

Modify a Vendor

This QRG is for Department users who need to make changes to a non-ProcureAZ Vendor in AFIS.

AFIS maintains a single Vendor/Customer (VCUST) table for both Vendors (i.e. entities getting paid by the State for goods or services) and Customers (e.g. entities paying the State for their share of work done by the State). A single entity can be Active as a Vendor, a Customer, or both.

An agency may decide to modify a Vendor/Customer record for one of the following actions:

- Add a new address for a Vendor/Customer
- Correct an error on an existing Vendor/Customer address
- Add or update contact information
- Add or update Organizational information
- Activate a Vendor

Use the Vendor/Customer Modification (VCMD1) document to make these changes—unless the Vendor is from ProcureAZ (Code starts with PZ*). ProcureAZ Vendors *must* be modified in ProcureAZ, by the Vendor or GAO/SPO Vendor Administrator.

Vendor Code Numbering

- PZ* from ProcureAZ
- VC* entered in AFIS
- VC* from Legacy AFIS
- 99999999 from AHCCCS
- XXX99999 from ICA

For other changes, such as updating Legal Name, contact GAO.

The following steps will help guide you through modifying a Vendor/Customer record in AFIS.

Procedure - Locate an Existing Vendor in AFIS

Some vendors have multiple Vendor/Customers records. Follow the steps below to review all existing records for a Vendor Name or Taxpayer ID Number.

- 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 and a “Search” popup window will display.
- C. Search for a matching Vendor 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

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“wildcard” (*) to search with a partial string of the Vendor’s name.

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 is Active and has the correct Address.

1. In the Vendor/Customer component, review the General Information area.

- If Vendor Active Status is **Active** and Vendor Approval Status is **Complete**, then this vendor is available for use.
- If Vendor Active Status is **Inactive** or Vendor Approval Status is **Incomplete**, you will need to activate the Vendor with a VCMD1.

2. At the Address component, check the addresses that exist for this vendor.

Address Type	Street 1	City	State/Province	Zip/Postal Code	Principal Contact
✓ Payment	345 6th Ave	Phoenix	AZ	85007	Barry Farm
Ordering	345 6th Ave	Phoenix	AZ	85007	Barry Farm

3. At the Authorized Dept component, check that the vendor is NOT restricted to a certain department. Any restrictions are listed here.

Department	Authorized By	Authorized on

E. If no results match (that is, your Vendor is not on VCUST), refer to *Create a Vendor in AFIS QRG*.

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F. Create a **VCMD1** document from the Vendor/Customer record.

1. At the Vendor/Customer component, select the Vendor record.

2. At the bottom of VCUST, click **Modify Existing Record**.

3. In the Create Document window, enter **VCMD1** as the Document Code.

4. Enter your Department code as the Document Department.

5. Check the **Auto Numbering** box.

6. Click **Create Document** to open the VCMD1.

G. Complete the Header component.

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

Continue to the sections below to Activate a Vendor, Add a New Address, or Modify a Master Address. Use the Document Navigator on the left side of the screen to move through components of the Document.

Activate a Vendor

- H. Complete the Certification component to activate the Vendor for use.
 1. In the Document Navigator, click **Certification**.
 2. If the Certification line is not showing, click **Insert New Line**. Click **Load Values**.
 3. Change Vendor Active Status to **Active**.
 4. Change Vendor Approval Status to **Complete**.
- I. Attach the W-9 and any other pertinent documentation to the Header component. (See *Getting Started with AFIS Training Guide* for help with attaching documents.)

Add a New Address

Adding a new address versus modifying and existing address:

- An Address ID represents a particular location or PO Box. Each address should only exist once as a Master Address for a Vendor/Customer, although it may be reused as Ordering, Payment, and Billing Address.
- To make minor corrections for spelling or updating Zip Codes, use Modify Existing Address.
- If a Vendor has moved to a new location, use Add New Address.

Always be certain when using Modify Existing Address that the old address information is incorrect. There is a risk that another Department may have a Purchase Order out to the Vendor using the Address you are considering modifying.

- J. 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 drop down menu.
 4. On the Add New Address tab, select the **New Address Type** (e.g., **Payment**).
 5. Check the **Auto-Generate** box. Click **Save** to generate the **New Address ID**, and make a note of it for later entry.

The screenshot shows a software interface for adding a new address. At the top, there is a 'Line Action' dropdown menu set to 'New'. Below it is a 'Vendor/Customer' text input field and a 'Bypass Address Validation' checkbox. A horizontal navigation bar contains several tabs: 'Add New Address' (highlighted in blue), 'Modify Existing Address', 'Address Information', 'Other Address Information', 'Remittance Advice', 'Contact Information', and 'Contact Address'. Below the tabs, there is a 'Geographic Designation' text input field. At the bottom of the form, there is a 'New Address Type' dropdown menu set to 'Payment', a 'New Address ID' text input field with a green checkmark icon, and an 'Auto-Generate' checkbox which is checked.

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- On the Address Information tab, enter **Street 1**, **Street 2** (optional), **City**, **State/Province**, **Zip/Postal Code**, and **Phone** (optional but preferred). (Add Country if other than USA.) Leave other fields blank; contact your GAO liaison if you have questions about their use.

The screenshot shows the 'Address Information' tab with the following data entered:

- Street 1: 123 Lucky Lane
- Street 2: (empty)
- City: Phoenix
- State/Province: AZ
- Zip/Postal Code: 85007
- DUNS: (empty)
- Extended DUNS: (empty)
- CAGE Code: (empty)
- Country Phone Code: (empty)
- Phone: 520-222-2222
- Phone Extension: (empty)
- County: (empty)
- County Name: (empty)
- Country: USA

- If you are using an existing Contact, select the **Principal Contact ID**. If you have new contact information, enter it at the **Contact Information** tab. Check the **Auto Generate** box to create a **Principal Contact ID**, and fill in the **Principal Contact**, **Title/Role**, **Email**, **Phone**, **Phone Extension** and **Fax** fields for whatever information you have.
- If you are adding a new Contact (at the **Contact Address Information** tab), enter the **Street 1**, **Street 2** (optional), **City**, **State/Province**, **Zip/Postal Code** and **Country** if you have it

The screenshot shows the 'Contact Information' tab with the following data entered:

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

- At the Contact Address Information tab, the Contact will inherit the Address from the Address Information tab if you do not enter a separate Address.

The screenshot shows the 'Contact Address Information' tab with the following data entered:

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

- Click Validate to generate the new **Address ID** and **Principal Contact ID** (if new).

If you are using the same address for other Address Types—that is, you just added the new address for Payment and now you want to use the same one for Ordering and Billing, continue with the next steps to copy the Payment Address for re-use.

- Click the **Copy Line** icon for the Payment Address line.

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12. Click **Insert Copied Line** at the bottom of the screen to create a new line with the information from Payment Address.
13. Change the Address Type (i.e., to **Ordering** or **Billing**).
14. Click **Save**. Check the grid to see that the Address ID is the same for both lines. If you did not Validate before copying the first Address, both lines will create separate Address IDs. Avoid adding multiple Address IDs for the same address!

Address ID	Address Type	Street 1	City	State/Province	Zip/Postal Code
A0003	Payment	1234 W McDowell Rd	Phoenix	AZ	85007
A0003	Ordering	1234 W McDowell Rd	Phoenix	AZ	85007

15. If the Vendor is also a Customer, repeat Step J (to copy an address) or Step I (to create a new address); set Address Type to **Billing**.

Modify a Master Address

If a vendor sends you a “change of address notification,” you should add it as a new Address rather than modifying an existing Address. If there is a mistake in an address, such as transposed address number or a new Zip Code has been assigned, you should modify the Address.

- K. Complete the Master Address component
 1. In the Document Navigator, click **Master Address**.
 2. Click **Insert New Line**.
 3. Select **Modify** from the **Line Action** drop down menu.
 4. On the **Modify Existing Master Address** tab, select the **Address ID** from the Pick List.

5. On the Address Information tab, update **Street 1**, **Street 2** (optional), **City**, **State/Province**, **Zip/Postal Code**, **Phone**, and/or **Country** fields as needed depending upon what you’re modifying. Leave other fields blank; contact your GAO liaison if you

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have questions about their use.

Add New Master Address		Modify Existing Master Address		Address Information		Geographic Designation	
Street 1:	145 HARLOW ST	County:		County Name:		Country Phone Code:	1
Street 2:		Phone:	2079478336	Phone Extension:	116	Bypass Address Validation: <input type="checkbox"/>	
City:	BANGOR						
State/Province:	ME						
Zip/Postal Code:	04401						
Country:	USA						

6. Click **Validate** to generate the new Address ID.
7. If needed, use **Copy Line** and **Insert Copied Line** to create matching Payment, Ordering, or Billing Addresses.

Add or Modify a Contact

If Contact information has changed for a Vendor, you can add a new Contact (if it is a new person filling a role), or you can modify an Existing Contact (if the Contact's Title, Phone, Fax, or Email information has changed).

- L. Complete the Contacts component to Add or Modify a Contact.
 1. In the Document Navigator, click **Contacts**.
 2. Click **Insert New Line**.
 3. Select **Modify** from the **Line Action** drop down menu.
 4. On the Modify Existing Contact tab, select the **Contact ID** from the Pick List.
 5. At the Contact Information tab, enter changes to Title/Role, Phone, Email, or Fax.
 6. At the Address Information tab, optionally select an existing Address for the Contact.

Modify the Contact Assigned to an Address

You can change the Contact assigned to an Address at the Address Information component.

- M. Complete the Address Information Component.
 1. In the Document Navigator, click **Address Information**.
 2. Click **Insert New Line**.
 3. Select **Modify** from the **Line Action** drop down menu.
 4. On the Modify Existing Address tab, select the **Existing Address Type** from the drop down menu (e.g., **Payment**), as well as the **Existing Address ID** (select from the Pick List).
 5. On the Contact Information tab, optionally select a different Contact.

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Add New Address	Modify Existing Address	Address Information	Other Address Information	Remittance Advice	Contact Information	Contact Address Information
Geographic Designation						
Principal Contact ID:	C0001		Phone Extension:	123		
Auto-Generate:	<input type="checkbox"/>		Alternate Phone:			
Principal Contact:	Jenny Long		Alternate Phone Extension:			
Title/Role:	President		Fax:			
Permissions:			Fax Extension:			
Authorized Representative:	<input type="checkbox"/>		Alternate Fax:			
English Spoken:	<input checked="" type="checkbox"/>		Alternate Fax Extension:			
Correspondence Type:						
Email:						
Phone:	602-552-5555					

Attach, Validate and Submit

Remember to attach relevant information, such as an updated W-9 to document the changes.

- N. Attach the W-9 and any other pertinent documentation should to the Header component. (See *Getting Started with AFIS Training Guide* for help with attaching documents.)
- O. **Validate** the VCCD1 document.
 - 1. Click on 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.
- P. **Submit** the VCCD1 document.
 - 1. Click on the **Submit** button.
 - 2. Confirm that the document submitted successfully. Note that the document will be handled through workflow and will be Pending Approval.

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Helpful Hints

Help Keep the Vendor File Clean and Accurate

If you see errors in the vendor file, such as spelling errors or information in the wrong fields, please notify the AFIS Vendor Group by emailing Vendors@azdoa.gov, and include screen prints of the errors so that GAO can research and correct the issue.

Adding vs. Modifying a Vendor Address

Do not modify addresses unless you're certain that the address should be changed. Many Vendor/Customers maintain multiple locations; new address information should probably be regarded as an **Add** rather than a **Modify**. We should not make changes to addresses that other state agencies may be using. If you have specific questions on how to modify a vendor record, please write to Vendors@azdoa.gov or contact your GAO liaison.

Creating a Vendor from a Customer Record

If a Vendor/Customer is setup as a Customer initially and later needs to be activated as a Vendor, then a W-9 is required for the VCCD1 to activate the Customer as a Vendor in AFIS.

W-9 Requirement

Attach a W-9 to each VCCD1 document that establishes an active Vendor and each VCMD1 that modifies Vendor information.

Always check the W-9 Received box, and enter the W-9 Received Date:

- On the Account Indicators tab of the Vendor/Customer section of the VCCD1
- On the General Information tab in the Vendor/Customer section of the VCMD1 document.

Search First; Avoid Creating Duplicate Vendor/Customers and Addresses

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.

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.

Further Reference

- See *Getting Started with AFIS Training Guide* for help attaching documents.
- To create a new Vendor record, see *Create a Vendor in AFIS Quick Reference Guide*.
- To update a Vendor as Customer, see *Create a Customer Quick Reference Guide*.