

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 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.

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 do a VCMD1 later to pay the entity as a Vendor.

Vendors

- State makes payments to Vendors
- ProcureAZ 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

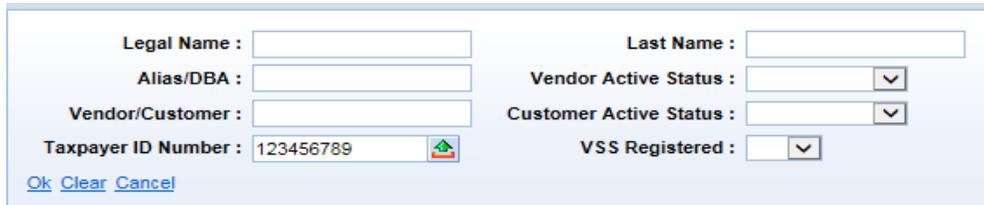
Customers

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

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Procedure - Locate an Existing Vendor/Customer Record

- A. Log into AFIS.
- B. 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.
- C. 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.



Legal Name : Last Name :

Alias/DBA : Vendor Active Status :

Vendor/Customer : Customer Active Status :

Taxpayer ID Number : 123456789

[Ok](#) [Clear](#) [Cancel](#)

2. Click **Ok**. The Vendor/Customer table displays any records matching the search criteria.
- D. If there is a matching result, identify whether the Vendor/Customer is Active as a Customer.
 1. 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 Procedure - Activate a Vendor as a Customer.
- E. If there is no matching result (that is, your Customer does not exist on VCUST), continue below to Procedure - Create a New Customer Record to create a VCCD1 document.

Procedure - 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.
- F. Create a **VCCD1** document from VCUST or the Document Catalog.
 1. At the bottom of VCUST, click **Create New Record** (or enter **VCCD1** in the Jump to field).

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

G. Complete the Header component.

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

H. 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.

- For Org Type **Company**: **Company Name**, **Alias/DBA** (if known).

- For Org Type **Individual**: **First Name**, **Middle Name** (optional), and **Last Name**.

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

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- I. Complete the Address component.
 1. In the Document Navigator, click **Address**.
 2. Under the General Information tab, click **Insert New Line**.
 3. Select **Billing** from the **Address Type** list.
 4. Confirm **USD – US Dollar** as the **Default Currency**.

5. On the Address Information tab, check the **Auto Generate** box.
6. Enter **Street 1**, **Street 2** (optional), **City**, **State/Province**, **Zip/Postal Code**, and **Phone** (optional but preferred). (Add **Country** if other than **USA**.)

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

8. At 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

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on the Contact Address Information tab.

ation | Address Information | Remittance Advice | Contact Information | **Contact Address Information** | Geographic Designation

Street 1: 123 Lucky Street Zip/Postal Code: 85007
Street 2: County:
City: Phoenix County Name:
State/Province: AZ Country: USA

J. Complete the Customer Account component

1. In the Document Navigator, click **Customer Account**.
2. Click **Insert New Line**.
3. Select the appropriate statewide or Department-specific **Billing Profile** from the pick list.
(For instruction on adding a Billing Profile, see [AR - Billing & Collections Training Guide](#).)

General Information | Third Party Options

Vendor/Customer: Address ID: Bankruptcy:
Dept: ALL Suppress Billing:
Unit: ALL Suppress Past Due Billing:
Billing Profile: VDRFC | Suppress Auto Fin Charge:
VENDOR REFUNDS Dispute:
Billing Type: N Dispute Reason:
Collection Cycle:

K. Complete the Certification component to activate the Customer.

1. In the Document Navigator, click **Certification**.
2. Click **Insert New Line**.
3. Change Customer Active Status to **Active**.
4. Change Customer Approval Status to **Complete**.

Certification Status

Vendor Active Status: Inactive Customer Active Status: Active
Vendor Approval Status: Incomplete Customer Approval Status: Complete
Vendor Reinstatement Date: Customer Reinstatement Date:

L. Validate the VCMD1 document.

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

M. Submit the VCMD1 document.

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

The document will route through workflow in Pending status.

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Approval Flow and Common Reasons for Rejection

N. 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 VCMD1 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

Procedure - 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.

A. From the VCUST Certification component, create a **VCMD1** document.

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

The screenshot shows the 'Vendor/Customer' certification form. The left sidebar contains navigation options: Close, Vendor/Customer, Address, Business Type, Service Area, Commodity, Authorized Dept., Prevent Spending, Certification (highlighted), Change Management, and Vendor User Information. The main form area is titled 'Certification' and contains a table with columns for Legal Name, Taxpayer ID Number, and Taxpayer ID Number Type. The table lists 'ARIZONA ENDOCRINOLOGY CENTER PLC' with Taxpayer ID Number '960492799' and Taxpayer ID Number Type 'EIN'. Below the table are navigation links: First, Prev, Next, Last. There are also 'Save' and 'Undo' buttons. The form includes several fields: Vendor ID (VC0000000692), Taxpayer ID Number (960492799), Vendor Active Status (Active), Vendor Approval Status (Complete), Vendor Reinstatement Date, Taxpayer ID Number Type (EIN), Customer Active Status (Inactive), Customer Approval Status (Incomplete), and Customer Reinstatement Date. A 'Change Management' section is visible at the bottom, with a 'Modify Existing Record' button highlighted in a red box.

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

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

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B. 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**.)

General Information | Legal Name Change | Extended Description | Document Information | Rejection Reasons

Vendor/Customer: VC0000003692

Legal Name: PHARMACY SERVICES

Headquarters Code: VC0000003692

PHARMACY SERVICES INC

Document Name: [Empty]

Record Date: [Empty]

Document Description: Activate vendor as customer (test)

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.

C. Complete the Address Information component.

1. In the Document Navigator, click **Address Information**.
2. Click **Insert New Line**.
3. Select **New** from the **Line Action** menu.
4. On the Add New Address tab, select **Billing** for the **New Address Type**.
5. 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.)

Address Information | Total Lines: 1 | Line Action: New | Address ID: A0001 | Address Type: Billing

| Line Action | Address ID | Address Type | Street 1 | City | State/Province | Zip/Postal Code | Principal Contact | Ad |
|-------------|------------|--------------|-----------------|---------|----------------|-----------------|-------------------|----|
| New | A0001 | Billing | 15640 N 28TH DR | PHOENIX | AZ | 85053 | | |

From 1 to 1 Total: 1

Line Action: New

Vendor/Customer: VC0000000692

ARIZONA ENDOCRINOLOGY CENTER PLC

Bypass Address Validation:

Add New Address | Modify Existing Address | Address Information | Other Address Information | Remittance Advice | Contact Information | Contact Address Informa

New Address Type: Billing

New Address ID: A0001

Auto-Generate:

6. To add a completely new Billing Address:
 - Check **Auto-Generate**.
 - Click **Save**; a **New Address ID** is generated.

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- Click the Address Information tab, and fill in **Street 1**, **Street 2** (optional), **City**, **State**, **Zip**, **Phone** (recommended) and **Country** fields.

ss | Modify Existing Address | **Address Information** | Other Address Information | Remittance Advice | Contact Information | Contact Add

Street 1: 123 AFIS Lane
Street 2:
City: Phoenix
State/Province: AZ
Zip/Postal Code: 85603
DUNS:
Country Phone Code: 1
Phone: 602-000-0000
Phone Extension:
County:
County Name:
Country: USA

- D. 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.

- To use an existing Contact, select the Contact from the **Principal Contact ID** pick list.
- 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).

Add New Address | Modify Existing Address | Address Information | Other Address Information | Remittance Advice | **Contact Information** | Contact Address Information

Geographic Designation

Principal Contact ID:
Auto-Generate:
Principal Contact: Jenny Long
Title/Role: President
Permissions:
Authorized Representative:
English Spoken:
Correspondence Type:
Email:
Phone: 520-222-2222
Phone Extension:
Alternate Phone:
Alternate Phone Extension:
Fax:
Fax Extension:
Alternate Fax:
Alternate Fax Extension:

s | Modify Existing Address | Address Information | Other Address Information | Remittance Advice | Contact Information | **Contact Address Information**

gnation

Street 1: 987 Horsehose Lane
Street 2:
City: Tucson
State/Province: AZ
Zip/Postal Code: 85750
County:
County Name:
Country: USA

Create Customer Account and Activate Customer

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

- E. Complete the **Customer Account** component
- In the Document Navigator, click **Customer Account**.
 - Click **Insert New Line**.

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3. Select the appropriate statewide or Department-specific **Billing Profile** from the pick list. (For instruction on adding a Billing Profile, see [AR - Billing & Collections Training Guide.](#))

Information Third Party Options

Vendor/Customer: Bankruptcy:

Address ID: Suppress Billing:

Dept: ALL Suppress Past Due Billing:

Unit: ALL Suppress Auto Fin Charge:

Billing Profile: VDRFD Dispute:

VENDOR REFUNDS Dispute Reason:

Billing Type: N Collection Cycle:

Billing Location: Electronic File Type:

File Prefix:

Central Statement:

4. At the Customer Account Information tab, enter the Address ID that you noted from the Billing Address step.
- F. Complete the Certification component.
1. In the Document Navigation Panel, click **Certification**.
 2. [If there is no Certification line present: Click **Insert New Line**, and click **Load Values**.]
 3. Change the **Customer Active Status** to **Active**.
 4. Change the **Customer Approval Status** to **Complete**.

Certification Status Summary of Approval Modifications

Vendor Active Status: Active

Vendor Approval Status: Complete

Vendor Reinstatement Date:

Customer Active Status: Active

Customer Approval Status: Complete

Customer Reinstatement Date:

Save Undo Insert New Line Insert Copied Line Edit with Grid Load Values

Validate and Submit the Document

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

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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 Training Guide](#).