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Customers

Fund Accounting > Accounts Receivable > Customers

This function maintains the A/R customer information in the Accounts Receivable invoice and receipt entry.

Select your customer and open the customer screen by double-clicking. *Records > Customers > Select Customer*

Menu Buttons

New: Customers may be added manually or by importing a list of customers from a spreadsheet. Contact SGA for assistance in importing.

Edit:

- **This Customer:** Edit a specific customer's information by changing this screen.
- **Merge:** This option merges one A/R customer or just an address into another. It is helpful if the same customer has been added twice. This option will combine everything related to the customers, including invoices and receipts, merging all history into the **to** customer.
  - To merge, select the **from** and **to** customers. Click the search icon to select the customer IDs.
    - If you wish to delete the **From** customer after merging, then check the box to delete the customer after merging.
    - If you wish to merge into a different address under another customer, then uncheck the **Delete** checkbox and use the search icon to choose the Address ID for the **To** customer you wish to merge into.
    - When merging two customers, you will have the option to add the **From** customer address to the **To** customer address as a historical record with an Address ID assigned using the **From** Customer ID.
    - Click **Merge** from the menu in the Merge Customers pop-up box.
- **Global Edit:** Update Customer Status and Type in mass. Under the customer button, insert customer IDs to deactivate or change the status. You can use the paste from Excel function to add all Customer IDs simultaneously.

Delete: To delete a customer, select the customer and click Delete. The system will not allow a customer to be deleted if invoice/receipt transaction history exists.

Attachments: This allows you to attach a file, pdf, document, etc., for this customer.

New Invoice: A shortcut to create a new invoice for a selected customer. The latest invoice may be added to an existing batch or created in a new batch.

New Receipt: A shortcut to create a new receipt for a selected customer. The latest receipt may be added to an existing batch or created in a new batch.

Summary: Visit invoices, receipts, or all receivable summaries.

Detail: Visit invoices, receipts, or all receivable details.

- **Customer Transactions (Summary vs. Detail)**
  - You can browse the invoices and receipts for a customer by going to the Summary or Detail menus. The main difference between the two is that the summary screen shows one line per invoice, while the detail screen shows all lines of an invoice with the G/L accounts and comments. When you select a specific invoice or receipt, you can see the G/L accounts and comments on the summary screen, but in a separate grid at the bottom.
  - **Customer List:** Customers can be printed or exported to Excel from the reports menu. Select a view to display the columns you want to include. You may also filter the list of customers to include (by status). Click the dropdown arrow on Reports to print the list or send it to Excel.

Audit: Any changes to customer information are tracked and can be viewed by selecting the customer and clicking **Audit**. This includes the before/after values, the user, and the date/time a change was made. The audit lists the operation as **Insert** when a new customer is added. Changes are recorded as **Update**.

Reports: Print, Export only visible rows to Excel, or Export all rows to Excel.

Customer Maintenance

This screen allows you to edit, change, and update customer information.

Customer ID: This is a unique number that the system automatically assigns to the customer.

Name: The name of the customer that is displayed everywhere in the system except on printed/emailed invoices. If the customer has a name change, change it here.

Billing Name: The name of the customer to be used on printed/emailed invoices.

Alias: (Optional) Additional customer name that can be used for internal purposes.

Primary Address: This is the customer's address and contact information. A customer can have multiple addresses. When an invoice (or receipt) is entered for a customer, the address ID is also specified, designating where the invoice will be billed.

- **Address ID:** This allows this customer to maintain multiple addresses, such as a billing address, a physical address, etc. You should use **PRIMARY** as the customer address to be included on printed/emailed invoice files. The PRIMARY address will be defaulted on the invoice and receipt entry screens, but a different address may be selected.

- **Contact:** (Optional) Name of contact (c/o or Attn:) to print on invoices.
- **Address:** The address information is printed on invoices.
- **Country:** The Country in which the customer resides. Select country codes also provide a dropdown list of valid State/Province codes.
- **Phone 1 & 2:** Used for internal use only.
- **Fax:** Used for internal use only.
- **Email:** The customer's email address that will be used to email invoices. Multiple emails may be specified with a semicolon ";" and then a space to separate them. (Example: user1@sgasoftware.com; user2@sgasoftware.com).

Status:

- **Active** - Allows invoices and receipts to be entered for this customer.
- **Inactive** - This does not allow invoices or receipts to be entered for this customer.

Customer Type: This is a required field used to help identify customers by type as defined in *Settings > Accounts Receivable > Customer Types*.

Invoice Default AR Type: (Optional) If selected, this will automatically populate as the A/R Type for this customer within the invoice entry. The A/R type dictates the general ledger account to which the invoice debit will be entered. A/R Types are defined in *Settings > Accounts Receivable > A/R Types*.

Invoice Default RV Account: (Optional) If selected, this will automatically populate as the Revenue/Invoice Account within the invoice entry. The account selected here should be the general ledger account to which the invoice credit will be entered.

Default Due Date in _ days: (Optional) Check the box if you would like to set payment terms for this customer and then assign the number of days. This will populate the Payment Terms field within the invoice entry and calculate the Due Date. Default due dates for overall A/R Invoice entry may be defined within *Settings > Accounts Receivable > Entry Options.*

Comments: Interoffice comments specific to this customer. Add new comments using the add icon, edit comments using the pencil, or delete comments using the X delete icon.

Custom Info: This allows you to create custom fields for information you wish to track on all customers. Custom Information fields are defined within *Settings > Accounts Receivable > Custom Information.* SGA can assist you in setting up any custom fields and provide a report on custom fields for all customers.