction.

- Examine the process of using a miscellaneous vendor/customer account.

- Research the updates made to the VCUST table by the VCC transaction.

Section Overview

A VCC based transaction is used to create both new vendors and new customers. In AZ360, a vendor can also be a customer. The VCUST table stores all of the information for both vendors and customers. This topic examines the VCC based transaction tabs and data entry process.

VCC Transaction Overview

The VCC based transactions allow users to add new records to the VCUST table, the 1099 Reporting Information (1099I) table, and the CACT table. Only one vendor/customer record can be entered per transaction. VCC transactions cannot reference any other transaction in AZ360. Also, they cannot be referenced by any other transaction in AZ360.

Vendor/Customer Creation (VCCD1) transactions that are created by departments are routed to workflow for approval at the department level first and then to the General Accounting Office (GAO) for the final review and approval. VCCD1 transactions are in Final phase and Submitted status once GAO approves them. Once a VCC based transaction has been updated to Final phase, it cannot be modified or cancelled. Changes at that point require the creation and submission of a VCM based transaction.

New records cannot be created if the taxpayer number is already in AZ360. An existing vendor can be changed to a customer and an existing customer can be changed to a vendor, but a W-9 is required for that change. Depending on the entity's relationship to the state, the data entry requirements on the VCC based transaction vary in several important ways. For example, ordering and payment address types are used for vendor records, while billing address types are used for customer records.

Miscellaneous and Internal Vendor/Customer Accounts

A miscellaneous account does not represent a specific vendor or customer. The miscellaneous account can be used to create a transaction to record a one-time transaction. Selecting an existing vendor/customer code will infer the name and address information to a transaction. When a miscellaneous account is referenced, the name and address information have to be manually entered.

The Miscellanous Account field is located on the VCC based transaction, on the Vendor/Customer tab in the Account Indicators section.

Note: Miscellaneous account codes are not available for all agencies. Email GAO at finoperations@azdoa.gov for questions on using this code. Also, review State of Arizona

Accounting Manual (SAAM) Topic 45 Section 53 Proper Uses of MISCPAYVEND and MISCCUSTOM.

VCC Transaction Tabs

The VCC based transaction has many tabs that relay detailed information to the VCUST table. Some tabs are only used when creating a vendor and other tabs are only used when creating a customer. Depending on whether the record is for a vendor or a customer, different information will be required.
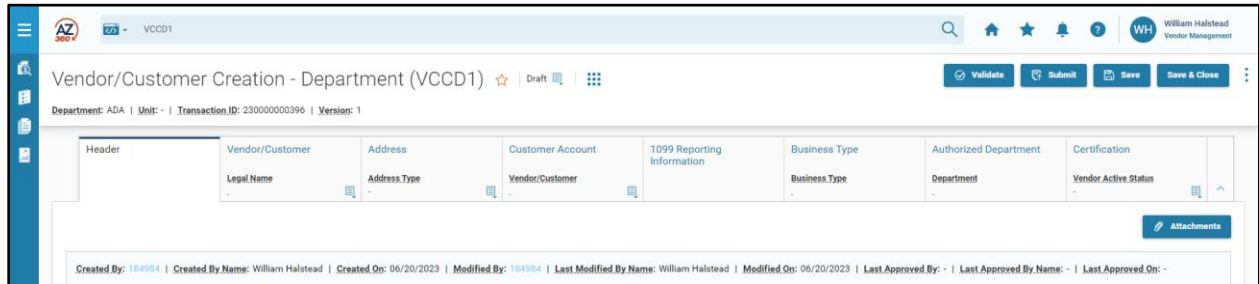

VCC Header Tab

The Header tab contains fields that allow the user to specify general information that applies to all sections of the transaction. The Vendor W-9 should be attached to the Header Tab using the Attachments button.

Header – General Information Section

The General Information section contains the following fields:

- Transaction Name – Enter a name for the transaction; this field is optional.
- Transaction Description – Enter a clear description of the transaction; this field is required.
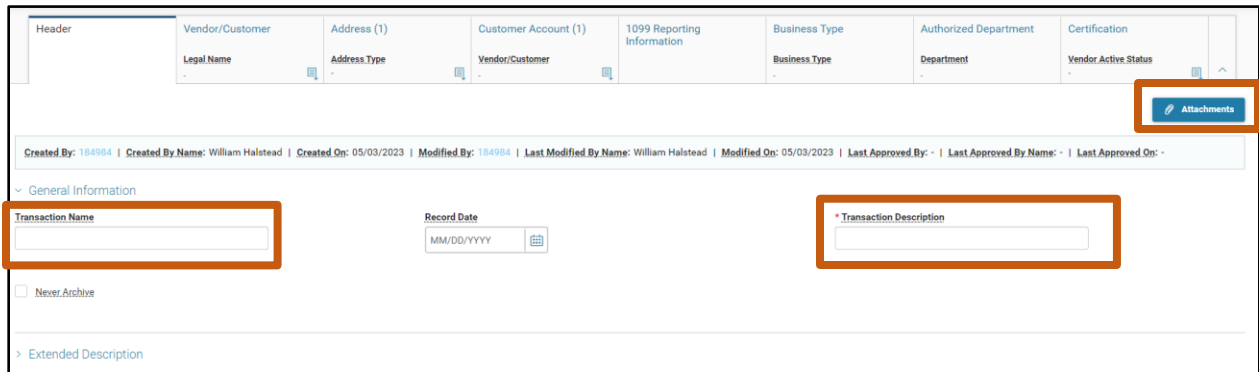
Header – Extended Description Section

The Extended Description section is comprised of the Extended Descrption field. This field can be used to enter more description if necessary and is an optional field.

VCC Vendor/Customer Tab

The Vendor/Customer tab contains fields that allow the user to enter detailed information about the vendor/customer record. It can also specify various account indicators such as a Miscellaneous Account, Third Party Vendor, or Third Party Customer options. The Accounts Receivable section, although it relates to creating a customer record, only needs to be used when it is the intention to bill a customer through the Cost Accounting functionality. In this case a Cost Accounting funding type must be selected. The Disbursement Options tab is used when creating a vendor record. For more information on Cost

Accounting funding, see the "Establish a Funding Profile Hierarchy (FPRFLST)" section of the **AZ360 Manual – Cost Accounting** available at https://gao.az.gov/resources/training/gao-training-resources.

The following fields are located on the blue Vendor/Customer line on this tab:

- Generate Vendor/Customer ID – After the transaction is validated, AZ360 will auto-assign a value in this field.
- Vendor/Customer – This field will be auto-generated for vendors. For customers only and as an alternative to auto-generation, the number can be assigned by the department.This field is required.
- Legal Name – This field is auto-populated once the transaction is saved with a name entered in the Company Name field if a company or, if an individual, values entered in the First Name, Middle Name, and Last Name fields on this tab.
- Organization Type – Select either Individual or Company; this field is required.

Additional sections are available by clicking the Expand caret on the blue Vendor/Customer line.
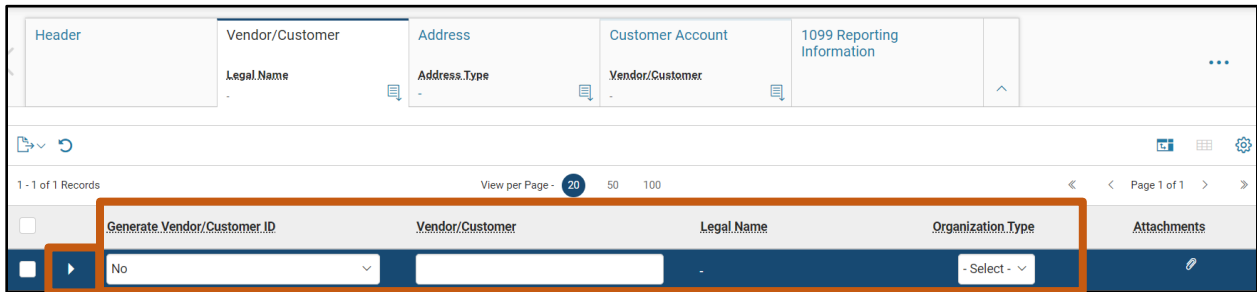
Vendor/Customer – Vendor/Customer Section

The Vendor/Customer section contains the following fields:

- Alias/DBA – Enter an alias for the vendor/customer; this field is optional.
- First Name – Required if the organization type selected is Individual; not used for Company.
- Middle Name – Optional. Available for use only if the organization type selected is Individual; not used for Company.
- Last Name – Required if the organization type selected is Individual; not used for Company.
- Company Name – Required if the organization type selected is Company; not used for Individual.
- Active From – Select a future date on which the record becomes active or able to be used. If left blank this field will default to the current date.
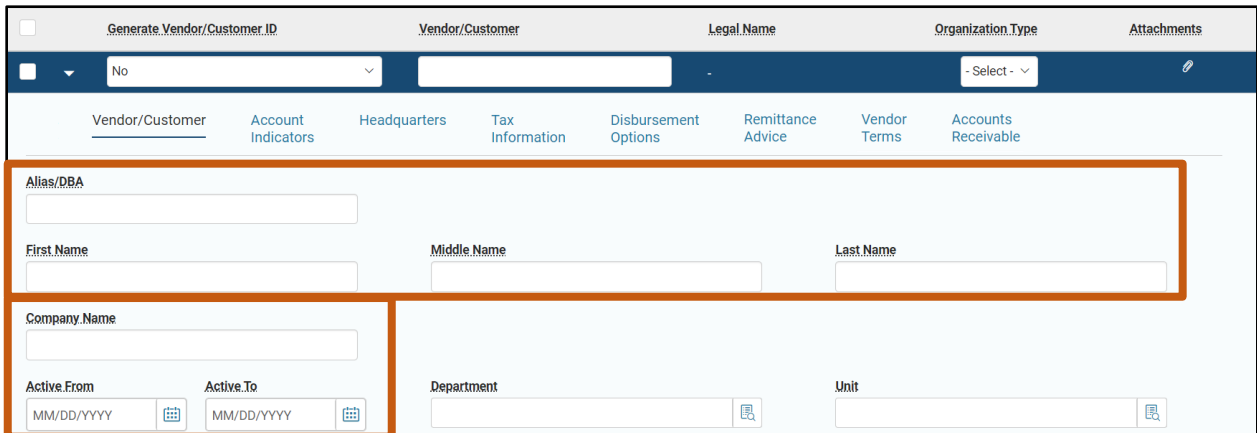
Vendor/Customer – Account Indicators Section

The Account Indicators section contains drop down menu fields that turn on and off certain options for the account. One of the options on this tab is the Miscellaneous Account field. ***Miscellaneous accounts should not be used by agencies without GAO approval.*** When using a miscellaneous-account-flagged vendor or customer account on transactions, the user must manually enter the name and address information for the account.

Other possible options in this section include Third Party Vendor or Third Party Customer fields. These options are used to specify a vendor or customer as a third party.

Vendor/Customer – Headquarters Section
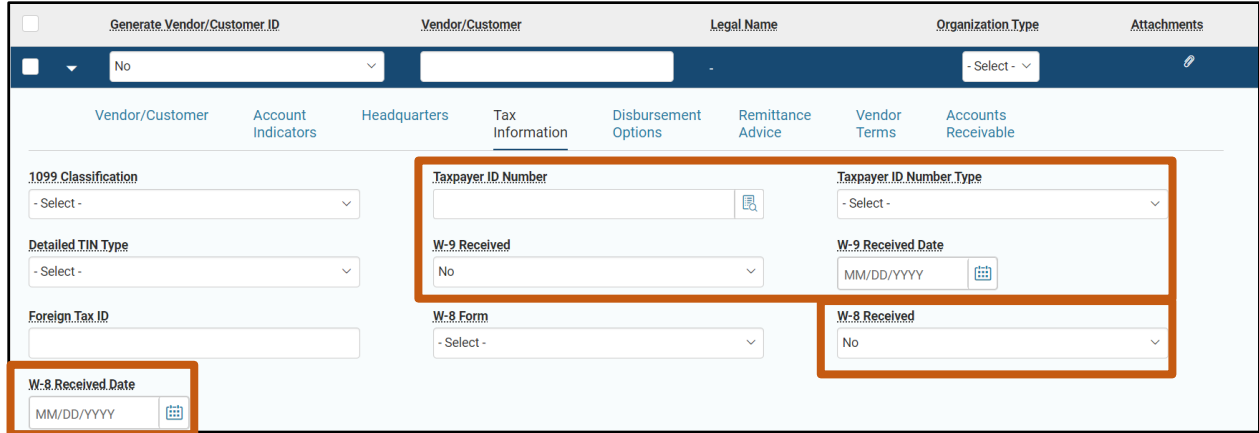
The Headquarters section contains the Headquarters Account Code field. If a valid Vendor/Customer code is entered in this field, it can link the new vendor customer, child record, to a parent record.

Vendor/Customer – Tax Information Section

In the Tax Information section, users enter the necessary taxpayer information into the available fields. This section is required and is closly tied to the Account Indicators and Headquarters sections.

The taxpayer ID number and taxpayer ID number type are entered in this section. The Taxpayer ID Number field is required for vendors, with few exceptions, but not for customer only records. Alternatively, if a value is selected in the Headquarters Account Code field in the Headquarters section, the taxpayer information does not need to be entered as it should be the same as the headquarters account. The W-9 or W-8 received boxes and their corresponding received date fields need to be completed for all vendor setups.

VCC Address Tab
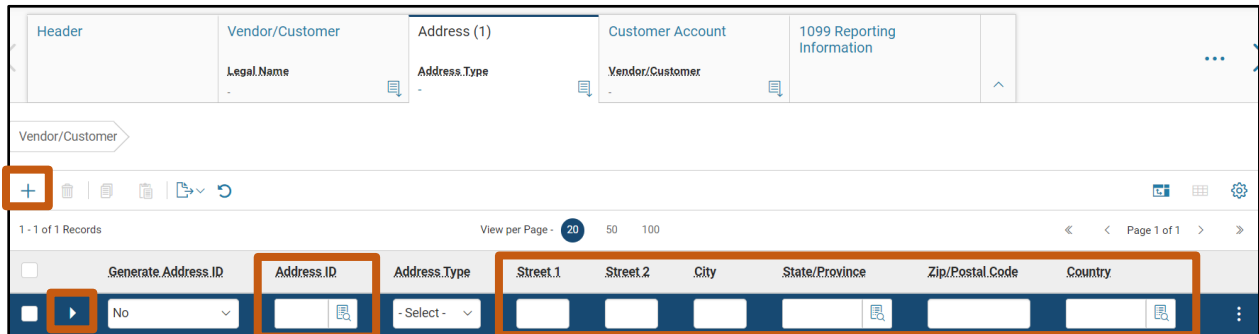
The Address tab contains fields that allow entry of the necessary address information for the vendor/customer. A vendor record requires at a minimum one payment and one ordering address type be entered (which can be the same address). A customer record requires that a billing address type be entered. If a record is both a vendor and a customer, all three address types must be entered. More than one of a particular address type can be entered, if for example, a vendor has more than one payment address. The Address tab also allows users to insert contact information for each address type provided.

To enter a new address a new Address line must first be added. Add a new address line by clicking on the "+" icon in the tab level actions section. A blue Address line then generates. Then select an address type from the drop down menu. Once an address type is selected, the information for that address can then be entered into the Address line. Each Address Type requires that its own Address line be created.

The following fields are required on the Address line:
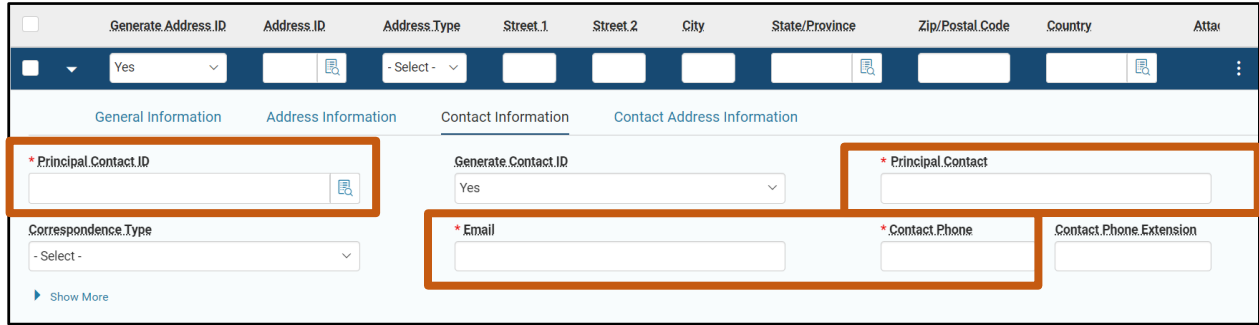
- ▪ Address ID – This field is auto-generated if Yes is selected from the Generate Address ID drop down menu.
- ▪ Street 1 – Enter the street address of the vendor.
- ▪ City – Enter the city for the vendor.
- ▪ State/Province – Enter the state or province for the vendor.
- ▪ Zip/Postal Code – Enter the zip code for the vendor.
- ▪ Country – Enter the country for the vendor or select from the pick List.

Additional sections are available by clicking the Expand caret on the blue Address line.

Address – Contact Information Section

The Contact Information section contains fields for specifying the contact information for a principle contact with the vendor or customer. For a customer record, the principal contact ID is auto-generated and the Principle Contact field is required. *For vendor setup, this section is required. There should be an email and/or a phone number.* Additional information for the contact can also be entered if known.

Address – Contact Address Information Section
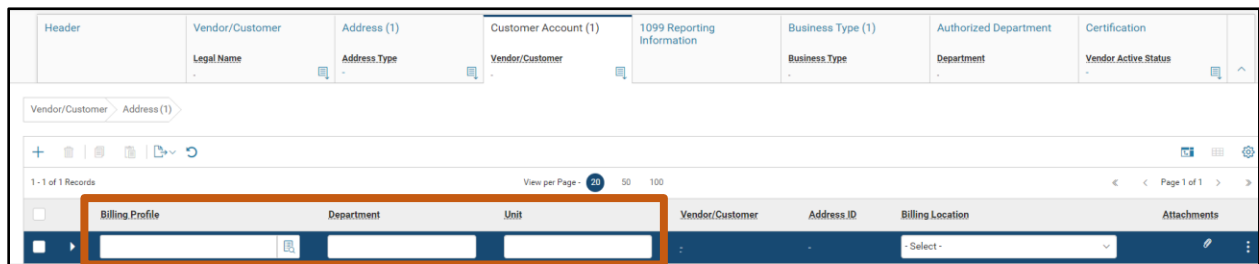
The Contact Address Information section contains fields that will default based on the information in the Address Information section when the transaction is validated. *Note: An Address ID must be assigned in order for the address information to default in the Contact Address Information section.*

VCC Customer Account Tab

The Customer Account tab is only used when creating a new customer account record by assigning a billing profile, or when overriding billing profile settings. Examples of this practice are suppress billing or specifying any third party information for the customer account. Only one customer account can be established on the VCC based transaction. Alternatively, customer accounts can be directly established on the CACT table.

The following fields are required on blue Customer Account line:

- Billing Profile – Enter or select from the pick list the billing profile for the customer account.
- Department – Enter the department that will be associated with the customer account.
- Unit – Enter the unit code that will be associated with the customer account.

VCC 1099 Reporting Information Tab

The 1099 Reporting Information tab is only used if required for a vendor. The address listed in this tab is where any tax informaton will be mailed.

VCC Authorized Department Tab

The Authorized Department tab is used to specify which department(s) are allowed to use the account. This tab is required if the "Restrict Use By Department" option has been selected on the Account Indicators section of the Vendor/Customer tab.

Note: Any inquires on the use of this feature should be directed to vendors@azdoa.gov.

VCC Certification Tab

The Certification tab is used to designate the vendor/customer record as active or inactive and to designate the approval status of the vendor/customer. To enter a new certification status a new Certification line must first be added. Add a new Certification line by clicking on the "+" icon in the tab level actions section. A blue Certification line then generates.

On the Certification line users can select a value for the Vendor Active Status, Vendor Approval Status, Customer Active Status, and Customer Approval Status fields. To set a vendor to an active status, the Vendor Active Status field must be updated to Active and the Vendor Approval Status field must be updated to Complete. If the record is for a customer, the Customer Active Status and Customer Approval Status fields must also be set to Active and Complete respectively.
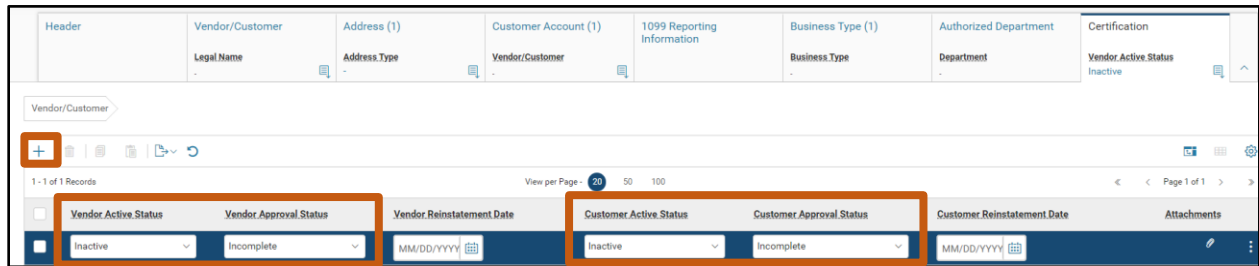
Create a VCC Transaction

VCC based transactions can be created using the Financial Transaction Catalogue, from a Quicklink on the user's homepage, from the Global Search field, or by navigating to the VCUST table and clicking the Create New Record link. Scenarios detailed in this manual utilize the VCUST table method.

Create a New VCC Transaction

Scenario 1.

The State of Arizona wants to purchase 1,000 new laptop computers from a new computer manufacturer, Dell. In addition, the state will be providing consultant services to Dell.

Prior to creating a subsequent delivery order, Dell must be added to the VCUST table as a vendor. Additionally, prior to receiving services from the state, Dell must be added to the VCUST table as a customer.

Lastly, the user must also determine that an entry does not already exist on the VCUST table prior to adding the entry.

Log in to the AZ360 **Home Page**. Verify if the vendor is listed on the VCUST table.

1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *VCUST*.

4. In the drop down menu that generates, select **VCUST Vendor/Customer**. The VCUST table will generate.

5. In the **Legal Name** field, enter the legal name for the vendor or customer.

6. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

7. Click **Search**.

8. Verify that no record generates for the vendor.

Note: In this scenario, the vendor is being added to the VCUST table. As a result, the vendor should not appear when initially searching the VCUST table.
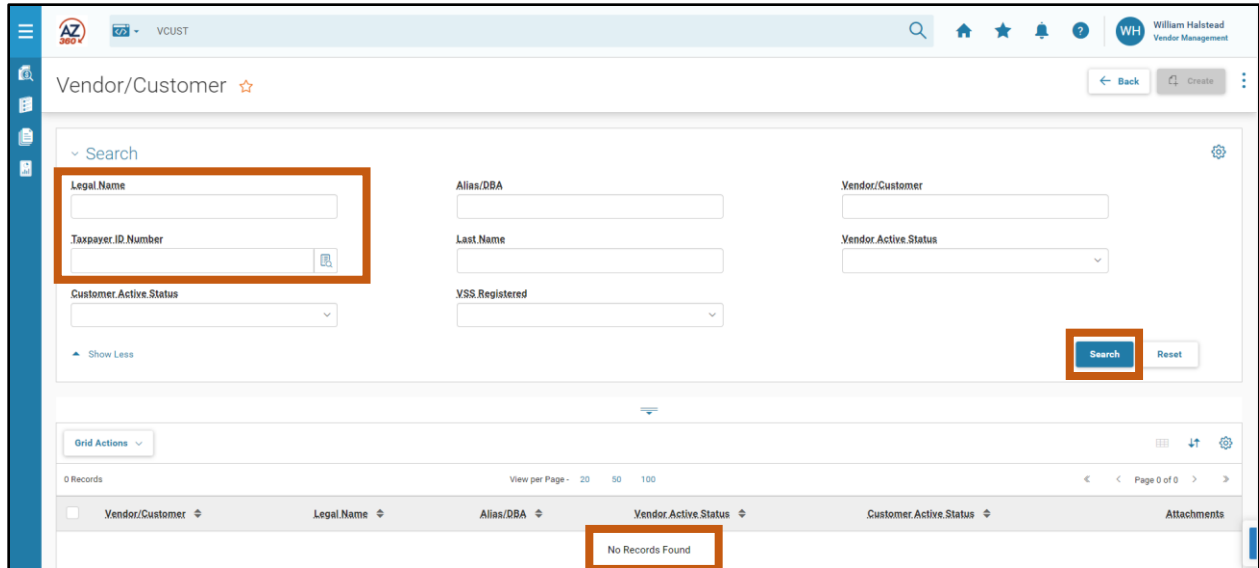
Create a new vendor/customer record.
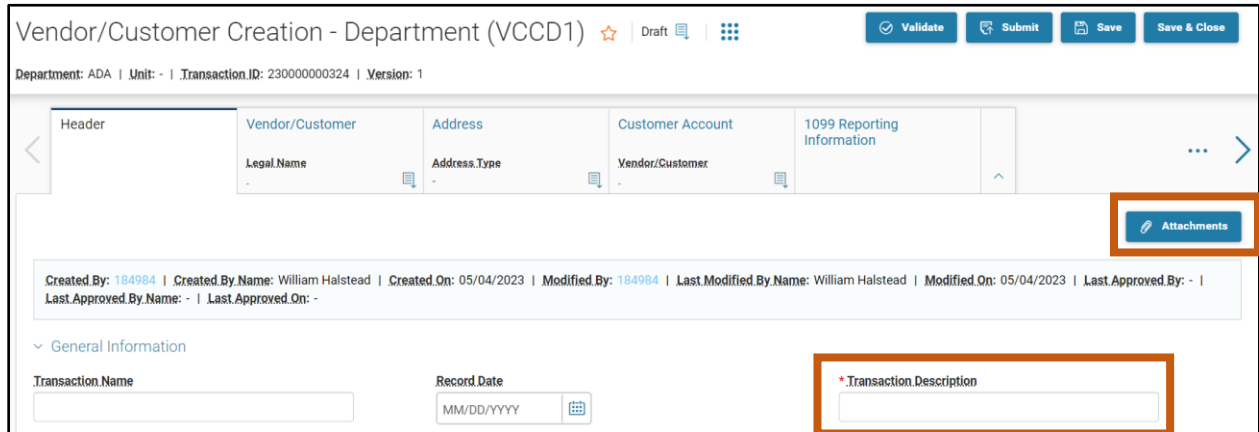
1. At the top right of the VCUST table, click the **Page 3-dot** menu and select **Create New Record**.

2. On the Create Transaction page, in the Transaction Code column, select **VCCD1**.

3. In the **Transaction Dept** field, enter the user's department 3-digit code.

4. Select the **Auto Numbering** check box.

5. Click **Continue**.
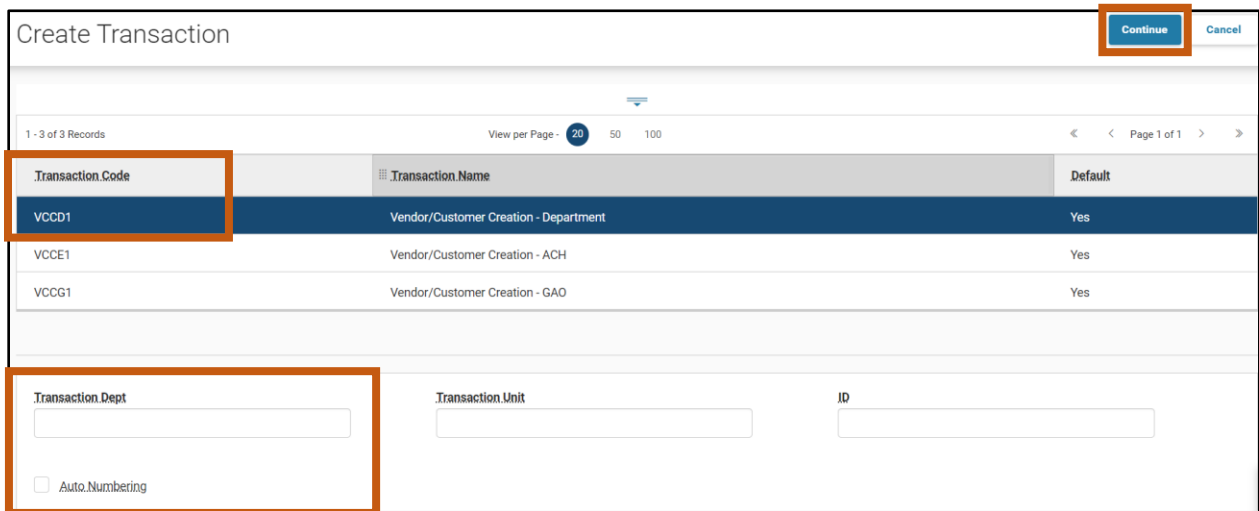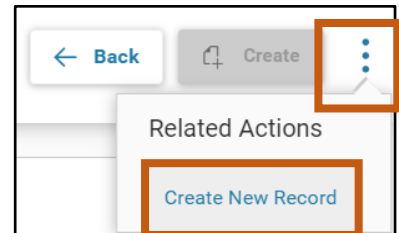
6. A new VCCD1 transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter a description for the vendor.

2. Click **Attachments** and attach the W-9 to the VCCD1.

3. Click on the **Vendor/Customer** tab.

Complete the **Vendor/Customer** tab of the transaction.

1. On the blue **Vendor/Customer** line:

   a. In the **Generate Vendor/Customer ID** field, select **Yes** from the drop down menu.

   b. In the **Organization Type** field, select the organization type for the vendor or customer from the drop down menu. In this scenario, select **Company**.
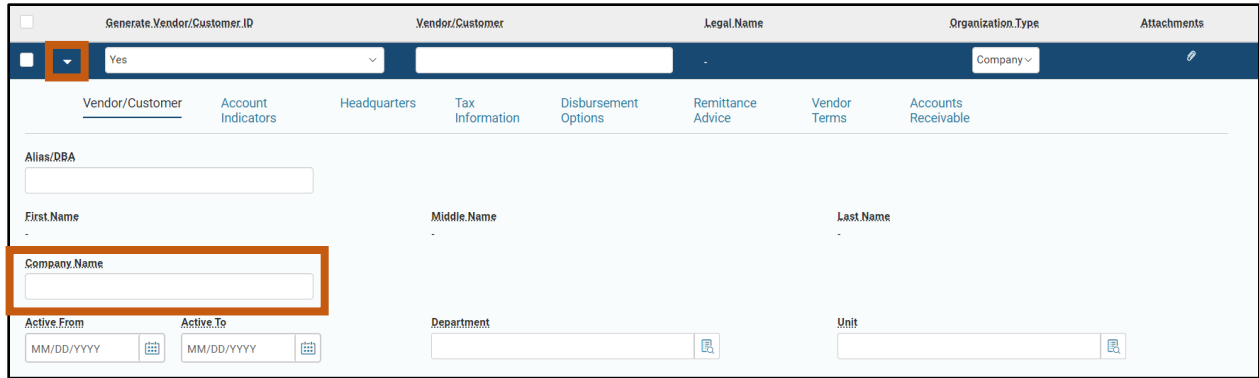
2. Click the **Expand** caret on the blue Vendor/Customer line.

3. In the **Company Name** field, enter the name of the customer or vendor. In this scenario, enter *Dell Technologies*.

4. Click on the **Tax Information** section.

5. In the **Tax Information** section:

   a. In the **1099 Classification** field, select the 1099 classification for the vendor or customer. In this scenario, select **Corporation (5A)** from the drop down menu.

   b. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

Note: The Taxpayer ID Number field is required for vendors, with few exceptions, but not for customers that are not also vendors.

   c. In the **Taxpayer ID Number Type** field, select the taxpayer ID number type for the vendor or customer. In this scenario, select **EIN** from the drop down menu.

   d. In the **W-9 Received** field, selected **Yes** from the drop down menu.

   e. In the **W-9 Received Date** field, enter the date the W-9 was received.

Note: If the vendor or customer utilizes a W-8, the W-8 Received and W-8 Received Date would be used instead of the W-9 fields.

6. Click the **Vendor Terms** section.

Observe the Vendor Terms section.

1. Review this tab. No data entry is necessary.

Note: Typically, when vendors are added directly in AZ360, payment terms are not entered. When the supplier comes from APP, the payment terms are populated but are view-only for informational purposes.

2. Click the **Address** tab.

Complete the **Address** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **Address** line:

   a. In the **Generate Address ID** field, select **Yes** from the drop down menu.

   b. In the **Address Type** field, select the vendor or customer address type from the drop down menu. In this scenario, select **Ordering**.

   c. In the **Street 1** field, enter the street address for the vendor.

   d. In the **Street 2** field, enter any suite or unit address information for the vendor (if applicable).

   e. In the **City** field, enter the address city for the vendor.

   f. In the **State/Province** field, enter the state abbreviation for the vendor.

   g. In the **Zip/Postal Code** field, enter the zip code for the vendor.

   h. In the **Country** field, enter the country for the vendor.
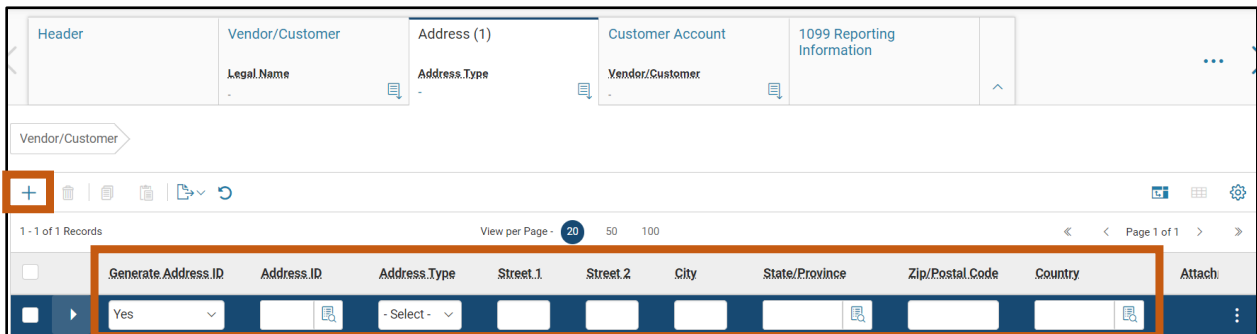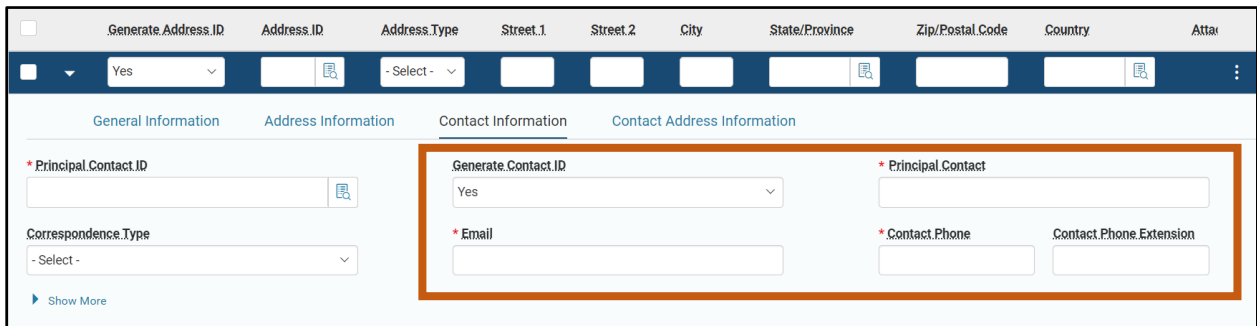
3. Click the **Expand** caret on the blue Address line.

4. Click the **Contact Information** section.

5. In the **Contact Information** section:

   a. In the **Generate Contact ID** field, select **Yes** from the drop down menu.

   b. In the **Principal Contact** field, enter the name of the primary ordering contact for the vendor.

   c. In the **Email** field, enter the email address for the vendor.

   d. In the **Contact Phone** field, enter the phone number for the vendor.

Note #1: The Principal Contact, Email, and Contact Phone fields are mandatory.

Note #2: Customer profiles only require a billing address. Vendor profiles are required to have an ordering and payment address, and a W-9.
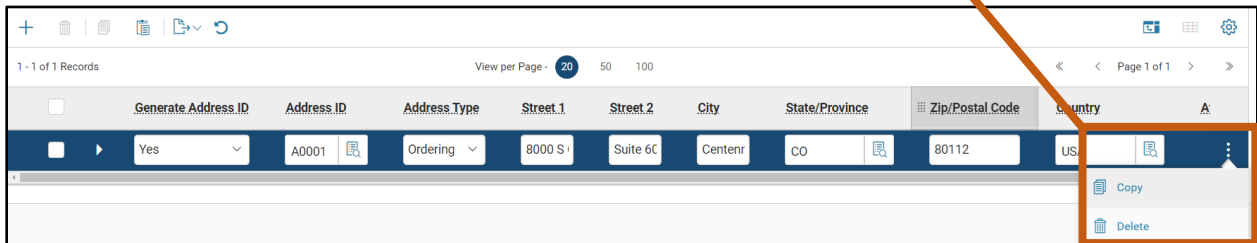
Copy the Address Line.
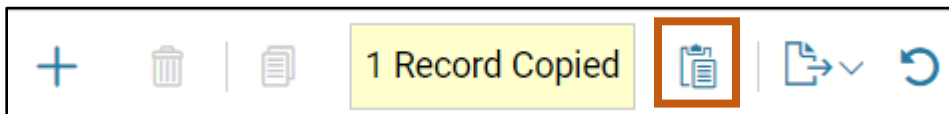
Note: In this scenario, the payment, ordering, and billing address types are identical. As a result, the ordering address will be copied/pasted and then adjusted to create a payment and billing Address.

1. With **Address Line 1** selected, click the **Row 3-dot** menu and select **Copy**. The following message will display highlighted in yellow: **1 Record Copied**.
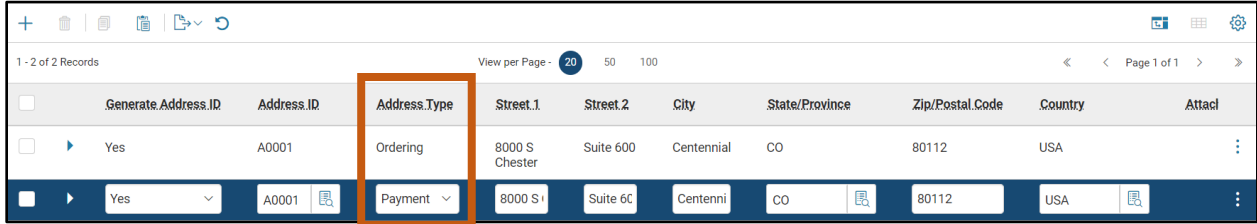
2. In the **Tab Level Actions** section, click the **Paste** icon.
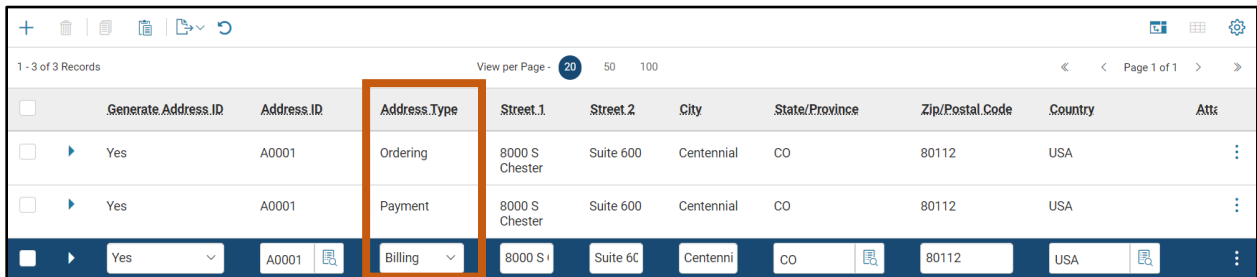
3. A new Address line has been generated and is an exact copy of the first line.

4. On the new **Address** line, in the **Address Type** field, select **Payment** from the drop down menu.

5. In the **Tab Level Actions** section, click the **Paste** icon again.

6. On the new **Address** line, in the **Address Type** field, select **Billing** from the drop down menu.

7. Ensure that the blue Billing line is selected, and then click the **Customer Account** tab.

Note: Selecting the Ordering or Payment line and the completing the Customer Account tab will cause the transaction to error upon validation.

Complete the **Customer Account** tab of the transaction.

*Note: The Customer Account tab only needs to be completed for account receivable activities.*

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. In the **Billing Profile** field, enter a value or select from the pick list. Notice that once a Billing Profile has been selected, the Department field defaults to the user's department 3-digit code and the Unit field defaults to All.

3. In the **Billing Location** field, select **Customer Only** from the drop down menu.
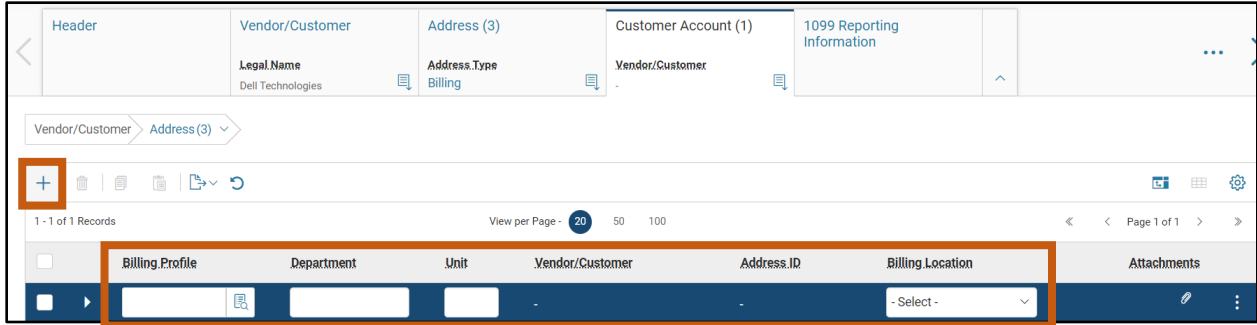
4. Click the **1099 Reporting Information** tab.

Complete the **1099 Reporting Information** tab of the transaction.

1. Click the **Expand** caret on the blue Vendor/Customer line.

2. Click the **Taxpayer Information** section.

3. In the **Taxpayer Information** section:

   a. In the **Address** field, enter the street address for the vendor.

   b. In the **City** field, enter the address city for the vendor.

   c. In the **State/Province** field, enter the state abbreviation for the vendor.

   d. In the **Zip/Postal Code** field, enter the zip code for the vendor.
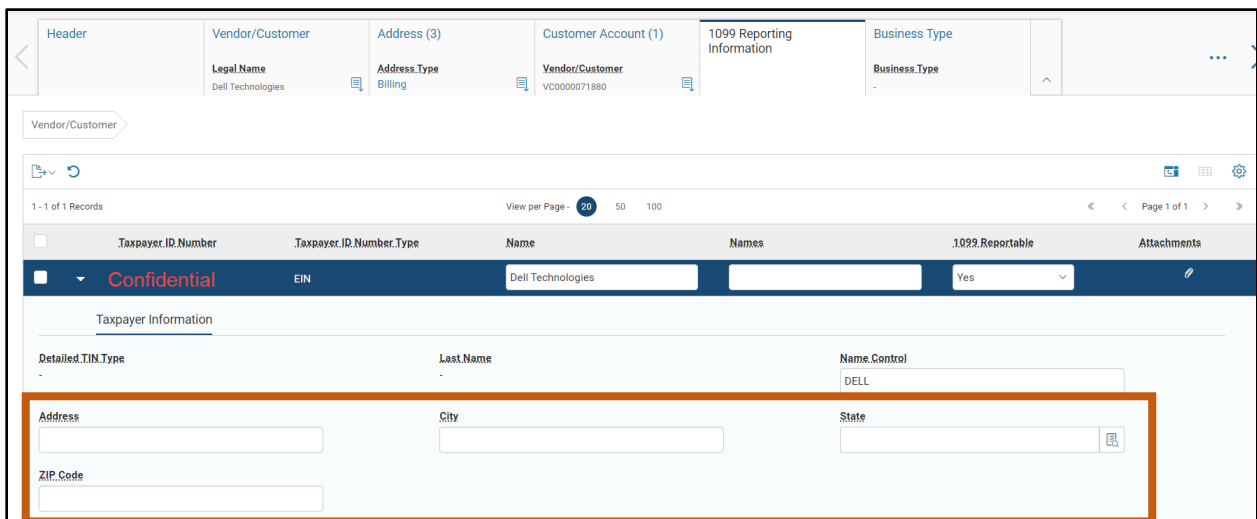
4. Click the **Certification** tab.

Complete the **Certification** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add a Certification line.

2. In the **Vendor Active Status** field, select **Active** from the drop down menu.

3. In the **Vendor Approval Status** field, select **Complete** from the drop down menu.

4. In the **Customer Active Status** field, select **Active** from the drop down menu.

5. In the **Customer Approval Status** field, select **Complete** from the drop down menu.

6. Click **Save**.
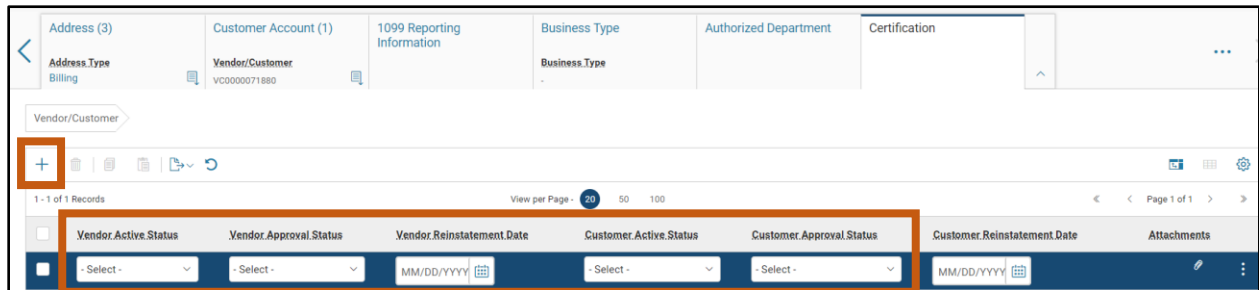
Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Miscellaneous Vendor/Customer Record

When using a defined vendor/customer on transactions, the information for that record will be carried forward from the VCUST table entry. If users are required to manually enter the vendor/customer information on a transaction, they can use a miscellaneous account that has been set up in AZ360.

A miscellaneous account is used for a record that does not represent a specific vendor or customer. For example, it would be used for entities that are not 1099 reportable and, more than likely, only paid once. When using a miscellaneous-account-flagged vendor or customer account on transactions, the user must manually enter the name and address information for the account. AZ360 contains existing miscellanous vendor and customer accounts that should be used on payment transactions and no additional miscellaneous vendors should be added.

- MISCCUSTOM code – Miscellaneous Customer legal name
- MISCPAYVEND code – Miscellaneous Vendor legal name

Note: Refer to SAAM 4553 – Proper Uses of MISCPAYVEND and MISCCUSTOM for more guidance on when to use these codes. Effective January 1, 2020, users must have approval from GAO prior to using MISC codes.

Addition of Vendors from Arizona Procurement Portal (APP)

When vendor records are created or updated in APP, an interface transaction (VCCIV1) is created which will update the information on the VCUST table in AZ360. All vendors who are registered in APP must make all of their changes in APP and not directly in AZ360. The vendor/customer code assigned in AZ360 will be the same as the supplier ID in APP.

Note: Vendors who do not finish the Submit for Due Diligence profile section to fully complete their registration in APP will not have an active vendor profile created on the VCUST table in AZ360.

Research Updates

The VCUST table stores all of the records for both vendors and customers used in AZ360. The information entered on any of the VCC based transactions can be seen in the sections and fields on the VCUST table.

Research a New Vendor on the VCUST Table

Scenario 2.

A user created a new vendor record in AZ360 and now wants to verify that the record has been successfully added to the VCUST table.

Log in to the AZ360 **Home Page**. Navigate to the VCUST table.

1. Complete the steps from the "Create a New VCC Transaction" to navigate to the VCUST table.

Locate the new vendor record.

1. In the **Legal Name** field, enter the legal name for the vendor or customer.

2. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

3. Click **Search**.

4. The VCUST table displays the record.

5. Click **the 3-dot** menu of the Vendor/Customer record and select **View** to open the record.
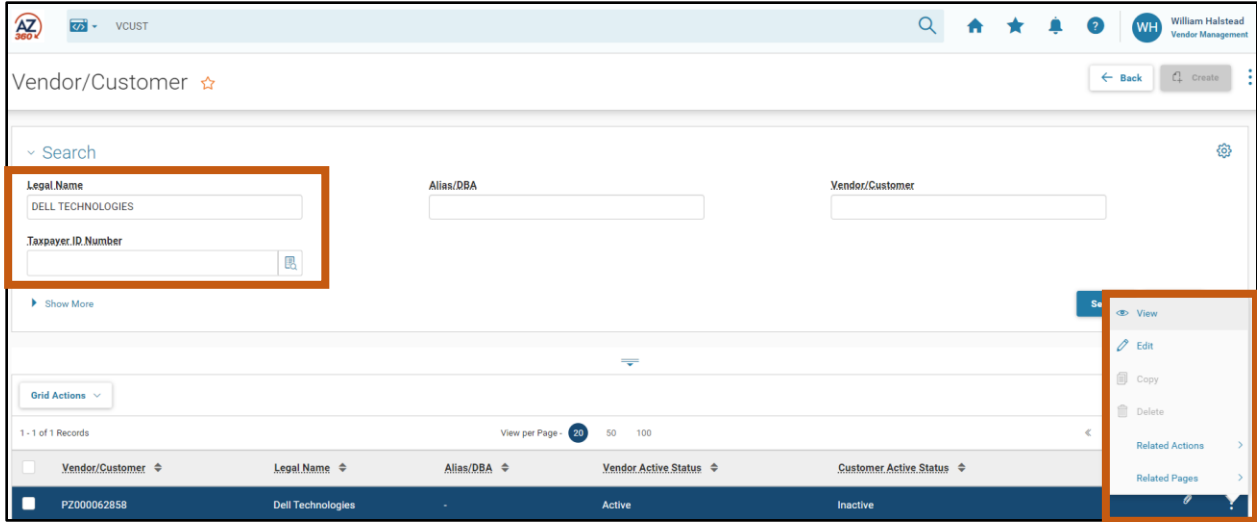
Review the new vendor record.

1. In the **Vendor/Customer** tab:

    a. Click the **Vendor/Customer** section and observe the Company Name field value.
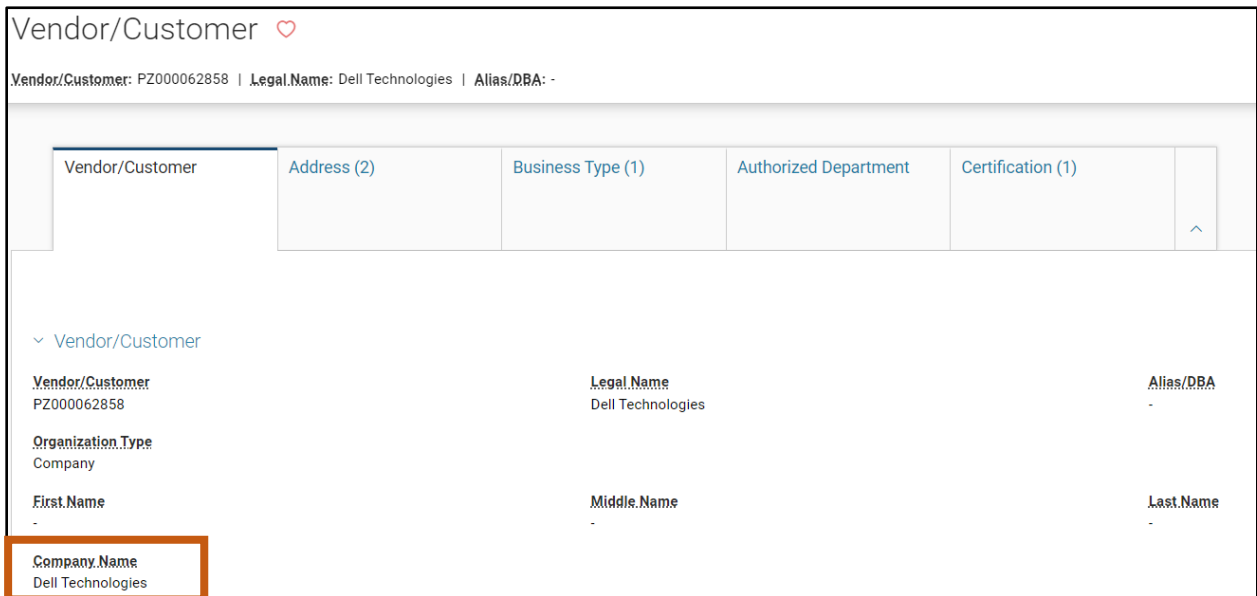
    b. Scroll down and click the **Tax Information** section and observe the Organization Type value.

2. Click the **Address** tab and observe the address types that exist for the record.

3. Click **Home** icon to return to the home page.

Vendor/Customer Modification (VCM) Transactions

Section Objectives

In this section, the following processes are introduced:

- Examine the components of the VCM transaction.

- Review the data entry requirements for the VCM transaction.

- Create a VCM transaction.

- Examine the APP interface process for vendor modification.

- Research the updates made to the VCUST and CACT tables by the VCM transaction.

Section Overview

The VCM based transaction is used to add to, change, or delete existing vendor and customer information stored in AZ360. Only one vendor/customer can be updated by the VCM transaction. This topic examines the VCM transaction tabs and data entry process.

VCM Transaction Overview

VCM based transactions allow users to modify or add to an existing vendor or customer record. Changes submitted through a VCM based transaction only apply to a single record. Some examples of when a VCM based transaction should be used include the following:

- Modifying organization or Prenote/EFT information – *GAO Use Only*.
- Adding a new address for an existing vendor/customer record.
- Modifying an existing address. Only used for spelling or minor corrections.
- Modifying a vendor's legal address or other 1099 information.
- Updating 1099 reporting information for a TIN.
- Modifying an existing record's legal name or TIN.
- Creating an active vendor when an active customer already exists, or vice versa.

To create or change a customer account record, make changes directly in the CACT table. In the CACT users can:

- Add a new customer account record.
- Modify an existing customer account record.

Like the VCC based transactions, the VCM based transactions, with the exception of the VCMIV1, are routed to workflow for approval by the department and by GAO. Additionally, they cannot reference or be referenced by any other transaction in AZ360. The VCM based transactions cannot be copied, nor can they be modified once their phase is Final.

Line Action

Within the VCM based transaction itself, the information is slightly different from the VCC based transaction. On each line, the Line Action drop down menu allows users to choose what type of action is being done, whether it is modifying or deleting information on a record.
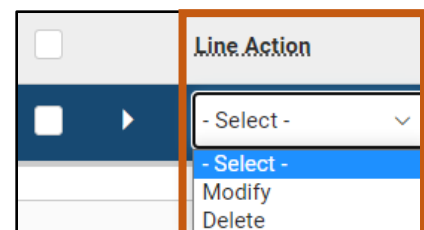
The sections and fields available for data entry on the transaction depend on which line action is selected. For example, if a new address is being entered, the Line Action field is set to New, the Add New Address section is used, and the fields on the Modify Existing Address section are grayed out.

Note: Customer profiles only require a billing address. Vendor profiles are required to have a payment, ordering address, and a W-9.
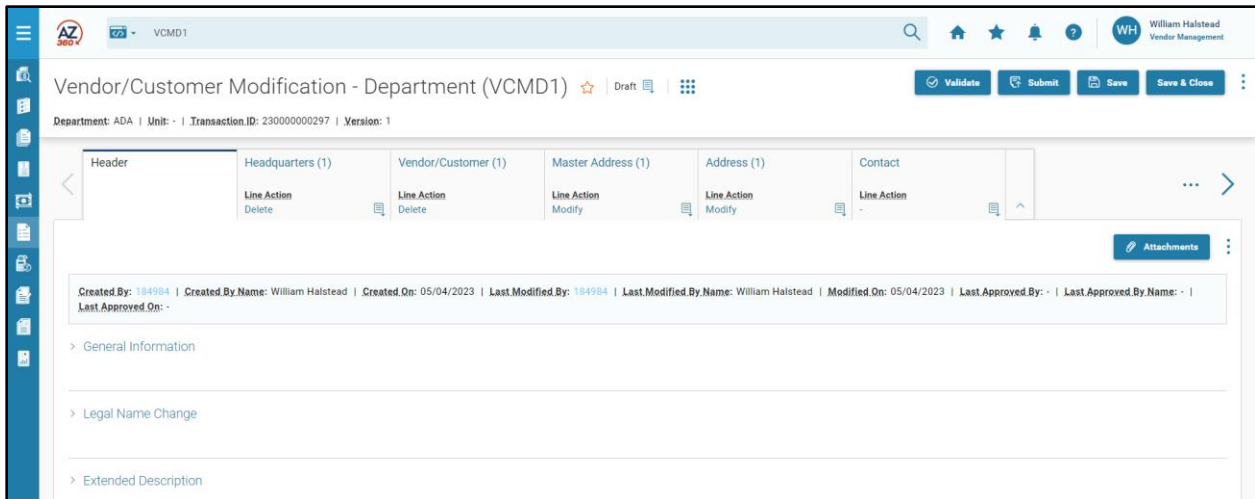
VCM Transaction Tabs

The VCM based transaction has many tabs that relay detailed information to the VCUST table. Depending on the type of information that requires modification, only certain tabs may be used. Additionally, dependent on whether the record is for a vendor or a customer, different information will be required.

For each tab except the Header, users must click the "+" icon in the tab level actions. This will insert a new line and users can then select a line action that determines how the vendor/customer record is being modified. The most common modifications are changes to address, status, and creation of additional addresses.

VCM Header Tab
The Header tab contains fields that allow the user to specify general information that applies to all sections of the transaction. The vendor/customer that is selected in the General Information section is the vendor/customer whose information is being modified by the transaction. The Header tab is used to change the legal name associated with the record.

Header – General Information Section
The General Information section contains the following fields:

- Vendor/Customer – The field will be populated with the vendor/customer code if the transaction is created by clicking the Modify Existing Record link at the bottom of the VCUST table. Otherwise, select the vendor/customer code using the pick list.
- Transaction Name – Enter a name for the transaction; this field is optional.
- Transaction Description – Enter a clear description of what is being changed (e.g. new remit to address, updating legal name or contact) on the transaction; this field is required and is a key way to communicate the reason for the modification to GAO.

Header – Legal Name Change Section

The Legal Name Change section is used in combination with the Headquarters tab when modifying either a vendor or a customer name. When modifying a company, the Company Name field is used. When modifying an individual, the other name fields can be used.


Header – Extended Description Section

The Extended Description section is comprised of the Extended Description field. This field can be used to enter more description if necessary and is an optional field.

VCM Headquarters Tab

The Headquarters tab contains fields that allow the user to modify information for the headquarters record associated with the vendor/customer record. The taxpayer ID and type are entered here. Alternatively, a valid vendor/customer code can be provided in the Headquarters Account Code field to link the new vendor/customer, child record, to a parent record.

While the Headquarters tab is required, it infers values from the Vendor/Customer code so users do not have to take any action unless they are specifically making modifications on this tab.

*Note: The Headquarters tab should only be used when modifying a TIN.*
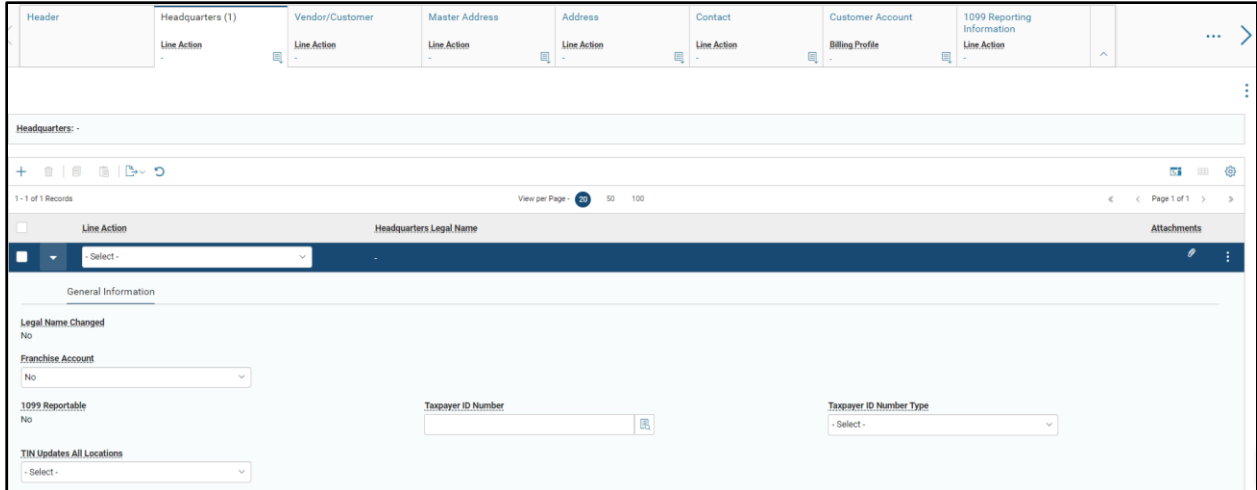
Headquarters – General Information Section

To modify the name of a vendor or customer insert a new line by clicking on the "+" icon in the tab level actions section. On the new line, in the Line Action field select Modify from the drop down menu. Lastly, select Load Values by clicking the tab 3-dot menu. This enables the Header Legal Name Change modification.
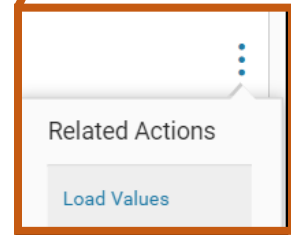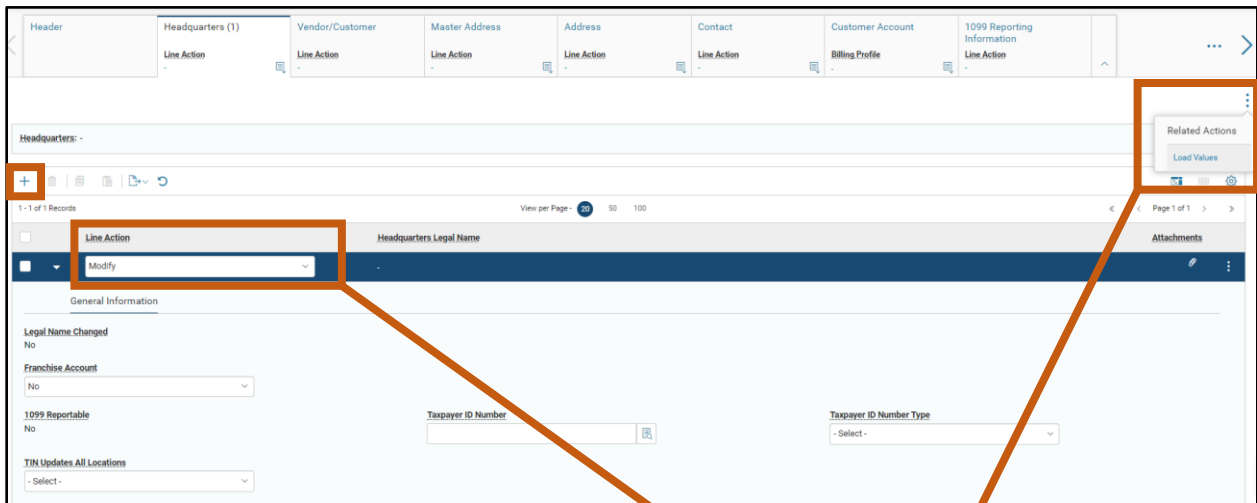

VCM Vendor/Customer Tab

The Vendor/Customer tab contains fields that allow the user to modify detailed information on the vendor/customer record, as well as specify various account indicators such as a miscellaneous account option. To modify the detailed information of a vendor, insert a new line by clicking on the "+" icon in the tab level actions section.
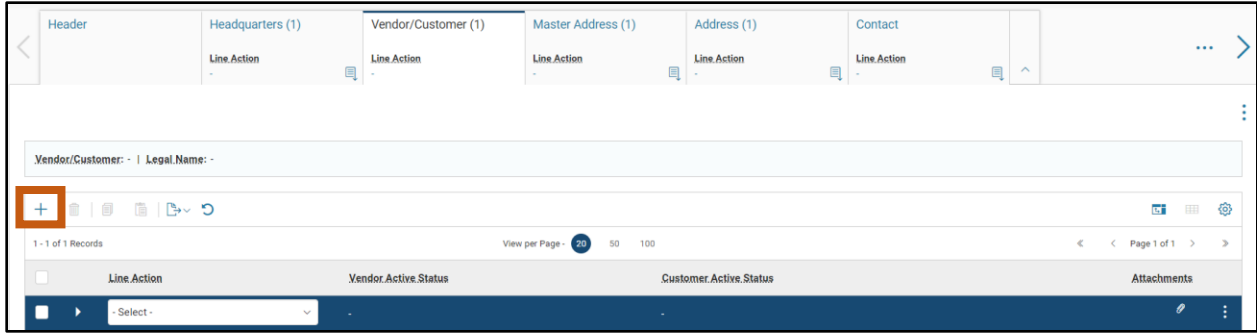
Vendor/Customer – Account Indicators Section

The Account Indicators section is used in combination with the Authorized Department tab when restricting a vendor's use to certain departments. By selecting Yes in the Restrict Use by Department field, the vendor can only be used by departments listed in the Authorized Department tab.

Note: The Restrict Use by Department field will only be used in very special circumstances; almost all vendors should be available for statewide use. For clarification on the proper use of this feature contact vendors@azdoa.gov.
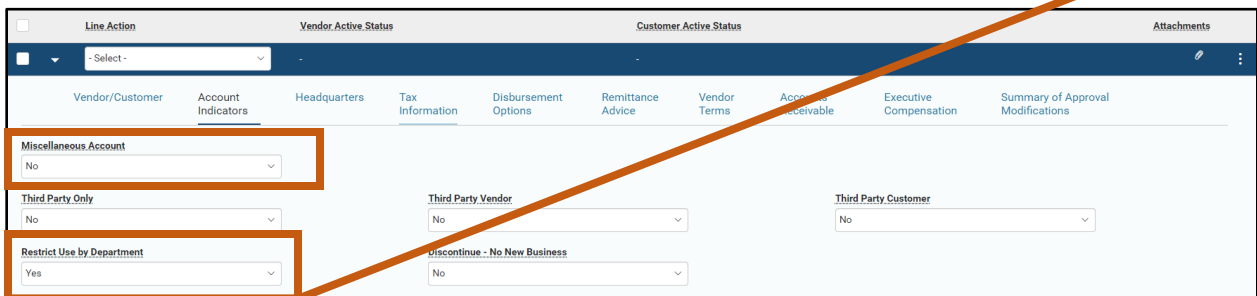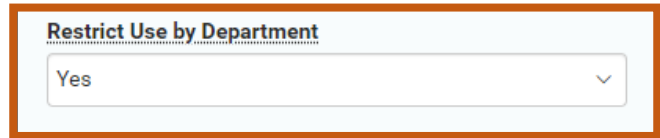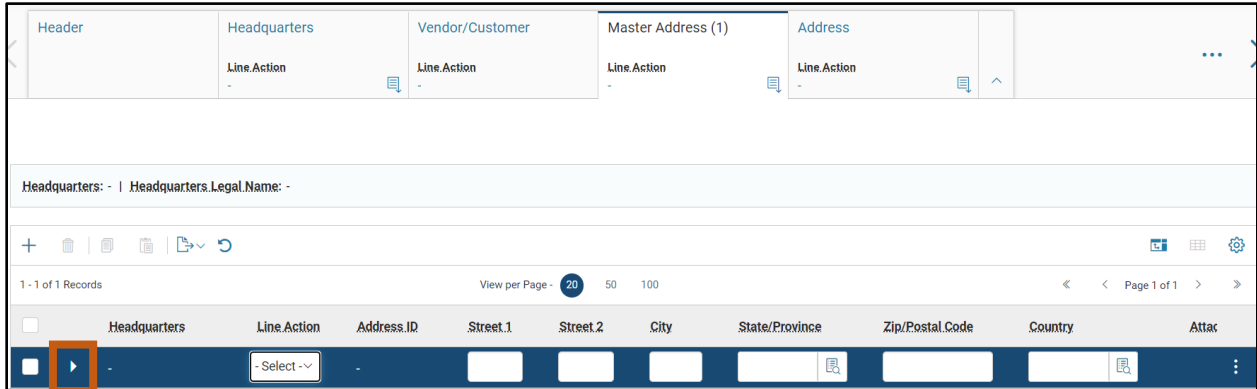

VCM Master Address Tab

The Master Address tab is used to make minor modifications to multiple address types on an existing Address ID. Users can modify either vendor or customer account master addresses for minor spelling corrections or updates. For example, an address suite number change on Address ID A001 for a particular vendor would update all associated Address Types under that Address ID.

To modify a master address, insert a new line by clicking on the "+" icon in the tab level actions section, and then select the appropriate option from the Line Action field drop down menu. Once a line action is selected, the sections for modifying an existing master address are used to specify a master address code. The address details can then be entered on the blue Master Address line.

Users should never create a new Master Address on the Master Address tab. New Master Addresses are created when a user creates a new Address on the Address tab along with its required Address Type. The new Master Address is then inferred from the new Address.

Note: Attempting to create a new Master Address on the Master Address tab will create an invalid address as the Address Type cannot be assigned at the Master Address tab level. Additionally, users should never delete a Master Address.

To access the sections to modify a master address, click the Expand caret on the blue Master Address line.

Master Address – Modify Existing Master Address Section

To modify an existing Master Address, select Modify from the blue Master Address line. Then navigate to the Modify Existing Master Address section and in the Address ID field, choose the master address code from the pick list. Lastly, click the tab 3-dot menu and select Load Values.

On the blue Master Address line, update the address fields with the correct information for the address ID selected on the Modify Existing Master Address section.
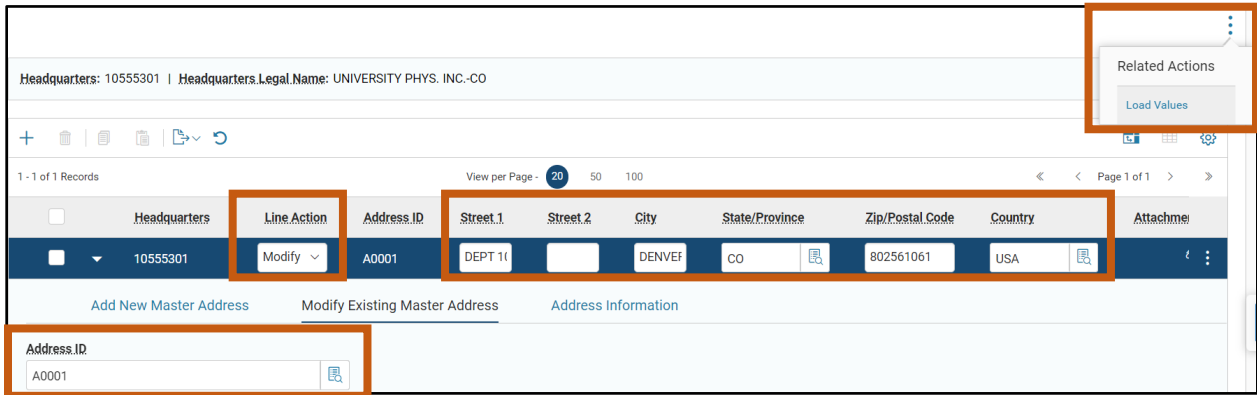

VCM Address Tab

The Address tab is used to add a new address type or modify information associated with an existing address type for a vendor/customer record. It is also used to add to or modify contact information for the record.

To enter a new address type or to modify an existing address type a new Address line must first be added. On the new blue Address line, use the Line Action drop down field to either create a new address type or modify an existing address type. The address details can then be entered in the blue Address line.

Additional sections are available by clicking the Expand caret on the blue Address line.
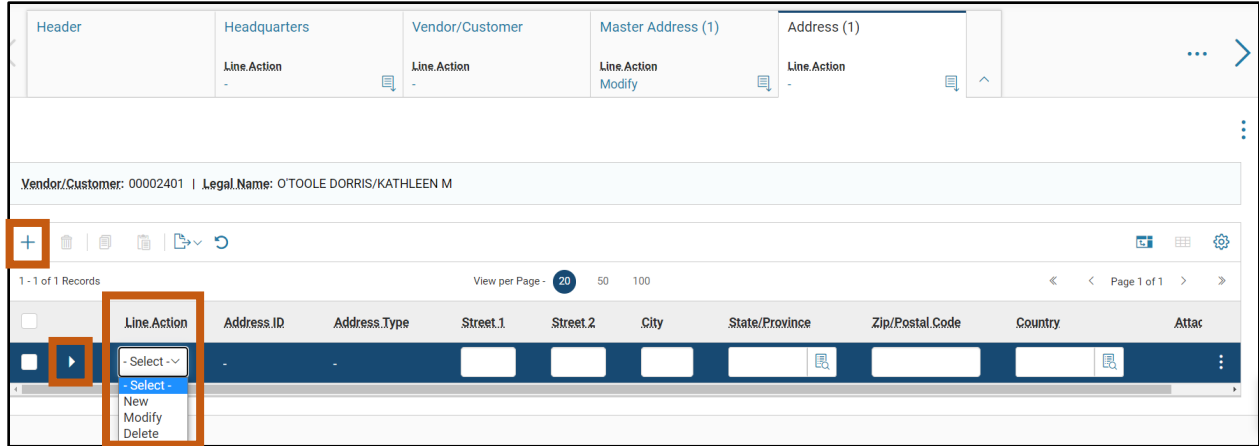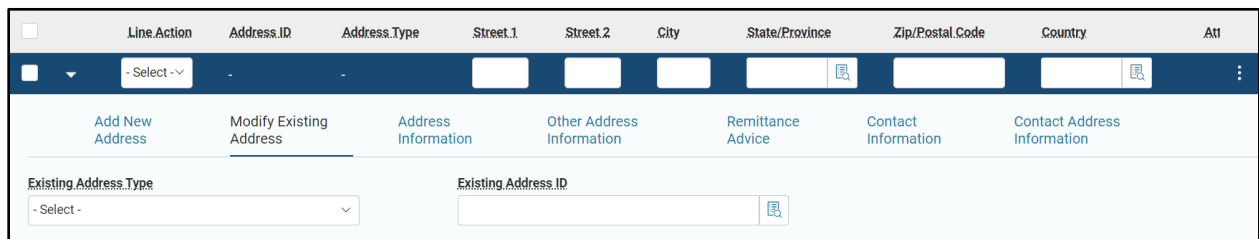
Address – Add New Address Section

The Add New Address section is used to add a new address type for the vendor. An example would be adding a new billing address and associating it with a new address ID.

Note: If a new address is added to a vendor, the Contact Information section also needs to be completed.
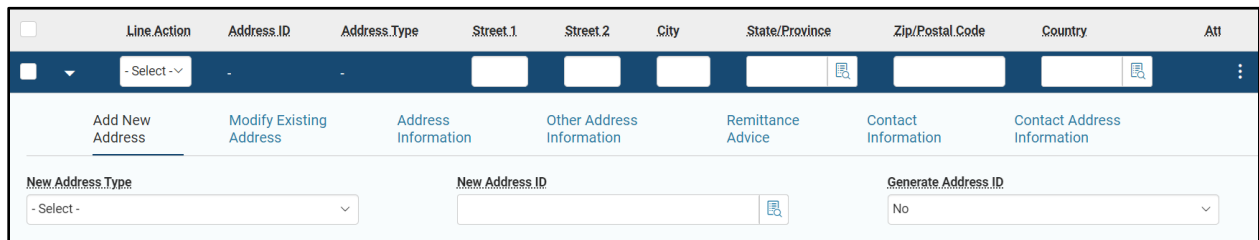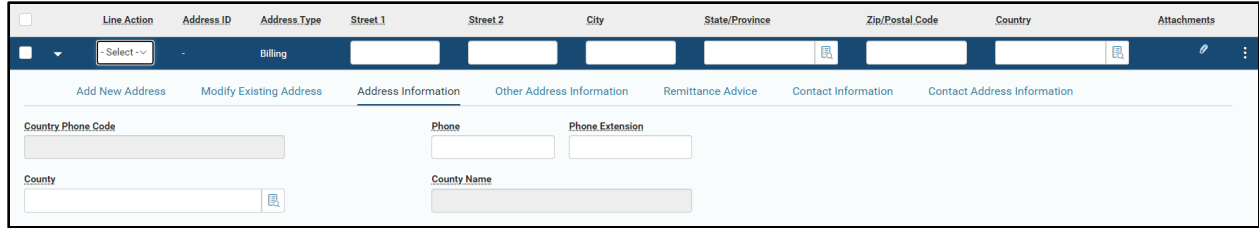

Address – Modify Existing Address Section

The Modify Existing Address section is used to modify address information for an existing address type. An example would be updating contact information for an existing billing address.

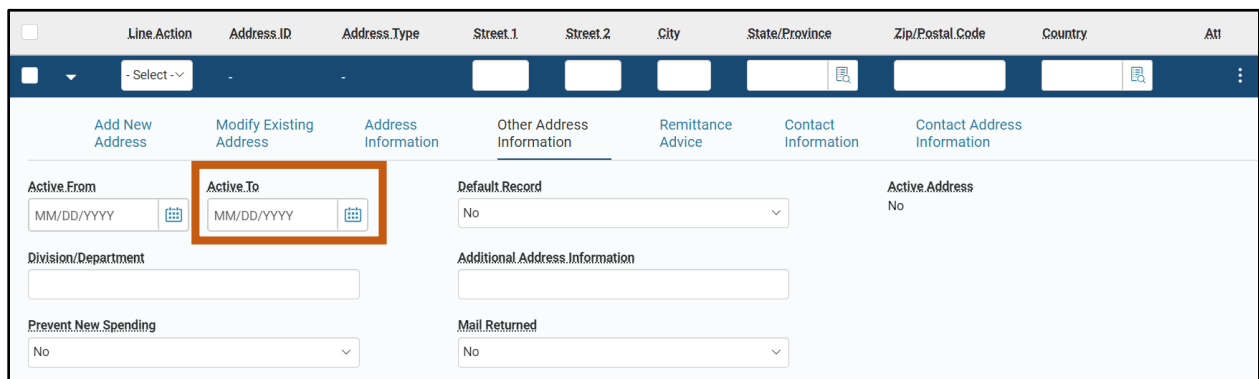## Address – Address Information Section

The Address Information section is used to view additional address information for the existing address ID selected on the Modify Existing Address section. The user cannot update the physical address on this tab and the fields are not editable. The physical address associated with an ID is updated on the Master Address tab.

Address – Other Address Information Section

The Other Address Information section contains address active dates as well as fields to restrict use of the address.

Note: If the address is no longer valid, then the user should modify the active to date for the vendor.
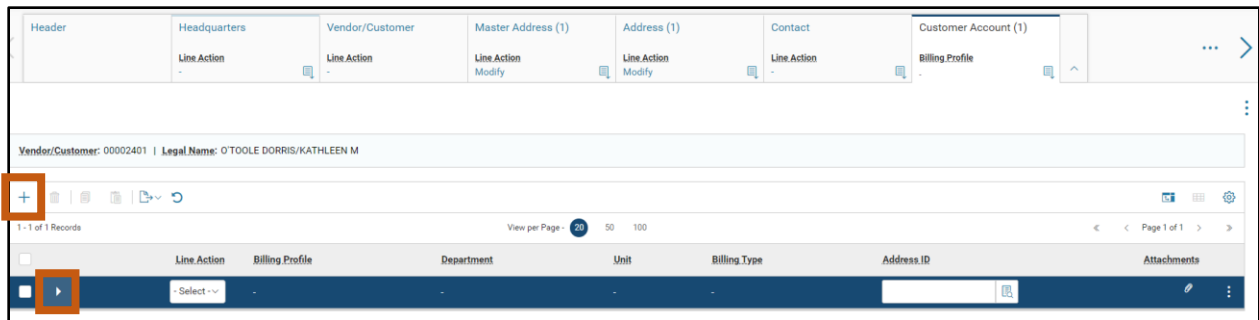

VCM Contact Tab

The Contact tab is used to add a new contact or modify/delete an existing contact for the headquarters record.
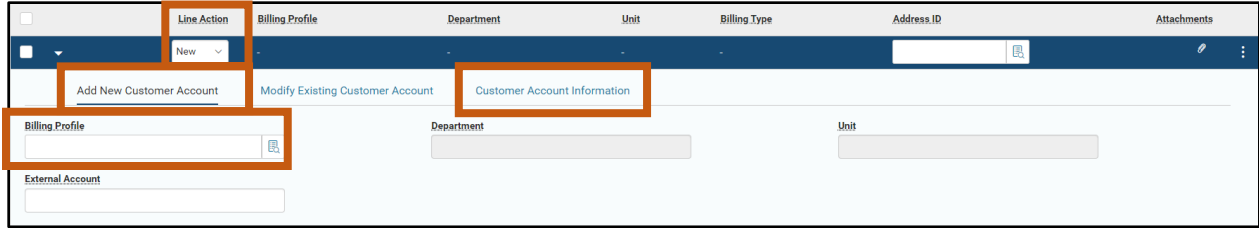
VCM Customer Account Tab

The Customer Account tab is used only when adding information to an existing customer or vendor account. A new Customer Account line can be added to the record by clicking on the "+" icon in the tab level actions section. A blue Customer Account line then generates. Additional sections are available by clicking the Expand caret on the blue Customer Account line.


Customer Account – Add New Customer Account Section

The Add New Customer Account section is used to add a new customer account to the record. A new customer account is added by updating the Line Action in the blue Customer Account line to New, selecting a Billing Profile from the picklist, and completing the Customer Account Information section.

Customer Account – Modify Existing Customer Account Section

The Modify Existing Customer Account section is used to modify or delete an existing customer account. A customer account can be modified by updating the Line Action in the blue Customer Account line to either Modify or Delete, selecting a Billing Profile from the picklist, and completing the Customer Account Information section.
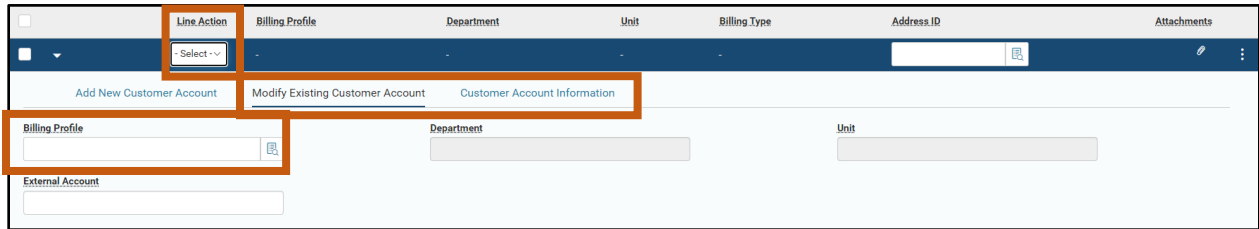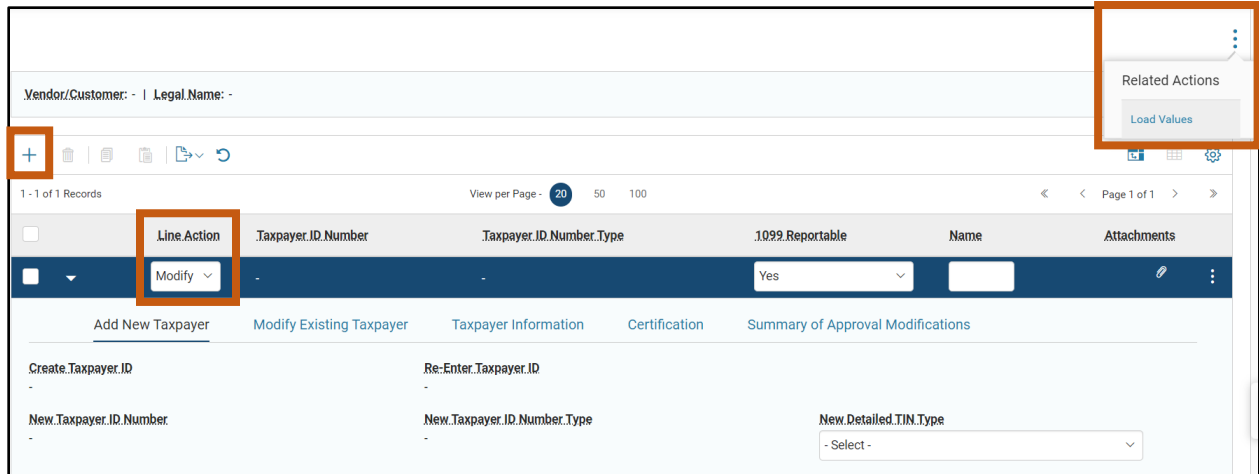

VCM 1099 Reporting Information Tab

The 1099 Reporting Information tab is used to add to or modify existing taxpayer information for the vendor/customer record. A new 1099 Reporting Information line can be added to the record by clicking on the "+" icon in the tab level actions section. A blue 1099 Reporting Information line then generates. Additional sections are available by clicking the Expand caret on the blue 1099 Reporting Information line.
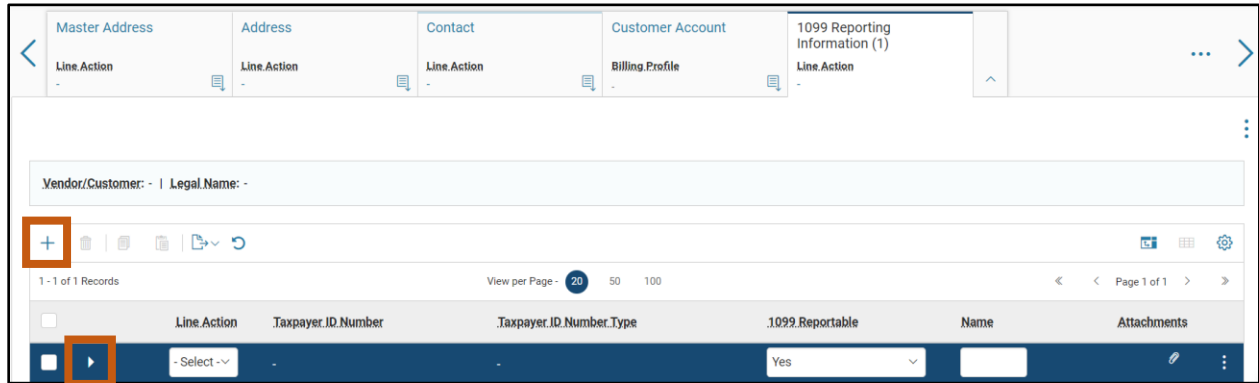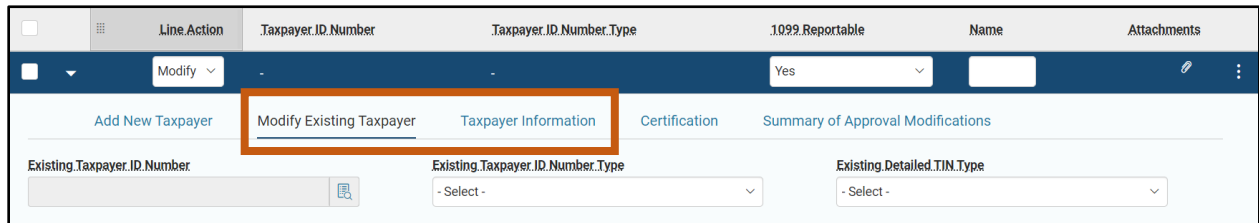

1099 Reporting Information – Add New Taxpayer Section

The Add New Taxpayer section is used to update the legal name for a vendor's 1099 reporting information. To update this information a new line must be added by clicking on the "+" icon in the tab level actions section. On the new line, the Line Action needs to be updated to Modify and Load Values needs to be selected. Load Values is located by clicking the tab 3-dot menu. This section should always match the 1099 address section on the latest W-9 received.

1099 Reporting Information – Modify Existing Taxpayer Section

The TIN that requires modification is selected on the Modify Existing Taxpayer section before navigating to the Taxpayer Information section.

## 1099 Reporting Information – Taxpayer Information Section

When the legal name change is applied to the 1099 reporting information and Load Values is selected, the Names field on the Taxpayer Information section will update.
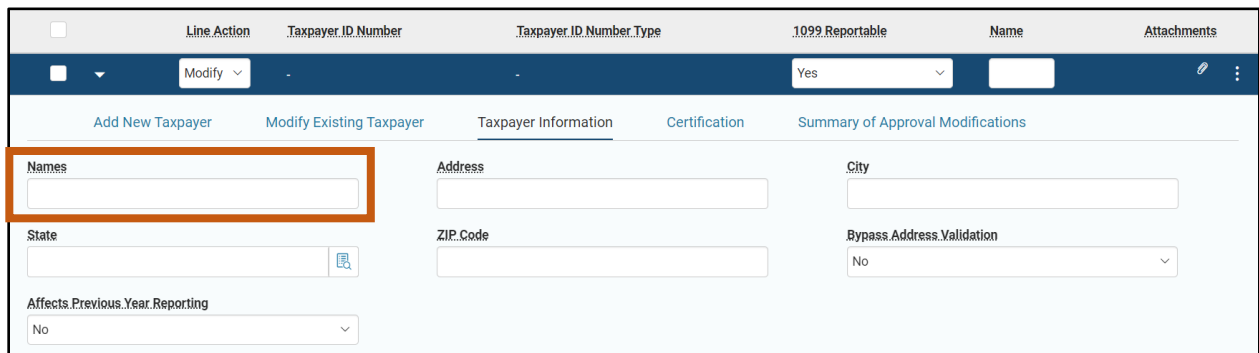
VCM Authorized Department Tab

The Authorized Department tab is used to restrict the use of a vendor to specific departments. Prior to navigating to this tab, the Restrict Use by Department field on the Vendor/Customer tab, Account Indicators section needs to be set to Yes. Then on the Authorized Department tab a user needs to add a new line. On the blue Authorized Department line, in the Line Action field, select New from the drop down menu. Click the tab 3-dot menu and select Load Values. Click the Expand caret on the blue Authorized Departmetn line. In the Add New Department section, select the Department being allowed access to the vendor and enter the user's system User ID in the Authorized By field.

Note: The Restrict Use by Department field will only be used in very special circumstances; almost all vendors should be available for statewide use. For clarification on the proper use of this feature contact vendors@azdoa.gov.
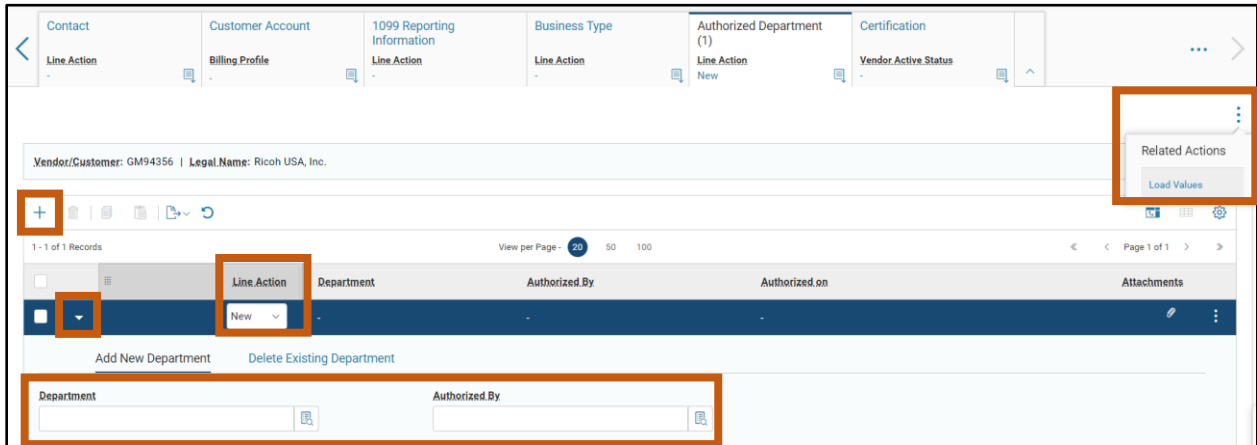
VCM Certification Tab

The Certification tab is used to modify the vendor/customer record certification status as active or inactive and to modify the approval status of the vendor/customer. To modify a vendor/customer record's certification status, insert a new line, click the tab 3-dot menu and select Load Values, and update the Vendor Active Status, Vendor Approval Status, Customer Active Status and Customer Approveal Status fields as needed.

Note: Choose either Vendor or Customer (or both if they are both a vendor and a customer).
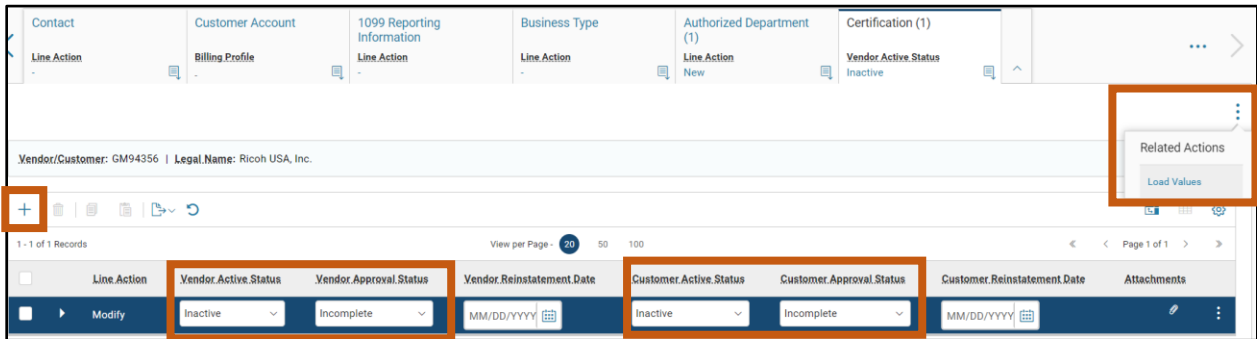
Modify a Vendor/Customer Record

When a request is received to modify the information on a vendor/customer record, the VCUST table can be used to locate the record and create the VCMD1 transaction by clicking the Modify Existing Record link. The most common modifications made to a vendor/customer record are to update an address. This process to modify a vendor/customer address is detailed below but for additional information on vendor/customer record modifications, see the quick reference guide (QRG) **Modify a Vendor** available at https://gao.az.gov/resources/training/gao-training-resources.

Note: Due to the complexity in updating a vendor/customer legal name and/or TINs, users are to email vendors@azdoa.gov to have these changes completed.

Modify a Vendor/Customer Record

Scenario 1.

The State of Arizona wants to purchase 1,000 new laptop computers from the computer manufacturer, Dell. Dell is already an established vendor in AZ360 and requires updates for new address details. Before creating a delivery order, the vendor's new payment address needs to be added. Using the VCUST table, locate the record and create a VCMD1 transaction to make the necessary updates to the account.

Log in to the AZ360 **Home Page**. Navigate to the VCUST table.

1. Complete the steps from the "Create a New VCC Transaction" to navigate to the VCUST table.

Locate the vendor record.

1. In the **Legal Name** field, enter the legal name for the vendor or customer.

2. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

3. Click **Search**.

4. The VCUST table displays the record.

Create a vendor customer modification transaction.

1. Click **the 3-dot** menu of the Vendor/Customer record, click **Related Actions**, and select **Modify Existing Record**. The Create Transaction screen will populate.
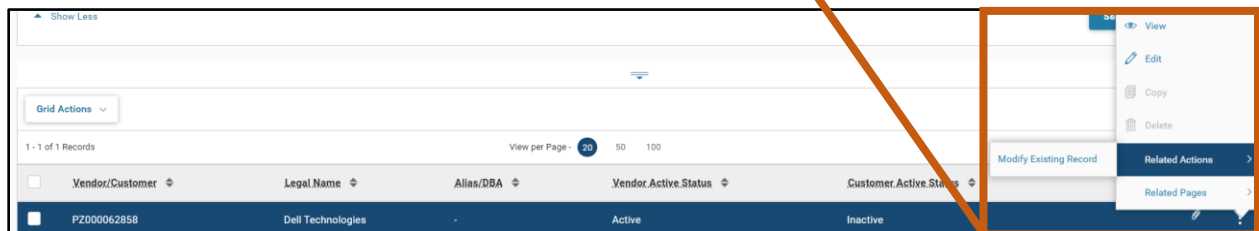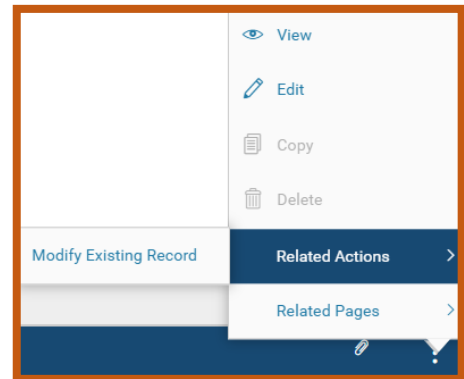
2. On the Create Transaction screen, ensure that the **Target Transaction Code** selected is **VCMD1**.

3. In the **Transaction Dept** field, enter the user's department 3- digit code.

4. Check the **Auto Numbering** check box.

5. A new VCMD1 transaction will generate and opens to the Header tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter a reason for the vendor customer modification transaction. In this scenario, enter *New Address*.

2. Click on the **Address** tab.

Complete the **Address** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **Address** line:

   a. In the **Line Action** field, select **New** from the drop down menu.

b. In the **Street 1** field, enter the street address for the vendor.

c. In the **City** field, enter the address city for the vendor.

d. In the **State/Province** field, enter the state abbreviation for the vendor.

e. In the **Zip/Postal Code** field, enter the zip code for the vendor.

f. In the **Country** field, enter the country for the vendor.

3. Click the **Expand** caret on the blue Address line.

4. In the **Add New Address** section:

a. In the **New Address Type** field, select **Payment** from the drop down menu.

b. In the **Generate Address ID** field, select **Yes** from the drop down menu.

5. Click the **Contact Information** section.

6. In the **Contact Information** section:

a. In the **Generate Contact ID** field, select **Yes** from the drop down menu.

b. In the **Principal Contact** field, enter the name of the primary ordering contact for the vendor.

c. In the **Email** field, enter the email address for the vendor.

d. In the **Contact Phone** field, enter the phone number for the vendor.

Note: The Principal Contact, Email, and Contact Phone fields are mandatory.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Modification of Vendors from Arizona Procurement Portal (APP)

When vendor records are created or updated in APP, an interface transaction (VCMIV1) is created which will update the information in the VCUST table in AZ360. All vendors who are registered in APP must make all of their changes in APP and not directly in AZ360. The only modifications within AZ360 to an APP vendor allowed are to activate the customer side of the profile and to add or update the billing address information.

Research a Vendor/Customer Record

Updates made by modification transactions can be researched on the VCUST and CACT tables.

Research a Vendor/Customer Record

Scenario 2.

After applying an update to a customer account record, verify the change has been made on the VCUST and CACT tables in AZ360.

Log in to the AZ360 **Home Page**. Navigate to the VCUST table.

1. Complete the steps from the "Create a New VCC Transaction" to navigate to the VCUST table.

Locate the customer account record.

1. In the **Legal Name** field, enter the legal name for the customer.

2. In the **Taxpayer ID Number** field, enter the TIN for the customer.

3. Click **Search**.

4. The VCUST table displays the record.

5. Click **the 3-dot** menu of the Vendor/Customer record and select **View** to open the record.

Explore the sections and tabs for the record on the VCUST table.

1. Click on the **Vendor/Customer** tab, click on the various sections to observe the Legal Name, Company Name and other fields related to the status of the vendor. Note that the Last Usage Date reflects the last time the record was used.

2. Click on the **Address** tab.

3. Observe the addresses that appear in the grid. Click on the **Expand** caret on the Address lines to observe when the addresses were added in the system.

Active From
05/09/2023

4. Click on the **Authorized Department** tab. Observe that only 1 department has been authorized to use this vendor.

Note: Restricting a vendor to 1 department has been done for training display purposes only. This configuration is only used in very special circumstances; almost all vendors should be available for statewide use.

Department	Authorized By	Authorized On
ABA	184984	05/09/2023 11:38 AM

5. Click on the **Certification** tab. Observe the values on the blue Certification line.

6. Click **Home** icon to return to the home page.

Navigate to the CACT table and locate the customer record.

1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *CACT*.

4. In the drop down menu that generates, select **CACT Customer Account Options**. The CACT table will generate.
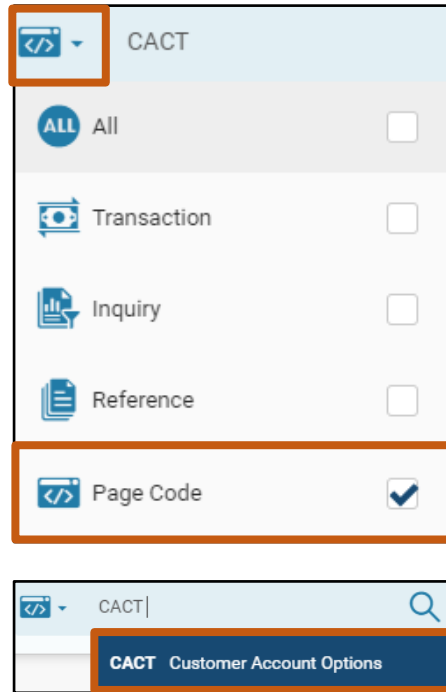
5. In the **Customer** field, enter the code for the vendor.

6. Click **Search**.
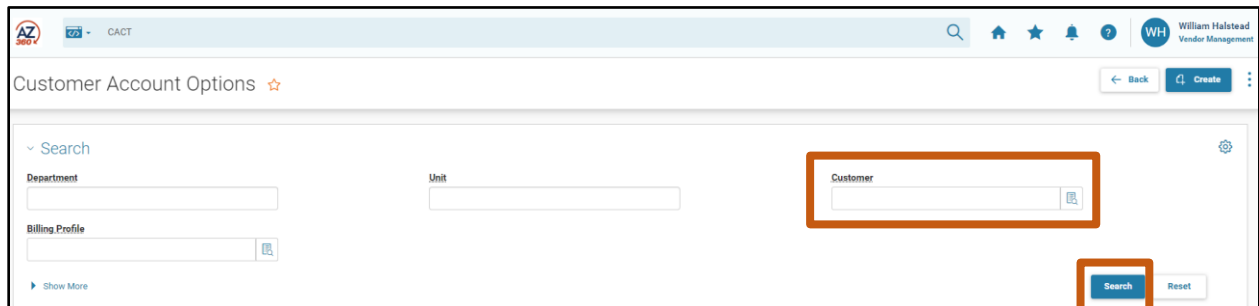
7. Click **the 3-dot** menu of the Vendor/Customer record, click **View**. The Vendor/Customer record will open.
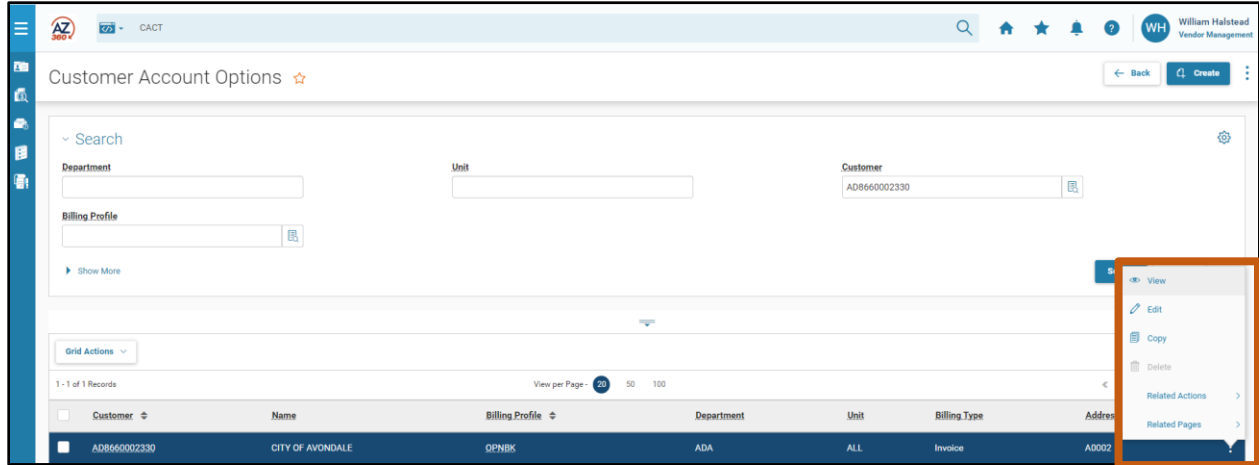
Observe the changes made to the Vendor/Customer record on the CACT table.

1. In the General Information section, observe the various details for the customer record.

2. In the Change Management section, observe the creation and modification details for the customer record.
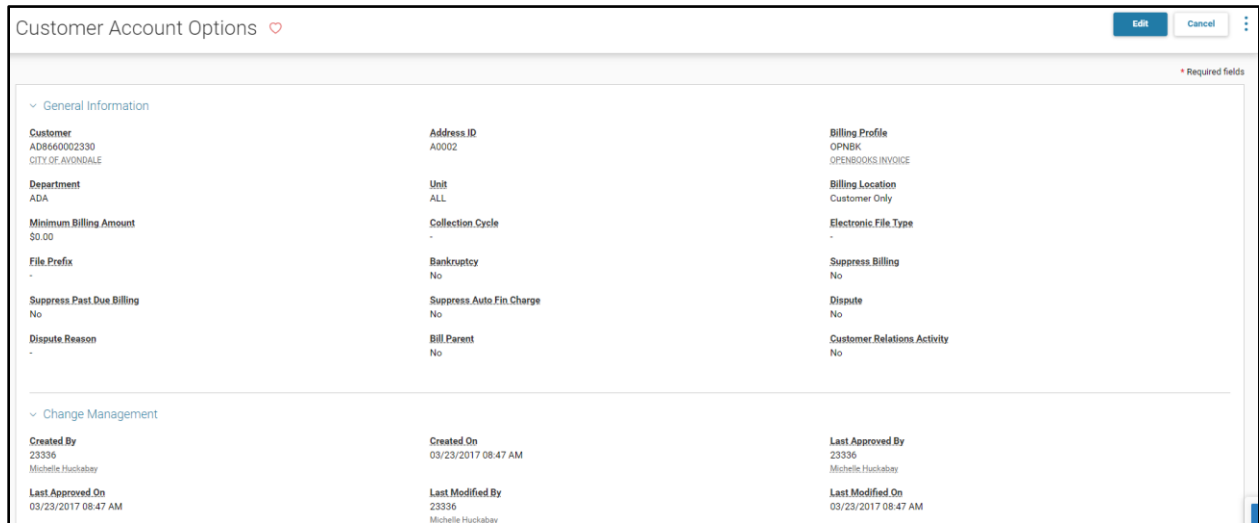
3. Click **Home** icon to return to the home page.

Vendor ACH Data

Section Objectives

In this section, the following process is introduced:

- Identify the vendor ACH/EFT data in the VCUST table.

Section Overview

Vendors can provide original or updated ACH/EFT data to GAO by submitting Form GAO-618 (ACH Authorization) to GAO for data entry on a VCCE1 transaction or VVCME1 transaction. Form GAO-618 is available at https://gao.az.gov/publications/forms.

Note: Only authorized users at GAO are able to use the VCCE1 or VCME1 transactions or see the fields that these transactions update on the VCUST table.

Identify Vendor ACH/EFT Data

On the VCUST table, for a selected vendor, the Vendor/Customer tab's Prenote/EFT section will display the bank account and routing information used for payments. The bank account number will be masked.

∨ Prenote/EFT		
Generate EFT Payment	**ABA Number**	**Bank Name**
No	-	-
Account Type	**Account Number**	**Routing ID Number**
-	-	-
EFT Format	**EFT Format Description**	**EFT Status**
-	-	N/A
Last Status Change	**EFT Status Notes**	
-		

Resource Section

Appendix A – Terminology

Table 1 lists some terms used throughout this manual.

Table 1: Terminology

Term	Description
ABA Number	American Bankers Association number, also known as a bank routing number.
AZ360	Statewide Financial Management System
Electronic Funds Transfer (EFT)	The electronic movement of data between banks which results in a fund transfer between bank accounts.
Global Search	Used to navigate directly to a specific page within AZ360.
Grid	A list of records displayed in a table format. Up to 20 records are typically displayed at one time.
Parent	Also referred to as the Headquarters account, the parent is set up on the VCUST table. The Headquarters or parent represents the legal entity or ownership entity of an organization. Multiple vendors or customers can be associated with one parent.
Record	Individual entries in tables that contain the related information for the entry.
Reference Table	Used to store information within the system.
Taxpayer ID Number (TIN)	The number used by the Internal Revenue Service to identify taxpaying entities.
Vendor/Customer	In AZ360, vendors and customers are established and maintained within the same Vendor/Customer (VCUST) table. A vendor can also be a customer allowing a user to enter information only one time when a particular contact is both a vendor (payable) and a customer (receivable).
Vendor/Customer Code	The unique identifier assigned to the vendor/customer.
Vendor/Customer Creation (VCC) Transaction	A transaction used to add new records to the Vendor/Customer (VCUST) table, 1099 Reporting Information (1099I) table, and the Customer Account Options (CACT) table. The VCC based transactions (e.g., VCCD1, VCCE1, and VCCG1) that are created in AZ360 are routed through workflow for approval. The vendor records created in APP will integrate to AZ360 to create a final VCCIV1 transaction.
Vendor/Customer Modification (VCM) Transaction	The VCM based transaction is used to modify or add to an existing vendor or customer record. This transaction is used to update Vendor/Customer (VCUST) table information, Customer Account Options (CACT) table information, and 1099 Reporting Information (1099I) table information. The VCM based transactions (e.g., VCMD1, VCME1 and VCMG1) that are created in AZ360 are routed through workflow for approval. The vendor records modified in APP will integrate to AZ360 to create a final VCMIV1 transaction.

Term	Description
Vendor/Customer (VCUST) table	The primary repository for vendor and customer information. Records may be defined for use as a vendor, a customer, or both. Records are added to this table through a Vendor Customer Creation (VCC) based transaction and modified through a Vendor Customer Modification based (VCM) transaction. Multiple VCC and VCM transactions are available depending on the user establishing the vendor or customer.

Appendix B – List of Acronyms

Table 2 lists the acronyms used in this manual.

Table 2: Acronyms

Acronym	Definition
1099I	1099 Information Table
ACH	Automated Clearing House
BPRO	Billing Profile Table
CACT	Customer Account Options Table
CUSTA	Customer Account Information Table
DBA	Doing Business As
EFT	Electronic Funds Transfer
GAO	General Accounting Office
RE	Receivable Transaction
TIN	Taxpayer Identification Number
VCCD1	Vendor Customer Creation – Department Transaction
VCCE1	Vendor Customer Creation – EFT Transaction
VCCG1	Vendor Customer Creation – GAO Transaction
VCCIV1	Vendor Customer Creation – Arizona Procurement Portal (APP) Transaction
VCMD1	Vendor Customer Modification – Department Transaction
VCME1	Vendor Customer Modification – EFT Transaction
VCMG1	Vendor Customer Modification – GAO Transaction
VCMIV1	Vendor Customer Modification – Arizona Procurement Portal (APP) Transaction
VCUST	Vendor Customer Table