



Overview & Objective – The purpose of this I M & U is to demonstrate adding Customer records and Contacts in the Order Entry or AR Module. This procedure has application to non-Salesforce users.

Framework – A general framework for adding Customer records and Contacts is as follows:

1. **If you are a Salesforce User** please see “I M & U: Adding SF Customer Records.”
 2. **If you are not a Salesforce User** the instructions below apply.
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3. You may wish to maintain your own standards for the Customer IDs OR rely on a system supplied ID (considered a best practice).
 4. Information is **not** overwritten from or to the Intacct <Customer> screen and the Bill To/Ship To Contact records (this occurs **only** during initial uploads). Viz. info will **not** automatically pass in either direction.
 5. Depending on the type of invoice used a selection of multiple Bill To/Ship To Contacts for each Customer may be possible.
 6. If information is maintained in the <Customer> screen, address and other information is NOT required in the <Contact List> screen. However, if multiple Bill To/Ship To Contacts are required these will need to be maintained as separate Contacts in the <Contact List> screen.

Initial Navigation – To navigate to the Customers screen (from the Accounting Console):

1. Go to the Applications dropdown
2. Select the Order Entry or Accounts Receivable Module
3. Under Lists, click on the Customers (link)

Enter Customer Information – The title, “Customers” should appear in the upper left hand corner. Click the [Add] (button) in the upper right hand corner. The title, “Customer Information” should now appear in the upper left hand corner, entry as follows:

1. **<Customer>** (tab) – Besides mandatory fields (designated by red letter titles) information does not need to be entered in the <Customer> (tab) provided that the Bill To/Ship To Contact records are complete, AND a default Bill To/Ship To is selected (see below for both).
- ***ID** – Enter a Customer ID as mandated by your administrator. The protocol for this ID should be maintained identically for each new Customer added to Intacct OR the reference in this field will appear as -- New --, and is system supplied.
 - ***Name** – Enter the Customer name. If you are not using alternate Bill To/Ship To Contact records the information in this field will appear on the top line of the “Bill To” section of the invoice, and therefore should reflect the business or customer you are billing.
 - **One-Time** – Mark the checkbox if the Customer will be used once, or on occasion. The setting will hide the record when viewing the full Customer list, but appear if the “Show One-Time” checkbox is marked.
 - **Last, First, Middle Names** – Information entered into these fields will not appear on the invoice, but may be valuable for the purpose of customer tracking.
 - ***Print As** – This field is populated with information from the “*Customer Name” field (above), but may need to be changed to reflect the “bill to person” at your customer. If you are not using alternate Bill To/Ship To Contact record this information will be reflected in the “Attn:” line of the invoice (2nd line).
 - **Address Information** – Enter the full billing address for your customer. If you are not using alternate Bill To/Ship To Contact records this information will be reflected as the billing address on the invoice.
 - **Email Address** – If you invoice by email you will need to enter an email address for your Customer. If you are using alternate Bill To/Ship To Contact records additional email address fields are available.
 - **Exclude from the Company Contract List** – Marking this checkbox is optional, but not recommended.

- II. **<Additional Information>** (tab) – This screen provides for additional input of Customer attributes.
- **Type ID** – Enter a Customer Type as maintained by your administrator.
 - **Parent** – If the Customer is a member of a hierarchy (has an associated with a parent Customer), select the parent Customer from the dropdown.
 - **Territory ID** – If you are segmenting your Customers by territories, select the applicable territory from the dropdown.
 - **Term** – Enter the terms applied to this Customer
 - **Statement/Invoice Delivery** – If the Customer receives invoices by email mark the “E-mail” radio button otherwise, “Print” (these are default options and can be changed at the time of invoice dispatch).
 - **Taxable** – By default, this checkbox ***should be kept marked*** for purposes of calculating applicable tax.
- III. **<Contact List>** (tab) – This screen is used for toggling between Customer records.
- **Primary Contact** – If your Primary Contact information comes from the <Customer> screen select “Same as Customer,” or if you maintain additional Primary Contact records see below, “Bill To Contact.”
 - **Bill To Contact** – If your Bill To information comes from the <Customer> screen select “Same as Customer,” or if you maintain additional Bill To Contact records see below, “Bill To Contact.”
 - **Ship To Contact** – If your Ship To information comes from the <Customer> screen select “Same as Customer,” or if you maintain additional Ship To Contact records see below, “Ship To Contact.”
- ⇒ When the Bill To/Ship To selections have been made click [Save] (button) (upper right hand corner).

Bill To Contact – The <Contact List> screen allows for association between multiple Bill To Contacts and a single Customer. If billing is correct per <Customer> screen use of “Bill To” Contacts is optional, otherwise proceed as follows:

1. **Category** – In the first Category field enter “BILLING ADDRESS” (all caps)
2. **Contact Dropdown** – After clicking the Contract dropdown and the Add (link), a dialog-box is presented. The title “Contact Information” should appear in the upper left hand corner, entry as follows:
 - I. **<Contact Information>** (tab)
 - **Last, First, Middle Names** – Enter the name of the Bill To recipient (note that this information has replicated itself to the “Suggested Contact Name” and “*Print As” fields)
 - **Company Name** – Enter the Customer Name as would appear on a billing statement.
 - ***Suggested Contact Name** – Delete any prior information duped in this field and Type “B_” and the Customer Name. E.G. If the Customer’s name is “Acme, Inc.” then enter “B_Acme, Inc.”
 - ***Print As** – Delete any prior information duped and **retype the billing name of the Customer.**
 - **Taxable** – By default, this checkbox ***should be kept marked*** for purposes of calculating applicable tax.

II. **<Mailing Information>** (tab) – Add Bill To address information as required.

III. **<Additional Information>** (tab) – Enter an email address in the “Secondary Email Addresses” field as required. This will allow for a specific email address for each Bill To Contact created.

- ⇒ When the Bill To information is complete click [Save] (button) (upper right hand corner).
- ⇒ In the Bill To Contact dropdown (above Contact List), select the newly created Contact from the “Bill To Contact” dropdown.
- ⇒ When the Bill To selections have been made click [Save] (button) (upper right hand corner).

Ship To Contact – The <Contact List> screen allows for association between multiple Ship To Contacts and a single Customer. If shipping is correct per <Customer> screen use of “Ship To” Contacts is optional, otherwise proceed as follows:

1. **Category** – In the first Category field enter “SHIPPING ADDRESS” (all caps)
2. **Contact Dropdown** – After clicking the Contract dropdown and the Add (link), a dialog-box is presented. The title “Contact Information” should appear in the upper left hand corner, entry as follows:

- I. **<Contact Information>** (tab)
- **Last, First, Middle Names** – Enter the name of the Ship To recipient (note that this information has replicated itself to the “Suggested Contact Name” and “*Print As” fields)
 - **Company Name** – Enter the Customer Name as would appear on a shipping statement.
 - ***Suggested Contact Name** – Delete any prior information duped in this field and Type “S_” and the Customer Name. E.G. If the Customer’s name is “**Acme, Inc.**” then enter “**S_Acme, Inc.**”
 - ***Print As** – Delete any prior information duped and **retype the shipping name of the Customer.**
 - **Taxable** – By default, this checkbox ***should be kept marked*** for purposes of calculating applicable tax.
- II. **<Mailing Information>** (tab) – Add Ship To address information as required.
- III. **<Additional Information>** (tab) – Add additional Ship To information as required.
- ⇒ When the Ship To information is complete click [Save] (button) (upper right hand corner).
 - ⇒ In the Ship To Contact dropdown (above Contact List), select the newly created Contact from the “Ship To Contact” dropdown.
 - ⇒ When the Ship To selections have been made click [Save] (button) (upper right hand corner).

Further Instruction & Use – For further information regarding Adding Customer Records contact The NDH Group, Ltd. at 312.461.0505 or on the web: <http://www.ndhcpa.com>.