OMNI AR/Billing: Understanding Customers

Detailed Business Process Guides

Create/Modify Customers (ACUST1)

Billing/contracts staff do not have security to create/modify customers. Customers are maintained by the Controller's Office Auxiliary Accounting staff.

To request additions/changes to a customer record, please fill out the Customer Add/Update Form located on the Controller's Office website. When complete, submit the form electronically to Auxiliary Accounting at ctl-auxiliaryaccounting@fsu.edu. Customer requests are processed within 48 hours.

Important Information:

- Fill out all required fields (indicated by *asterisk)
- If just adding a new contact to an existing customer, use Section 3. Customer Contact Information to indicate the new customer contact's information

Review Customer Information (ACUST2)

Use this tutorial to understand how to review customer information, including customer group, type, and contact information.

Review Customer Information using Queries

Several queries have been created to assist auxiliaries in finding and understanding customer information:

Query Name	**Purpose**
FSU_CTRL_AUX_CUST	Review auxiliary customer information including associated contacts. No prompts; returns all active and inactive customers.
FSU_ AUX_CUST_HIST	Review customer AR and Payment history.
FSU_DPT_AUX_CUST_NO_ACTIVITY	Review active customers with no billing/payment history.
FSU _AUX_CUSTOMER_CONV	Review customer conversations history.

Understanding Customer Type and Customer Group

It is important to understand how FSU uses Customer Types and Customer Groups. Customer Group drives accounting decisions and defaults ranging from payment terms to invoice formatting. Customer Types are simply used for analytics at FSU.

Review the following chart to understand the relationships and definitions of/between these categories of customers.

Customer Group	Customer Type	Customer Type Definition
External	Commercial	Customer is an external business enterprise not operated by government
	Consumer	Customer is individual consumer, not a business, government, or University
	Federal Govt	Customer is a Federal Government agency, branch, department, etc.
	State Govt	Customer is a USA State Government agency, branch, department, public school, etc.
	Local Govt	Customer is a local government agency, branch, department, etc. (county, city)
	Non-Profit Org Non Govt	Customer is a public charity, private foundation, service organization, society, church, museum, etc. and has proof of tax exempt status as a 501(c) non-profit organization
	Non-FSU University	Customer is a University other than FSU
	Faculty / Staff	Customer is individual consumer employed by FSU
	Student	Customer is individual consumer enrolled in FSU seeking education
Internal	User 1	Customer is FSU Dept
Component Unit	Direct Support Organization	Customer is a Component Unit (CU) or Direct Support Organization (DSO) of FSU. Example: FSU Foundation or individual accounts within the FSU Foundation

Create/Review Customer Conversations (ACUST3)

When a conversation of importance takes place with a customer (such as regarding a disputed accounts receivables balance or a resolution to an outstanding issue), a Customer Conversation should be recorded. Customer Conversations will assist central Auxiliary Accounting – Accounts Receivable staff as they research missed, outstanding, and other irregular payment activity and prepare dunning activity.

Customer Conversations can relate to:

- Accounts Receivable Activity, including:
  - Promises to pay (when a payment is late)
  - Disputed transactions
  - Updates or changes to AR activity
  - Inquiries re. AR activity and actions taken to look into activity
  - Any other conversations that could be useful to track at the University level for Auxiliary customers

Customer Conversations should not relate to:

- Sales activity, contract negotiations, or other information specific/useful ***only*** to selling auxiliaries with no University-wide benefit (at this time)

Create Customer Conversations

General Guidelines for using Customer Conversations:

- Conversations can and should include email conversations/electronic communications.
- Check spelling and data accuracy before entering conversations
- Customer Conversations are primarily used for External and Component Unit customers
- If unsure whether a conversation is appropriate for Customer Conversation functionality, please contact ctl-auxilairyaccounting@fsu.edu

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Main Menu > Customers > Conversations > Update Conversations

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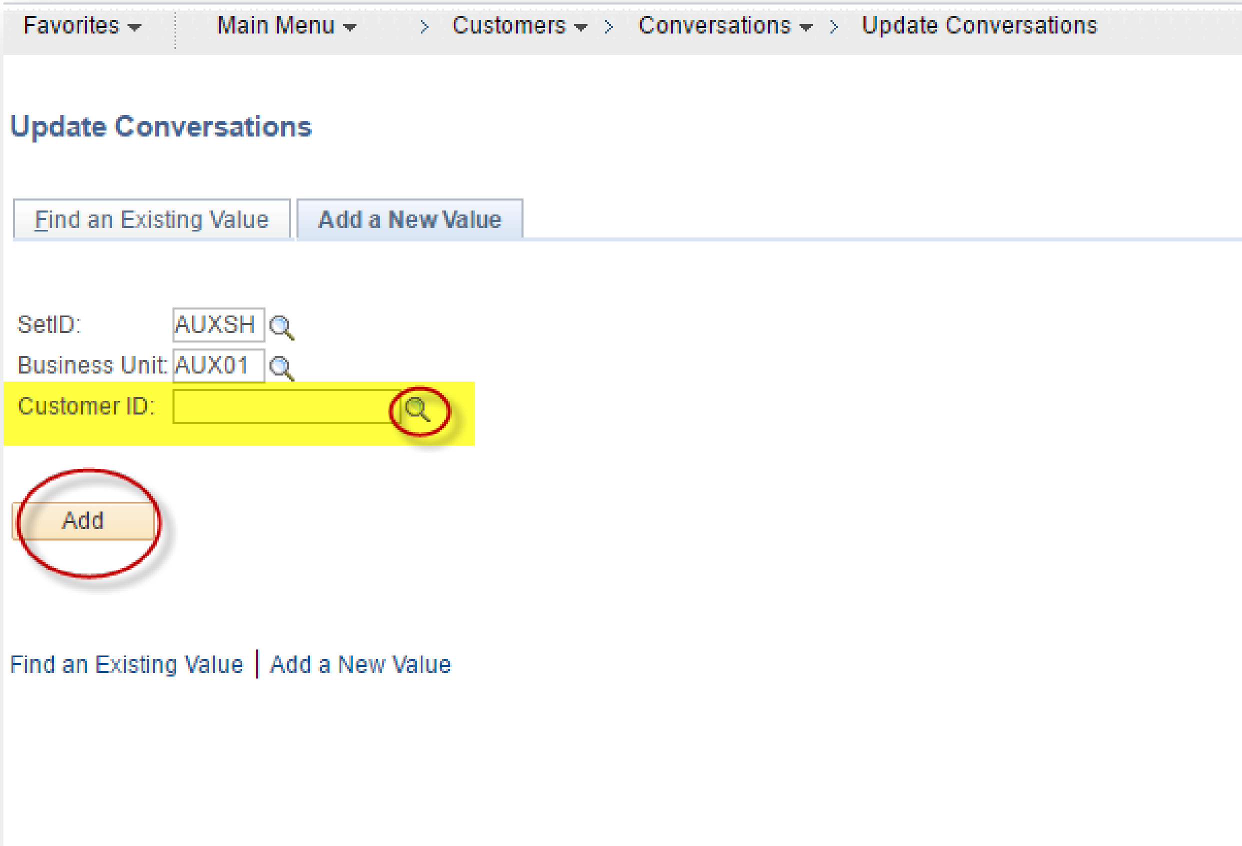
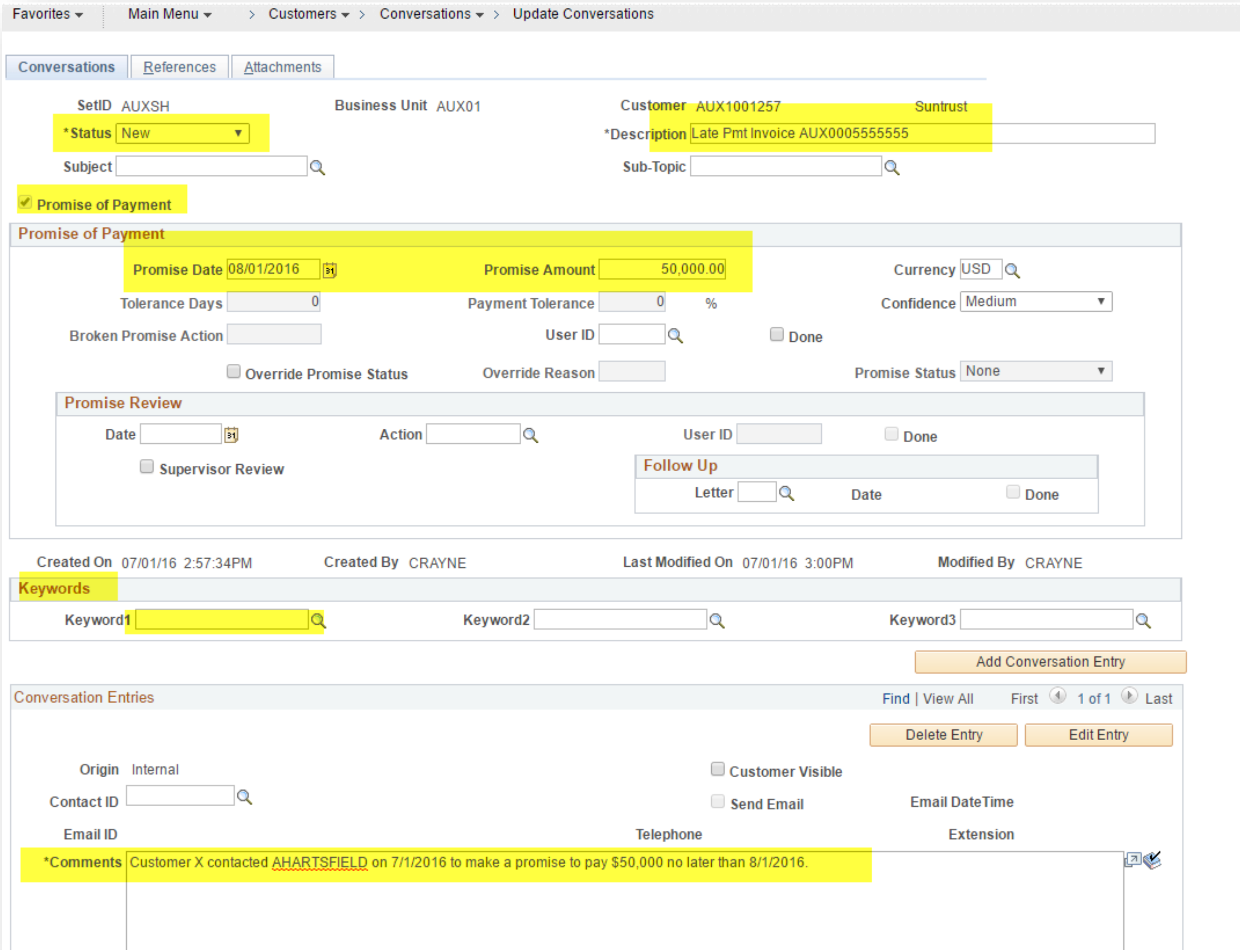
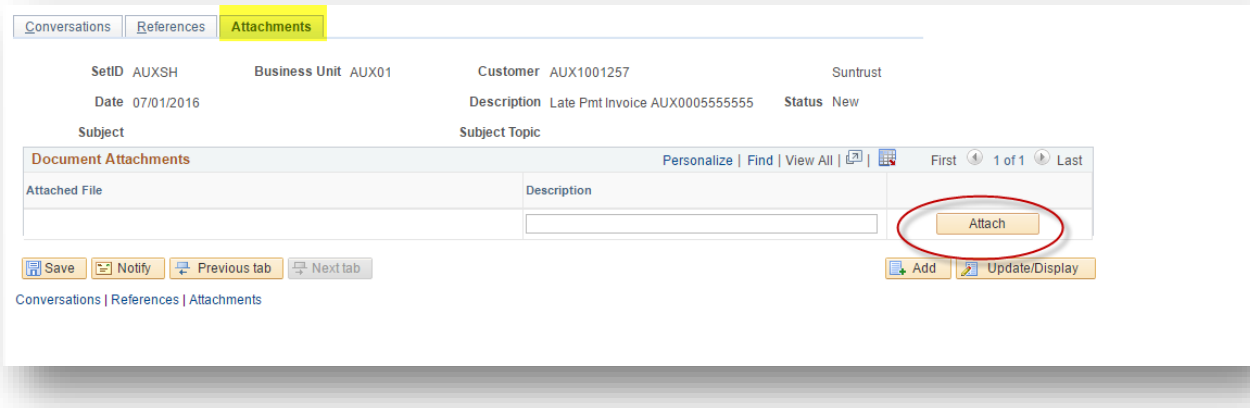
1. Navigate to Main Menu > Customers > Conversations > Update Conversations
2. Select the “Add a New Value” tab and locate your customer
   a. SetID: AUXSH
   b. Business Unit: AUX01
   c. Customer ID: Select magnifying glass to lookup customer; enter search criteria as desired to locate customer
   d. Select the appropriate customer
      i. It may be helpful to positively identify the appropriate customer ID before beginning (such as via query FSU_DPT_AUX_CUSTOMERS)
   e. Select “Add”



3. You will land on the "Conversations" page.
    a. Enter the following fields (Required)
        i. Description: Enter a succinct, helpful description of the conversation
            1. Note: *There is a 32-character limit for this field*
        ii. Promise of Payment: You must check this box *only if* the conversation is regarding a promise to pay (after a due date has passed)
            1. If the Conversation is a Promise, you must enter:
                a. Promise Date (date by which the customer promised to pay)
                b. Promise Amount (amount promised)
        iii. Keyword1: You must enter "DISPUTE" *only if* the conversation is regarding a disputed accounts receivable balance.
    b. Enter Comment details (Enter sufficient, helpful, succinct information regarding the customer conversation including any next steps required to resolve).
    c. Do not use any field not specified above.



4. No action is needed on the "References" tab.
5. Include any attachments with additional/relevant information needed (such as screenshots of emails, etc).
    a. Navigate to the "Attachments" tab
    b. Click "Attach"
    c. Follow the prompts to browse for the file and upload



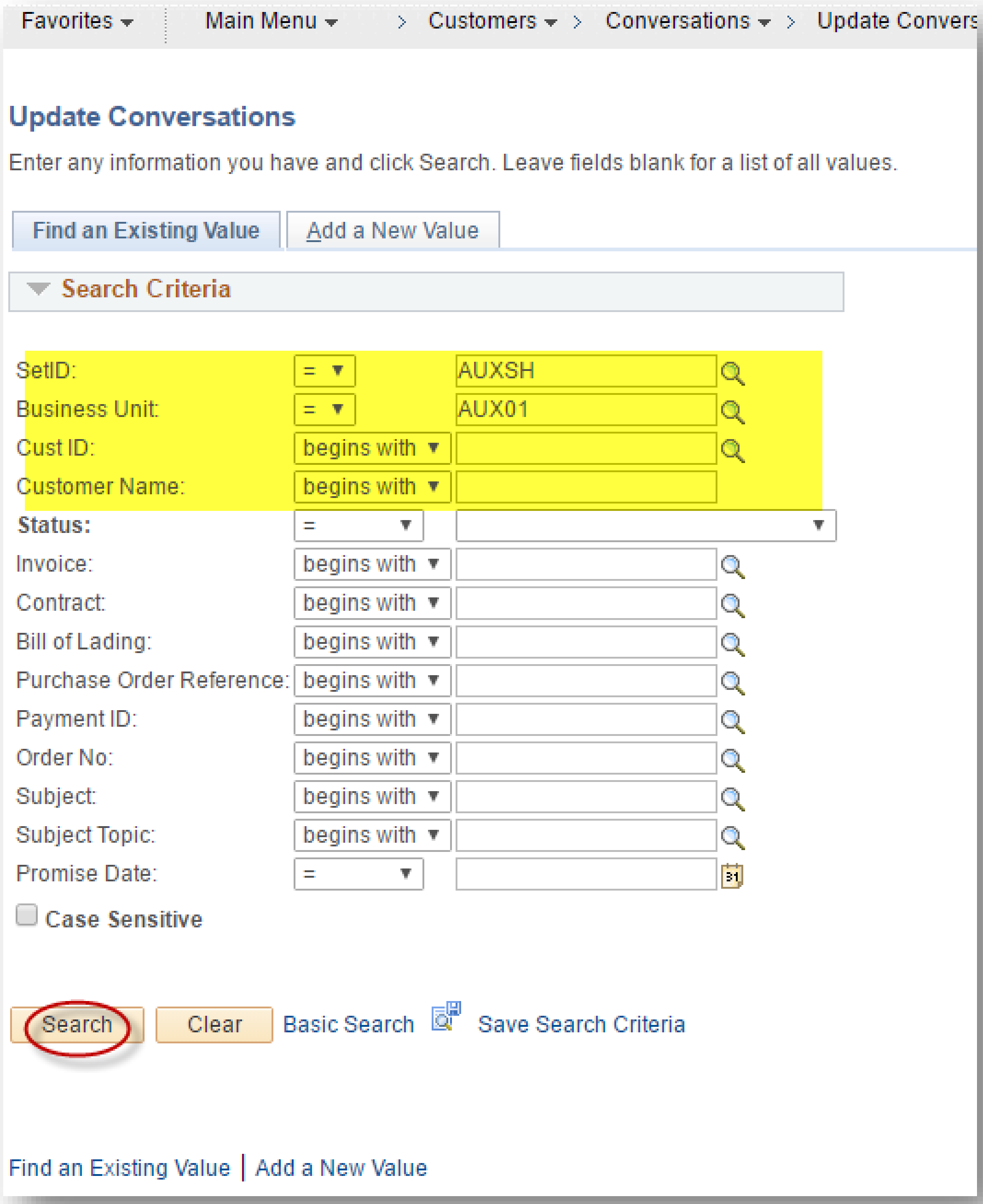
6. Return to “Conversations” tab.
    a. Change Status to “Open” if further action is required.
    b. Change Status to “Closed” if no further action is required.
    c. *Note: Do not leave status in “New.”*
7. Select “Save.”

Review Customer Conversations

To review customer conversations, you may review the query FSU_DPT_AUX_CUSTOMER_CONV or follow the steps below to view the Review Customer Conversations page.

Main Menu > Customers > Conversations > Update Conversations

1. Navigate to Main Menu > Customers > Conversations > Update Conversations
2. On the “Find an Existing Value” tab, locate your customer
    a. SetID: AUXSH
    b. Business Unit: AUX01
    c. Customer ID: Select magnifying glass to lookup customer; enter search criteria as desired to locate customer
    d. Select the appropriate customer
        i. It may be helpful to positively identify the appropriate customer ID before beginning (such as via query FSU_DPT_AUX_CUSTOMERS)
3. Select “Search”



4. Review the information on the Conversations, References, and Attachments tabs as desired.

END
