Finance work instructions

Date:
Status: Version x.x

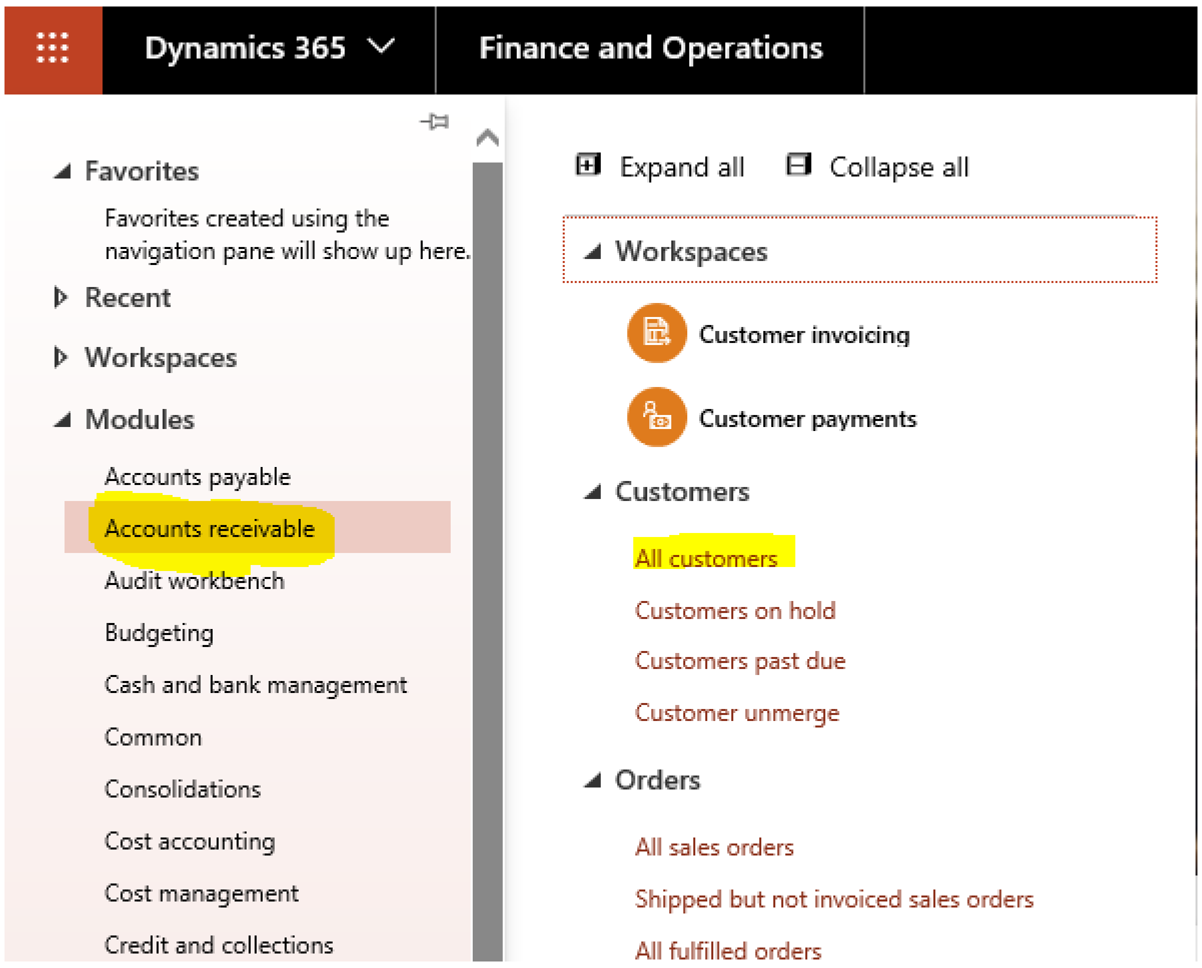
1. Work instructions

1.1. Master Data Management

1.1.2. All Customers

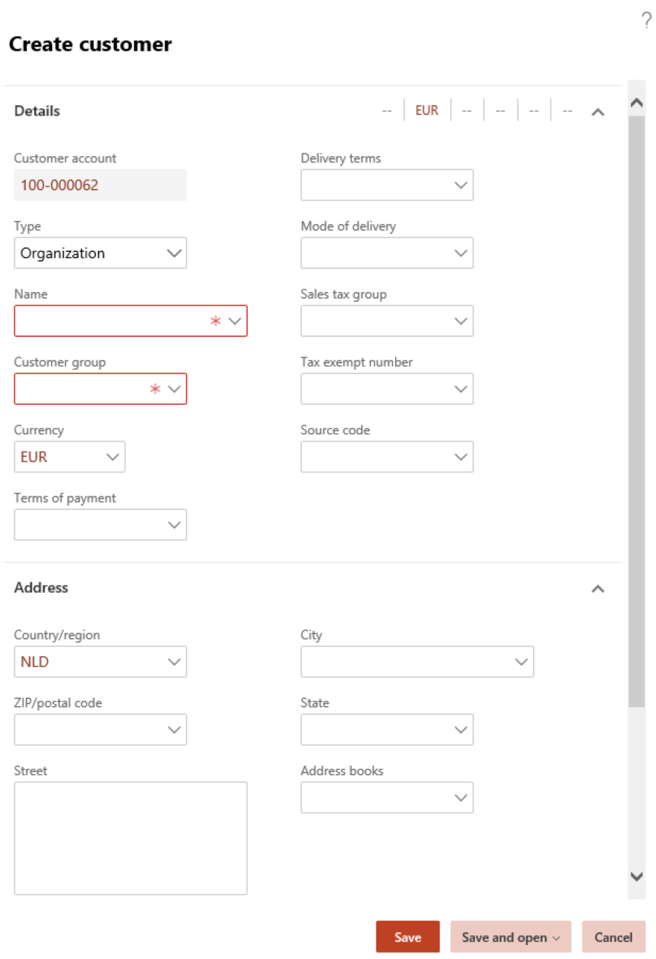
1.1.2.1. Create New Customer

From main menu go to Modules -> Accounts receivable -> Customers -> All customers



Choose "New"

The screen "Create customer" will appear on the right side of the Window. On this pop up we need to enter main data of the customer.



In the default settings only the fields "Name" and "Customer Group" in the tab are mandatory. Both fields work with a dropdown. One you can overwrite and one not.

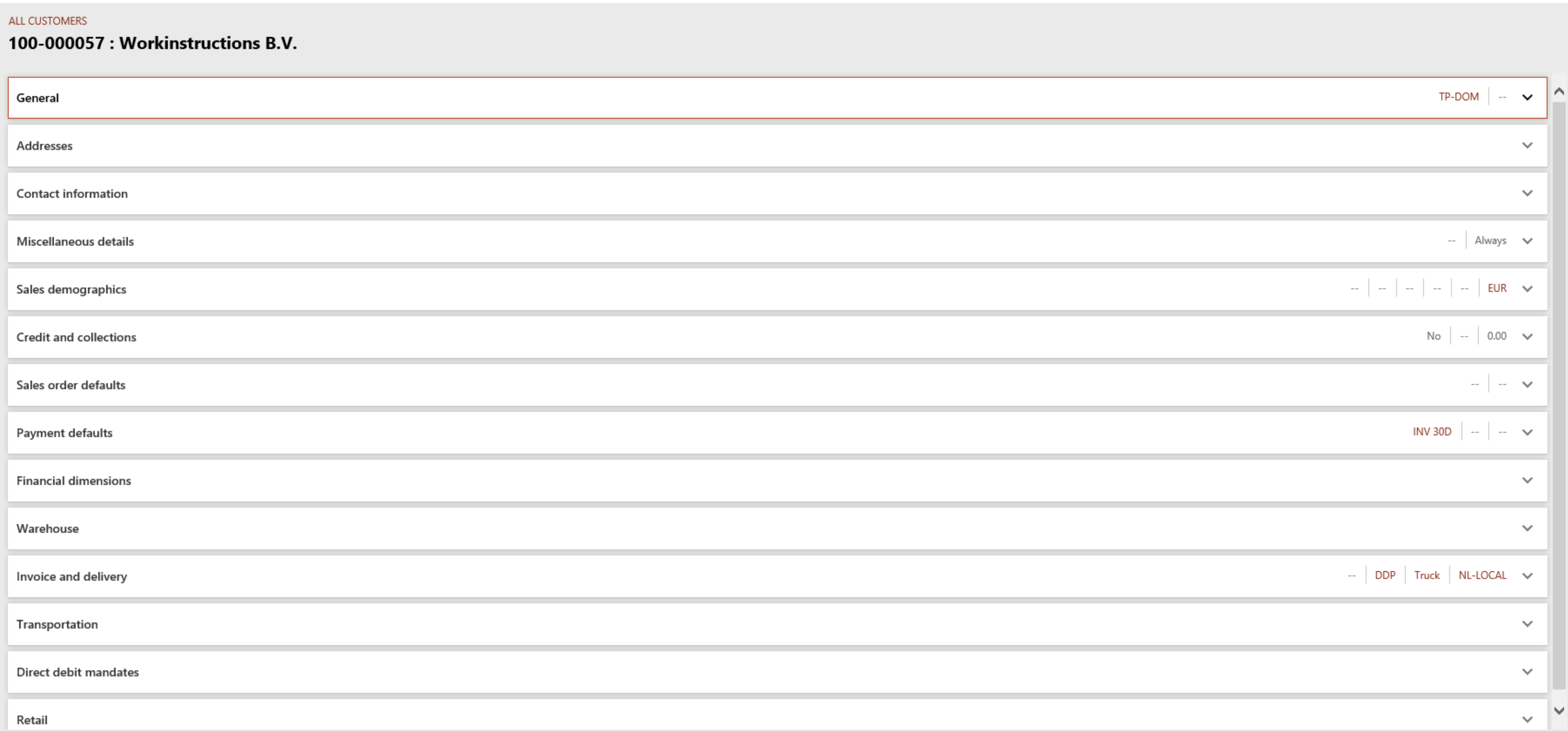
Please fill at least the yellow marked field for each tab.

Field		Exact field
Customer account	This field is automatically filled with a consecutive number.	-
Type	Choose "Organization" or "Person" – Organisation by default	Type of account
Name	The dropdown menu shows all the available contact from the "Global address book" if you enter a name that is not in the address book it will add a new contact.	Name
Customer Group	Please select the correct Customer group from the dropdown list. (TP = Third Party)	-
Currency	Choose correct currency - necessary for currency conversion	Currency
Terms of payment	Choose via dropdown, search or filter	Payment condition
Delivery terms	Choose Incoterm via dropdown, if applicable	"DDP" Shipping via
Mode of Delivery	Choose via dropdown, if applicable	"Truck" -
Sales Tax Group	Mandatory, choose via dropdown	"NL local" -
Tax exempt number	Mandatory, needs to be created. See 1.1.2.5 "Create Tax exempt number"	VAT number
Source code	Not used	Not used

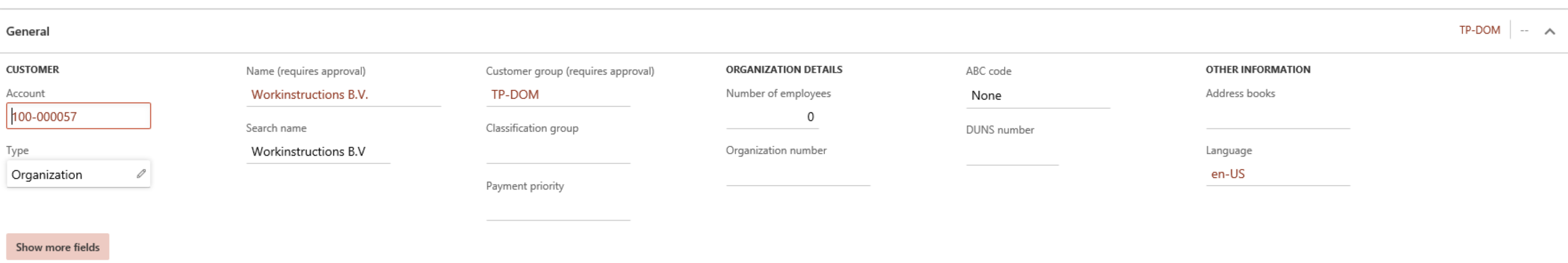
Address and contact information

Field		Exact field
Country/Region		
City		
ZIP / Postal Code		
State		
Street	Enter street and number	
Phone	Please use the following format: +41 1234 56789	
Fax		
Extension		
Email address		

Click on "save" – you will be forwarded to a new window with 14 Tabs. You can open and close the tabs by clicking on the arrow on the right side.



1.1.2.1.1 General

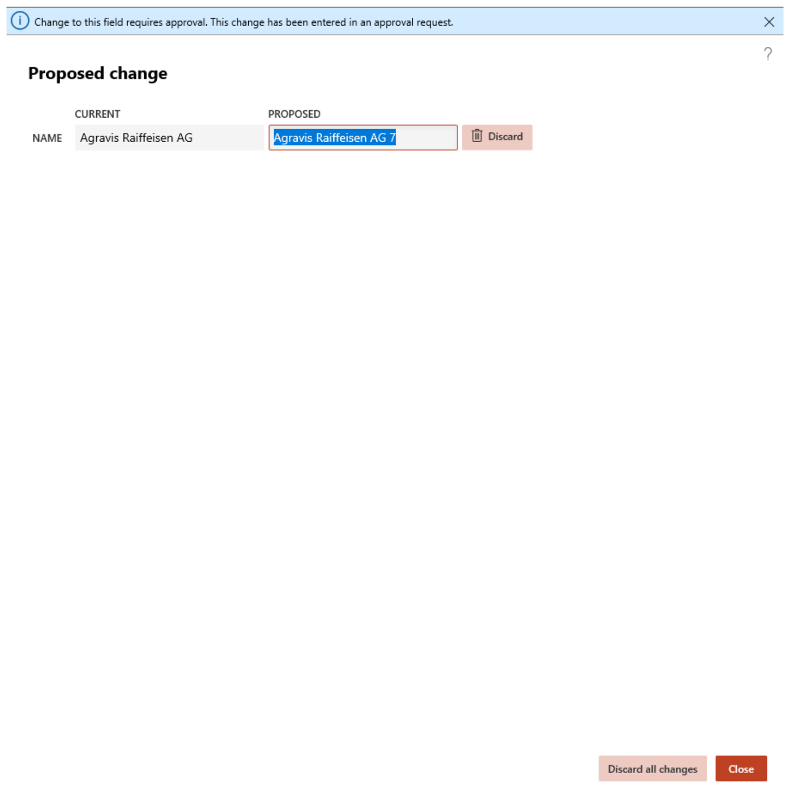


Account		-
Type		Type of account
Name	Change requires approval	Name
Search Name	Can be changed if differs from company name	**-**
Customer group	If changed, an approval is required	**-**
Classification group		**-**
Payment priority		**-**
Number of employees	Not used	**Not used**
Organization number	Chamber of commerce number	Chamber of commerce number – to be collected
ABC Code	Not used	**Not used**
DUNS Number	Not used	**Not used**

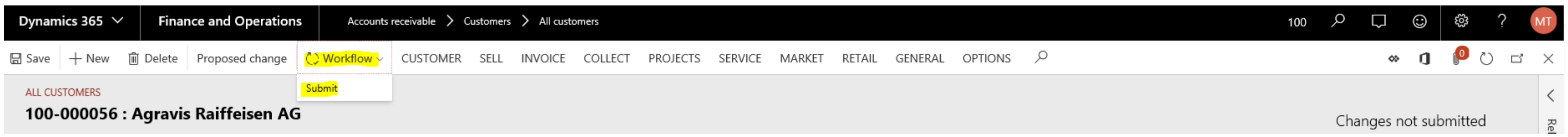
Address books	Not used	**not used**
Known as	Former exact debtor code	**Debtor code**
Phonetic name	Not used	**Not used**
Language	Select language, mandatory for all kind of communication	**En-US by default**

Change requires approval

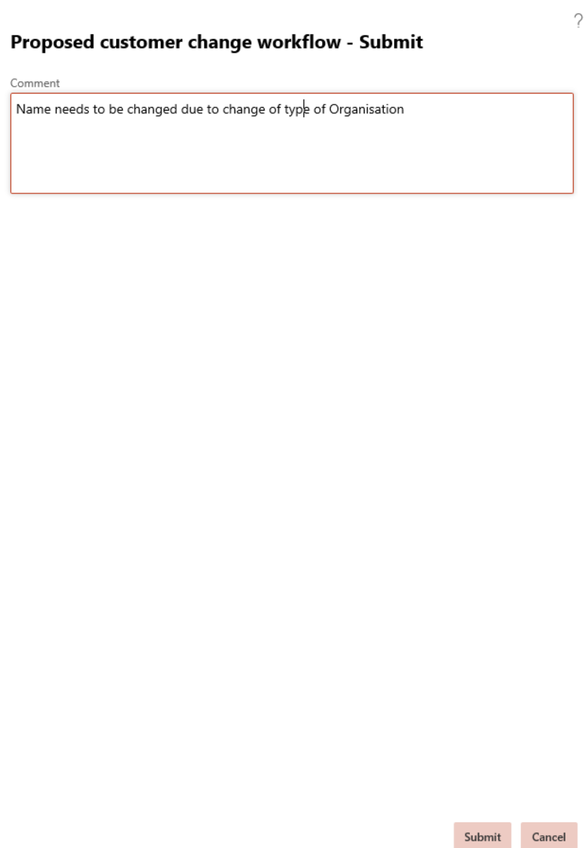
If a field is changed which requires an approval, the requested change will be automatically added to a defined workflow. The change will appear in a pop up window on the right side of the screen as "Proposed Changes". Close the window to get back to the details page



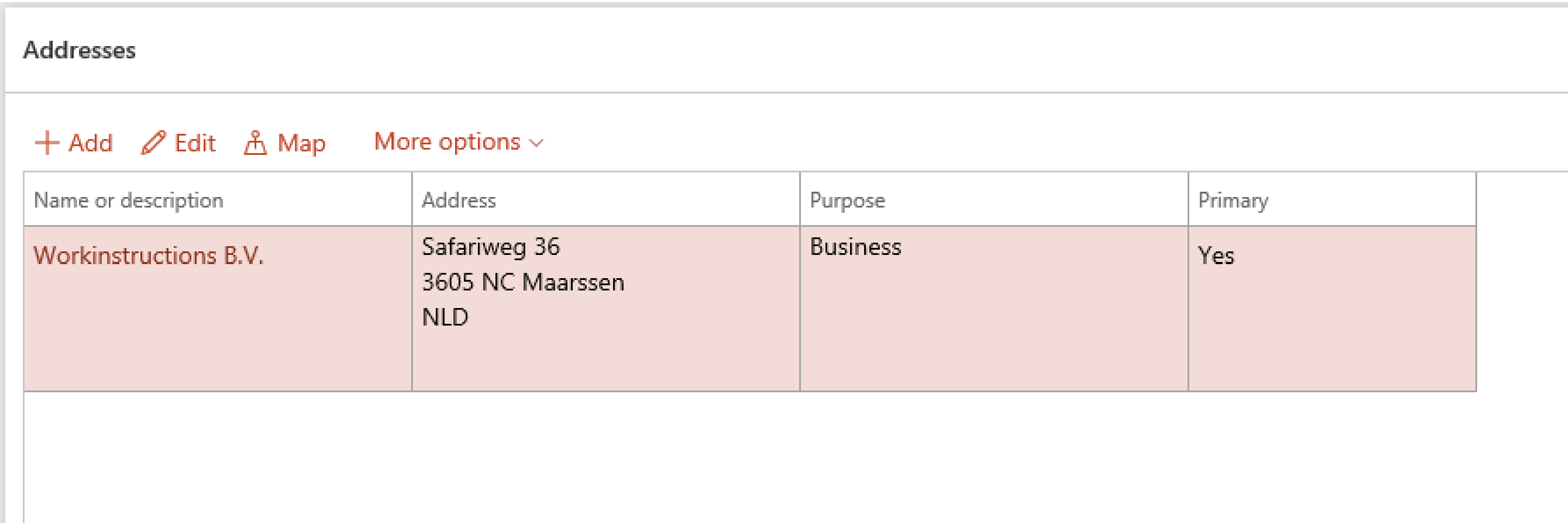
To submit the workflow click on "Workflow" -> "Submit" in the top menu



You will be asked to enter an optional comment, click "Submit" to submit the workflow. Changes will be made automatically after approval.



1.1.2.1.2 Addresses

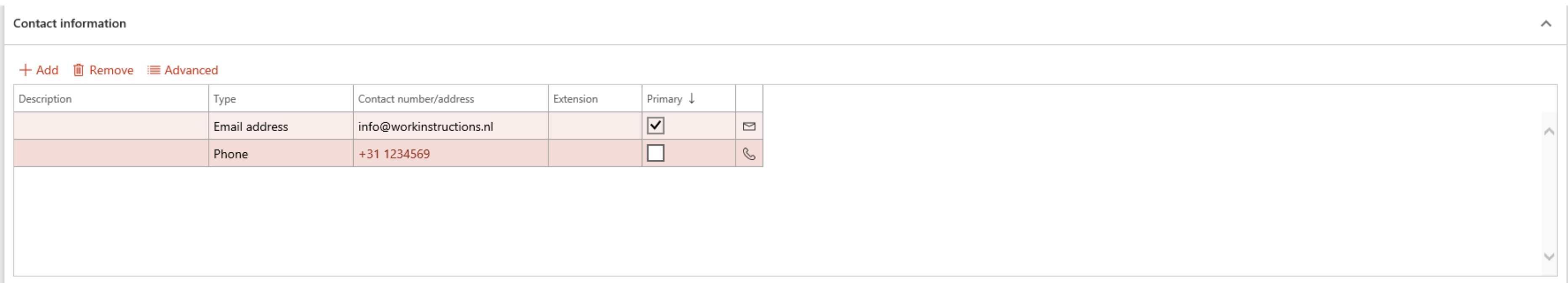


An additional address can be entered if this customer uses different addresses for delivery, invoicing or as main business address. If no other address is used, no additional address needs to be entered. See 1.1.2.8 "Add addresses to customer"

Field		Exact field
Name/Description		
Purpose	Choose via Dropdown	
Country		
ZIP / Postal Code		
Street	Enter street and number	
City		
Primary address	Select "yes" if it is the main address – "No" by default	
Private	Select "yes" if it is the main address – "No" by default	
Primary for country/region	Select "yes" if it is the main address – "No" by default	

1.1.2.1.3 Contact information

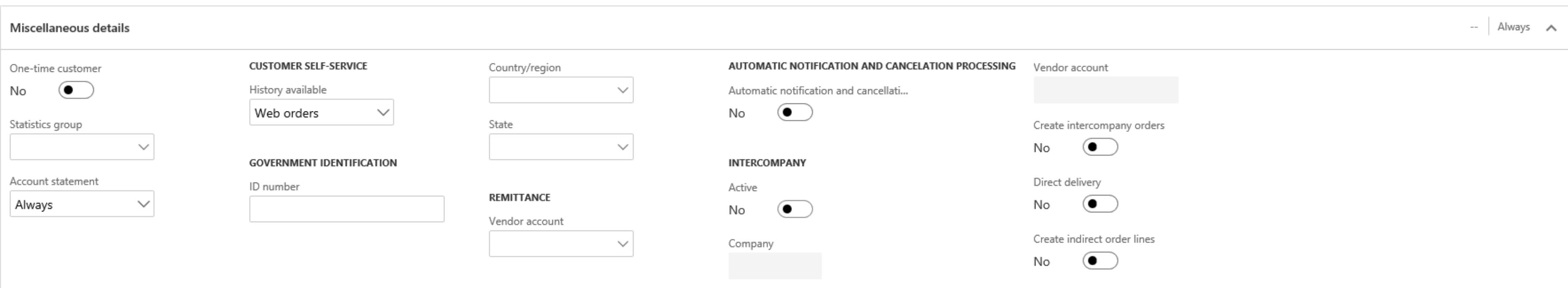
General contact information, additional information can be added. Mandatory for print setup.



Field		Exact field
Description	Name of contact (Customer name)	
Type	How to contact – choose via dropdown	
Contact number/address	Mail, phone number… Mail address mandatory for invoice accounts if invoice by mail is used	

1.1.2.1.4 Miscellaneous details

Miscellaneous details are not mandatory (?)

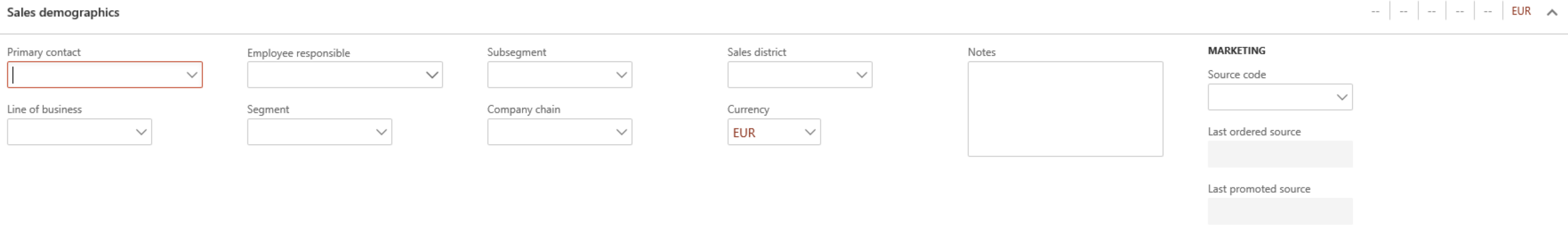


One-time customer	Not used	**Not used**
Statistics group	Choose via dropdown	**-**
Account statement	Choose via dropdown – depends on kind of account "always" by default	**Print debtor statement**

History available	Not used	-
ID Number	Siren No? – FR?	
Country/region		
State		
Vendor account		
Automatic notification and cancellation	No – not used	
Intercompany Active	No – based on classification	**ICC/IC1/IC2**
Company	-	
Vendor account	-	
Create intercompany orders	No	
Direct delivery	No	
Create indirect order lines	No	

1.1.2.1.5 Sales demographics

Sales demographics are not mandatory but can be helpful for reporting reasons.



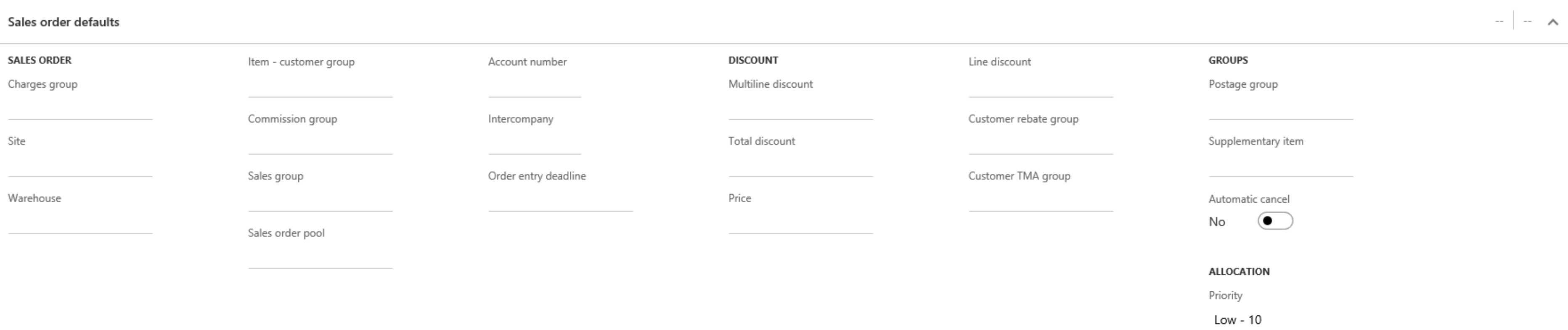
Primary contact	Optional, needs to be created. See 1.1.2.6 "Create new Primary contact"	-
Line of business	Not used	-
Employee responsible	(Key) Account Manager/Sales manager/…	Representative
Segment	Optional for reporting, needs to be created	SuperCentrale – FR
Sub Segment		Groupment – FR
Company chain		
Sales district		Sales region
Currency	Prefilled with main currency	Currency
Notes	Not used	Not used
Source Code		
Last ordered source	To be filled by the system, if applicable	
Last promoted source	To be filled by the system, if applicable	

1.1.2.1.6 Credit and collections

Credit and collections details will be updated by finance department (FSSO)

Invoicing and delivery on hold	See 1.1.1.7 "Block or release customer"	
Mandatory credit limit	Yes / No – Yes by default - change requires approval	
Credit rating	If provided by credit insurance - change requires approval	
Credit limit	change requires approval	Credit line
Collections contact		
Default write-off reason		
Exclude interest charges	Yes / no - change requires approval)	
Exclude collection fees	Yes / no - change requires approval)	

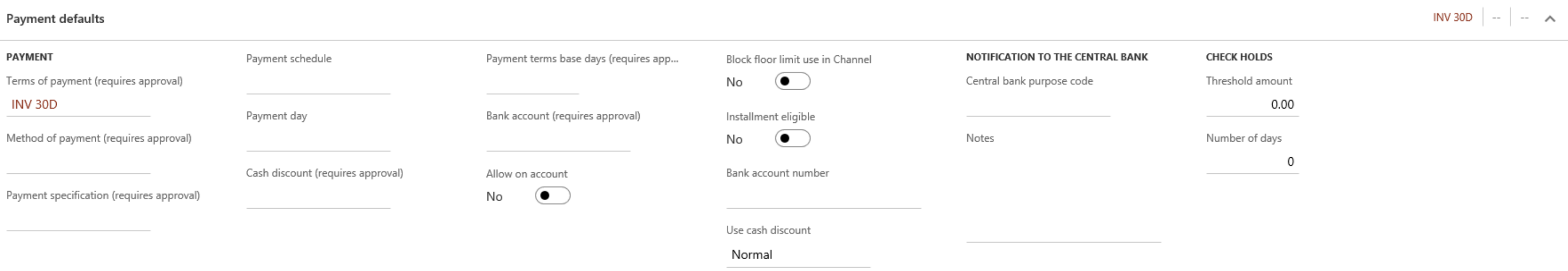
1.1.2.1.7 Sales order defaults



Charges group	Allocate an existing rebate or charge group to customer – see creating a charge group	-
Site	Allocate a standard site to the customer = company number – default value	-
Warehouse	Allocate a standard warehouse to the customer	-
Item – customer group	Allocate a list with customers item details	-
Commission group	Not used	
Sales group	Not used	
Sales order pool	Allocate customer to a sales order pool, grouping of sales orders	
Account number	Our supplier number at customers side	Supplier code at customer
Intercompany	Automatically filled (?)	

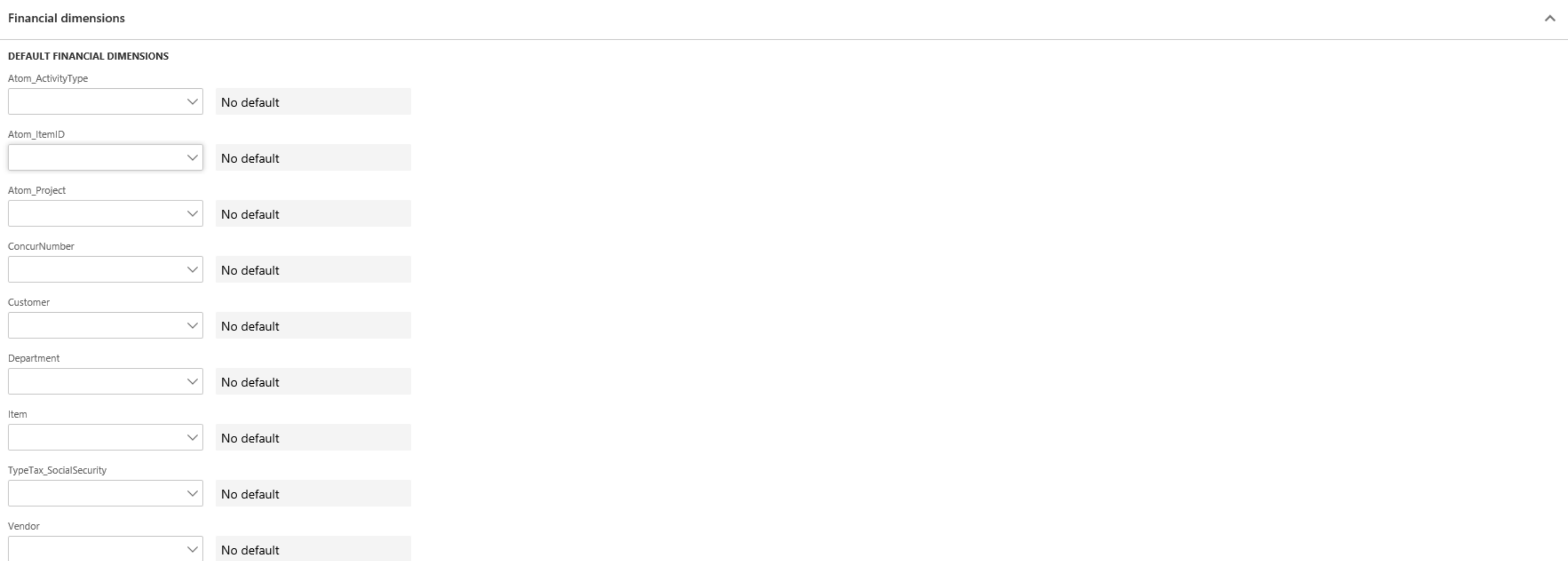
Order entry deadline	Not used	Not used
Multiline discount	Allocate customer to pricelist / trade agreement	
Total discount	Allocate customer to pricelist / trade agreement	
Price	Allocate customer to pricelist / trade agreement	
Line discount	Allocate customer to pricelist / trade agreement	
Customer rebate group	Allocate rebate group – if applicable	
Customer TMA group	Not used	
Postage group	Not used	
Supplementary item	Not used	
Automatic cancel	Not used	
Priority	Not used	

1.1.2.1.8 Payment defaults



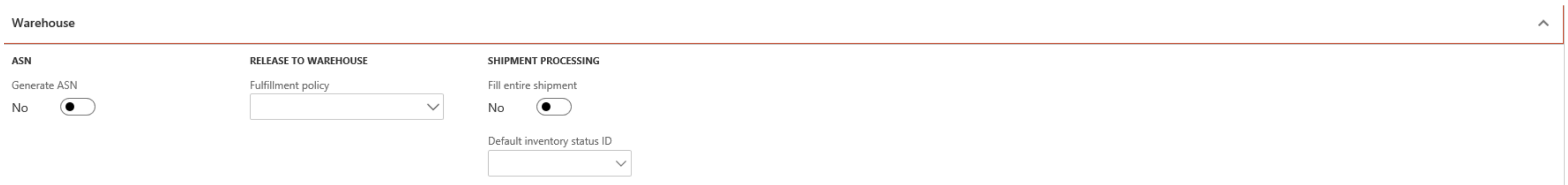
Terms of payment	Choose via dropdown (change requires approval)	Payment condition
Method of payment	Choose via dropdown (change requires approval)	
Payment specification	Choose via dropdown (change requires approval)	
Payment schedule	Choose via dropdown	
Payment day	Choose via dropdown	
Cash discount	Choose via dropdown (change requires approval)	
Payment terms base days		
Bank account	Needs to be created – see 1.1.2.7 “Create Customer bank account”	
Allow on account	Yes / no – No by default	
Block floor limit use in Channel	Yes / No - Not used	
Installment eligible		
Bank account number	Automatically filled by the system	
Use cash discount	Choose via dropdown Always = Cash discount will be used even if the payment date is exceeded Normal = Cash discount will be used if applicable (by default) Never = No Cash discount even if applicable	
Central bank purpose code	Not used	
Notes	Free text field for notes regarding payment	
Threshold amount	Not used	
Number of days	Not used	

1.1.2.1.9 Financial Dimensions



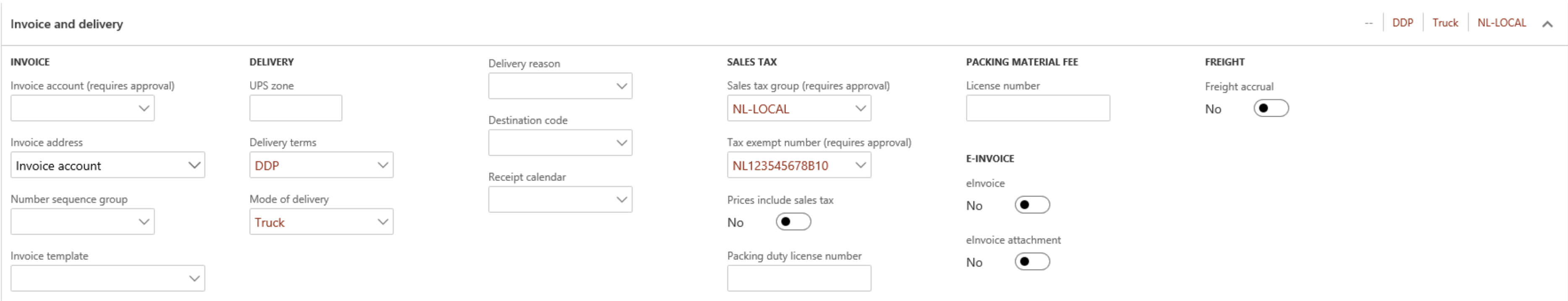
Atom_ActivityType	Not used for customer master data	
Atom_ItemID	Not used for customer master data	
Atom_Project	Not used for customer master data	
ConcurNumber	Not used for customer master data	
Customer	Mandatory – choose customer account number via Dropdown or fill it manually	
Department	Not used for customer master data	
Item	Not used for customer master data	
TypeTax_SocialSecurity	Not used for customer master data	
Vendor	Not used for customer master data	

1.1.2.1.10 Warehouse



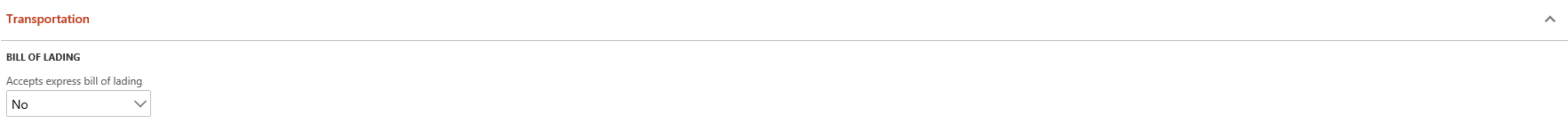
Generate ASN	Not used for customer master data	
Fulfillment policy	Not used for customer master data	
Fill entire Shipment	Not used for customer master data	
Default inventory status ID	Not used for customer master data	

1.1.2.1.11 Invoice and delivery



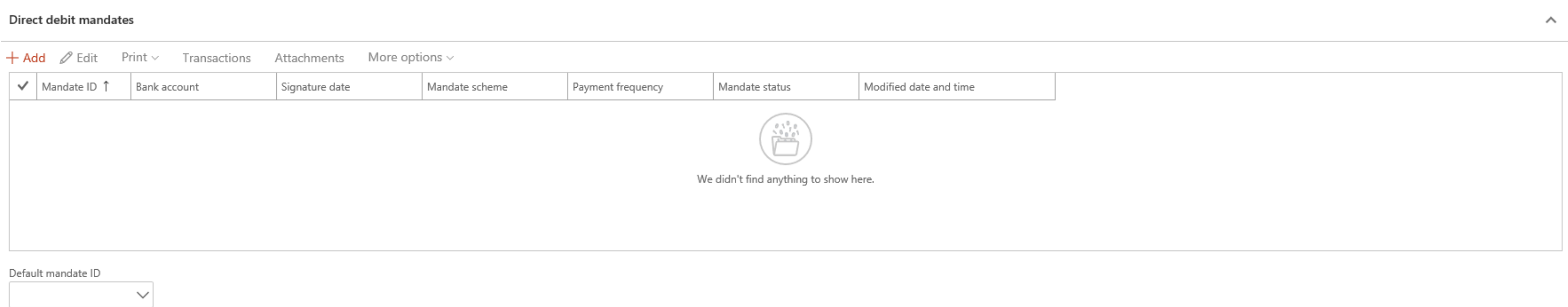
Invoice account	Allocate customer to an Invoice account – change requires approval	Invoice debtor
Invoice address	Address used from invoice or order account	
Number sequence group	Not used for customer master data	
Invoice template	Choose available invoice template via dropdown	
UPS Zone	Not used	
Delivery terms	Standard delivery term, not mandatory	
Mode of delivery	Standard mode of delivery	
Delivery reason	Not used for customer master data	
Destination code	Not used for customer master data	
Receipt calendar	Default:	
Sales tax group		
Tax exempt number	Mandatory, needs to be created. See 1.1.2.5 “Create Tax exempt number”	
Prices include sales tax	Yes/no - Not used in customer master data	
Packing duty license number	Not used in customer master data	
License number	Not used in customer master data	
eInvoice	Yes/no - Not used	
eInvoice attachement	Yes/no – not used	
Freight accrual	Yes/no – not used	

1.1.2.1.12 Transportation



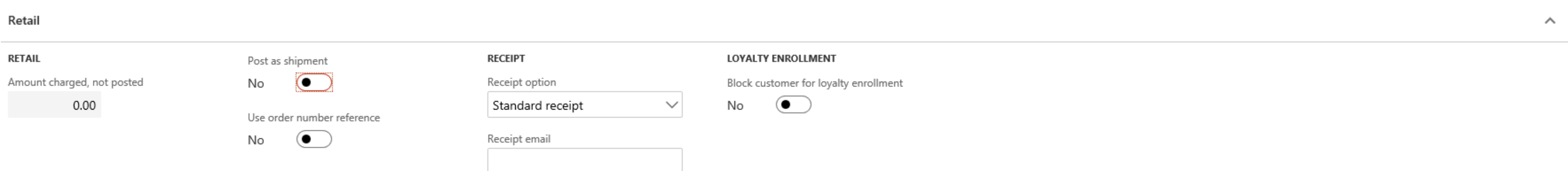
Accepts express bill of lading	Not used	

1.1.2.1.13 Direct debit mandates



Direct debit mandate	See 1.1.2.8. – “create customers direct debit mandate”	Finance / FSSO
Invoice address	Address used from invoice or order account	
Number sequence group	Not used for customer master data	

1.1.2.1.14 Retail



1.1.2.2. Block Customer

How to release a Customer

1.1.2.3. Release Customer

How to release a Customer

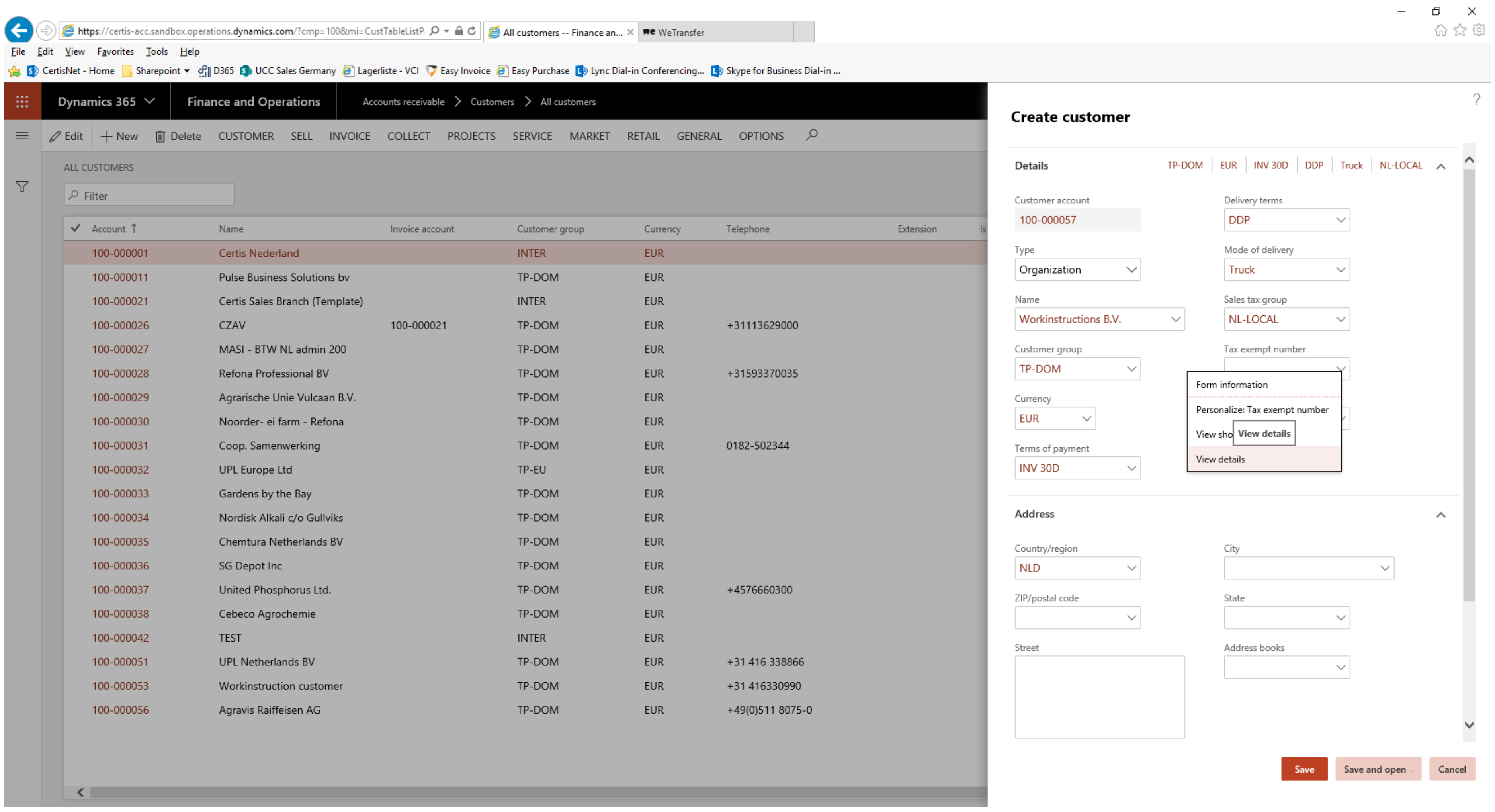
1.1.2.4. Change Customer

Go to "All Customer" like mentioned above. Click on "Edit".

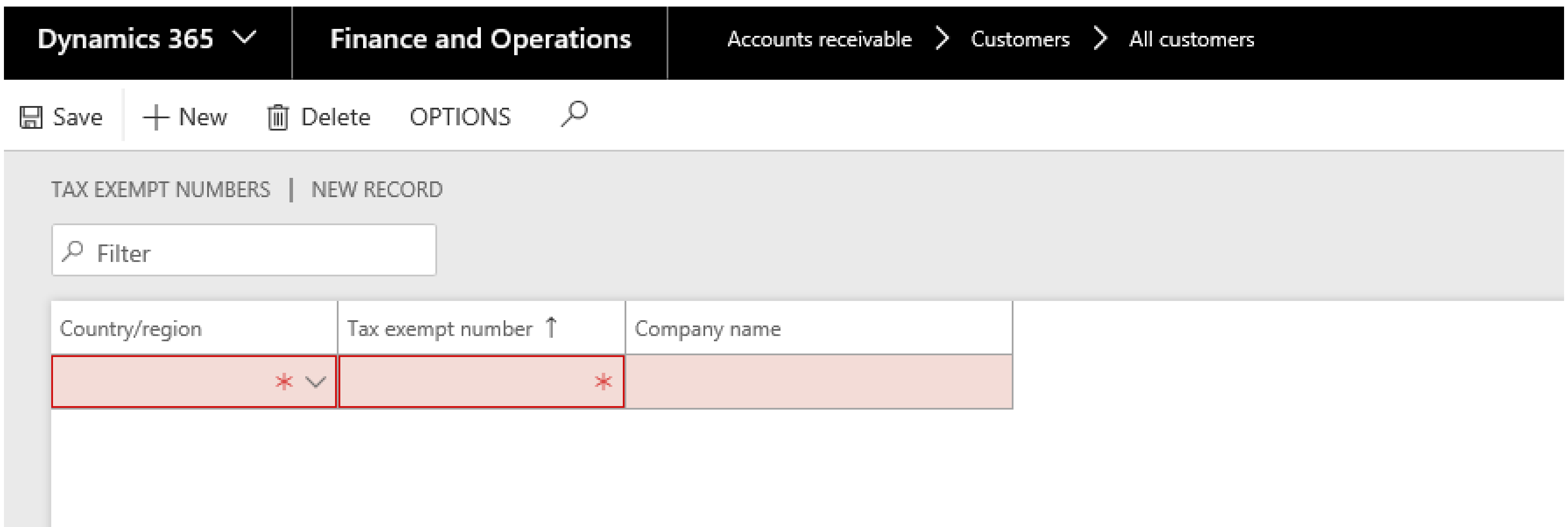
1.1.2.5. Create Tax exempt number

How to create a Tax exempt number

Right click on the arrow next to the field – then click on "View details"



A new window opens – click on "New"



Tax exempt number

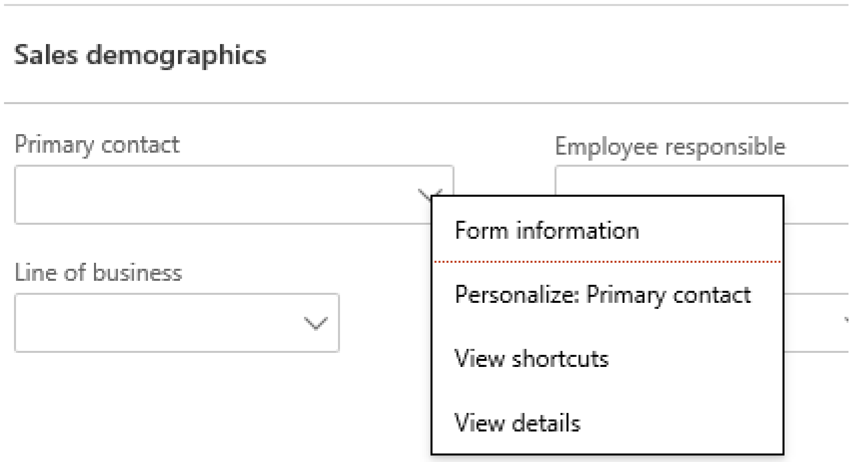
Country/Region	Mandatory, enter via drop down	
Tax exempt number	Mandatory, enter customers Tax exempt number	
Company Name		

Click "Save" on the upper left, then close the window by clicking on the "X" in the upper right corner.

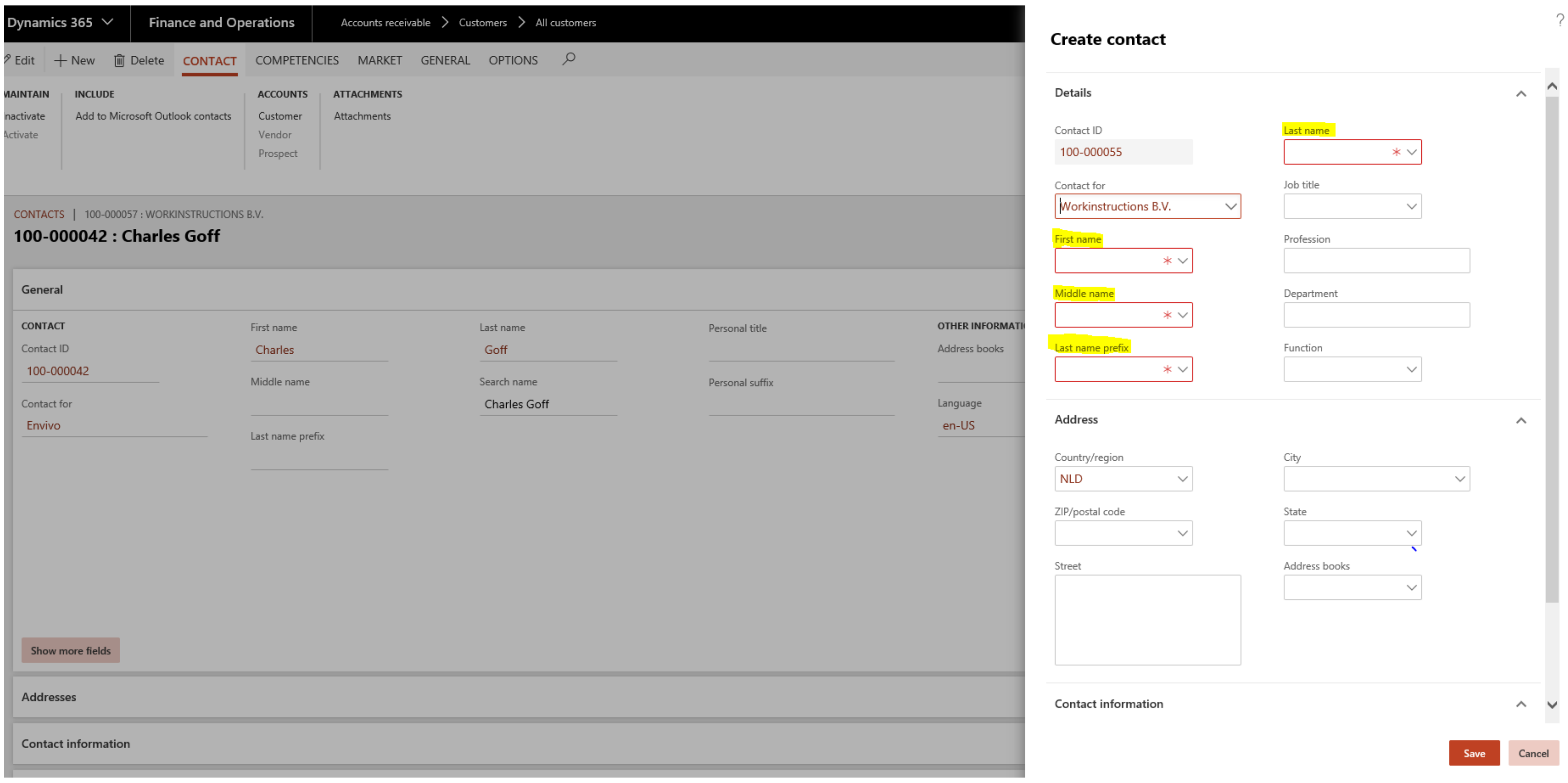
You will be returned to the customer entry window – click on the arrow right to the field and search for the customer name. Choose correct entry by clicking on it.

1.1.2.6. Create Primary contact

Right click on arrow next to the field -> click on "View details"



A new window opens – click on "New"

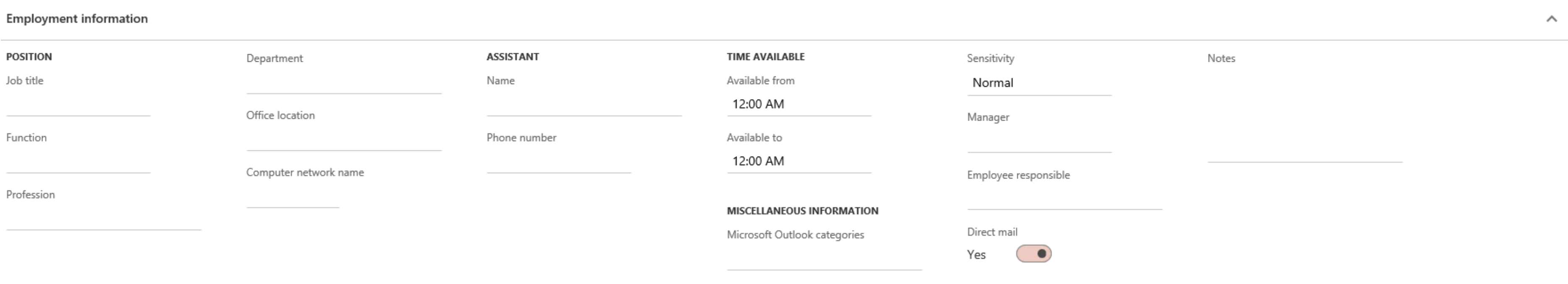


Enter contact details in pop up "Create Contact"

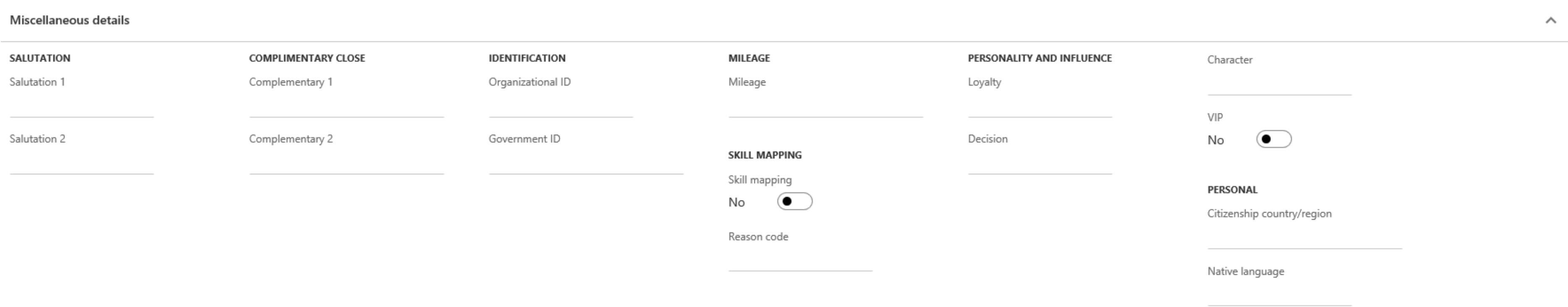
Contact ID	This field is automatically filled with a consecutive number	
Contact for	Choose via dropdown	
First name		
Middle Name		
Last Name Prefix		
Last Name		
Job title		
Profession		
Department		
Function		

Click on "Save" – Window will be closed and you can add further details. All further details are optional. If not sure, please check with your data security officer if we are allowed to store the optional details.

Employee Information



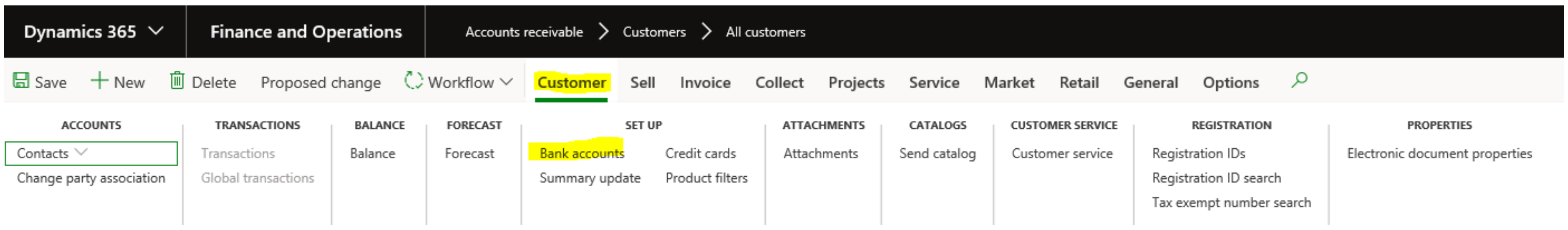
Miscellaneous details



Click “Save” on the upper left, then close the window by clicking on the “X” in the upper right corner.

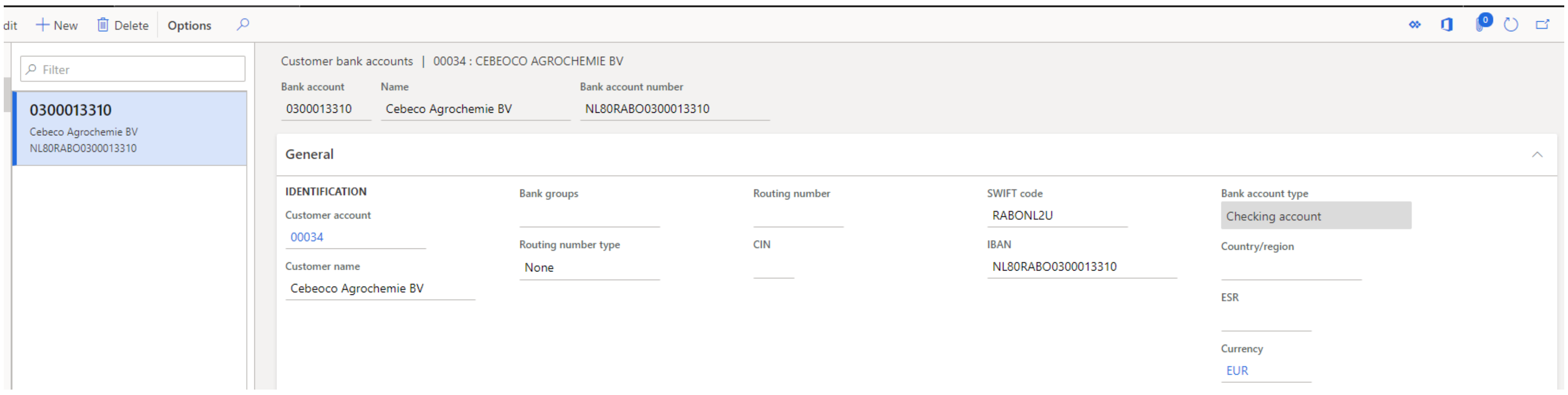
You will be returned to the customer entry window – click on the arrow right to the field and search for the contact name. Choose correct entry by clicking on it.

1.1.2.7. Create customer bank account



Click on “Customer” in the top menu and choose Bank accounts

Click “New”- Main data and 5 additional bottom menus can be filled with data.



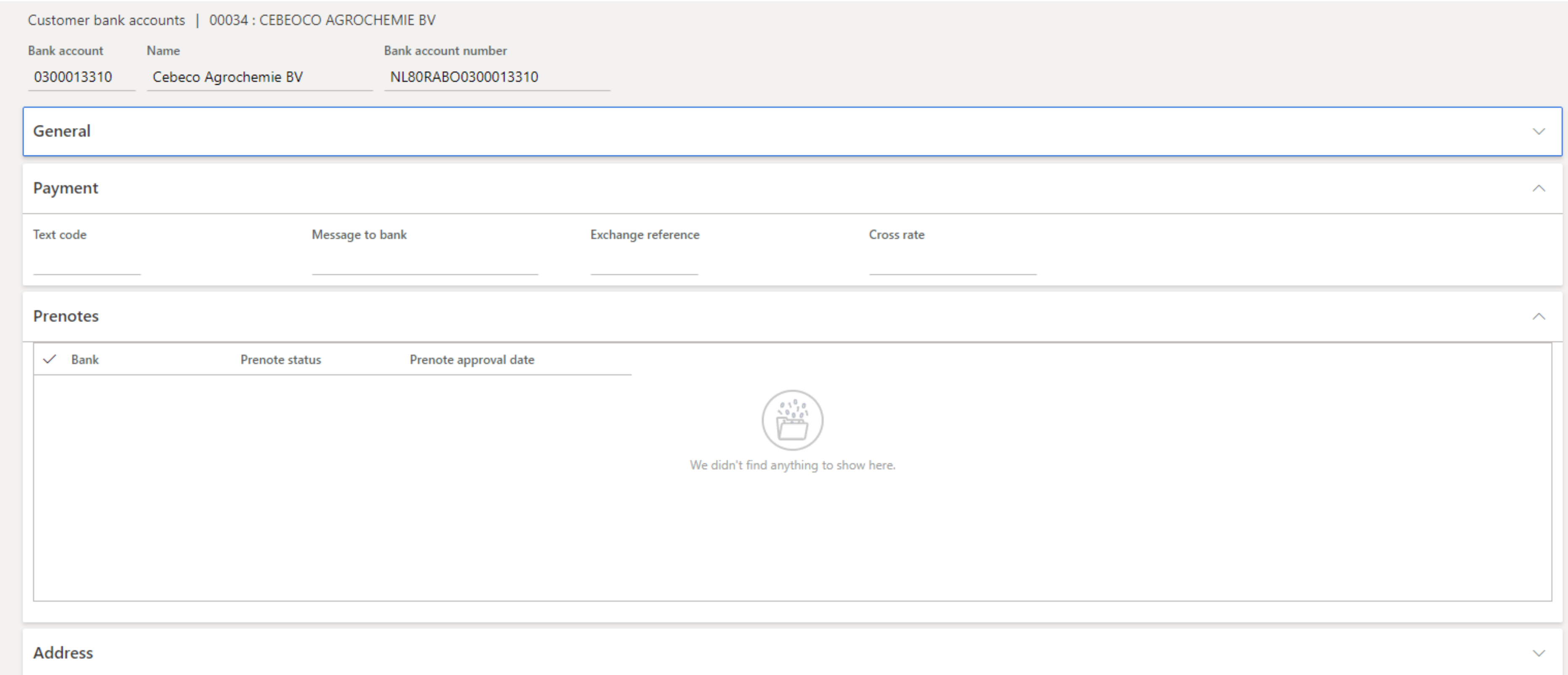
Header

Bank account	Enter bank account number	
Name	Enter Customer name	
Bank account number	Enter bank account number IBAN	

General

Customer account	Filled with customer master data	
Customer Name	Filled with customer master data	
Bank groups	Choose predefined bank group – if applicable	
Routing number	Enter routing number – if applicable	
CIN	Choose via dropdown - if applicable	
SWIFT Code	Enter SWIFT Code	
IBAN	Enter IBAN	
Bank account type	Filled with master data	
Country/Region	Filled with master data	
ESR		
Currency	Choose default currency for bank transfers	

Payment

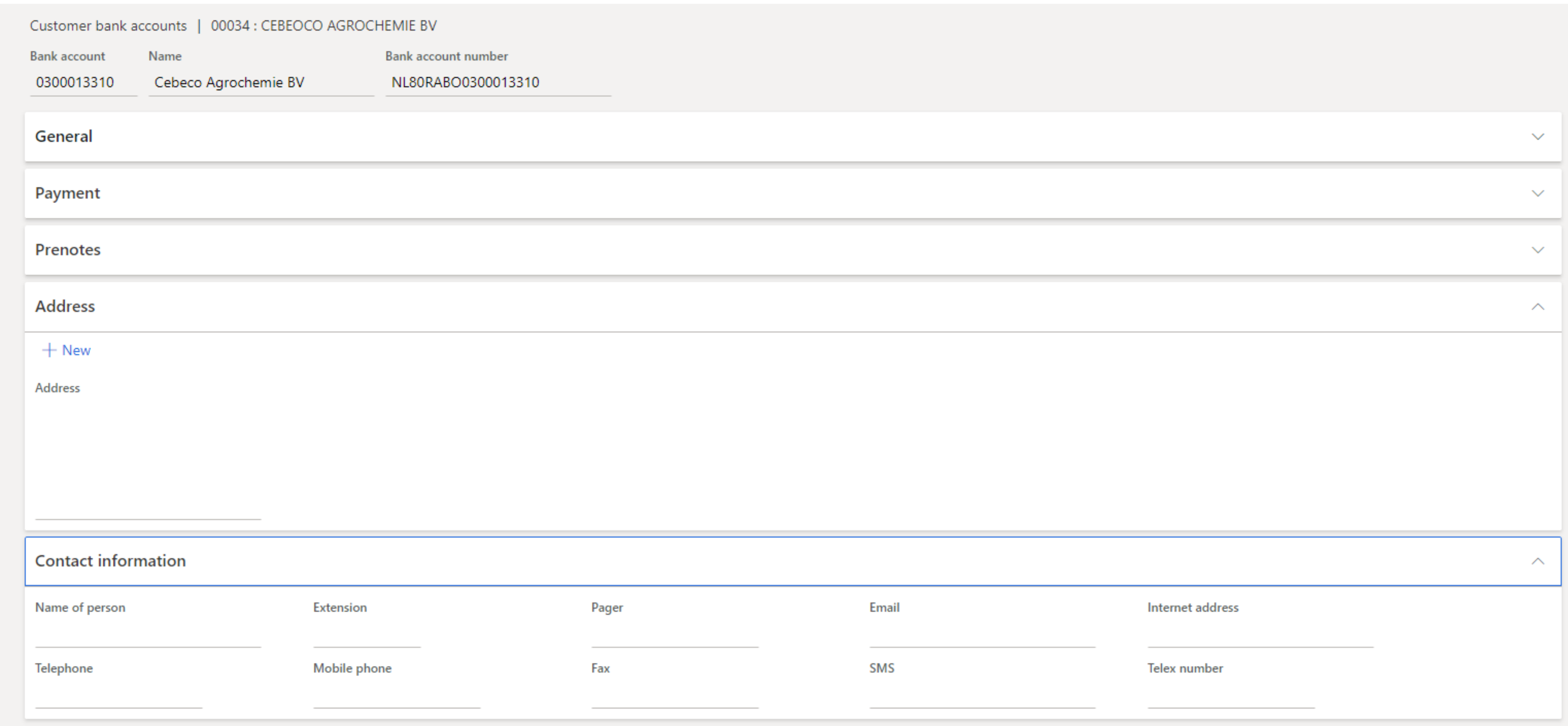


Text code	Enter if applicable	
Message to bank	Enter if applicable	
Exchange reference	Enter if applicable	
Cross rate	Enter if applicable	

Prenotes

Prenotes will be filled and monitored by FSSO

Address and contact information



Choose related address. New addresses can be added by clicking on “New”. See 1.1.2.8 “Add Address to customer”

Contact information

Add relevant contact information regarding bank account

Name of person		
Extension		
Pager		
E-Mail		
Internet address		
Telephone		
Mobile Phone		
Fax		
SMS		
Telex number		

1.1.2.8. Add address to customer

Werkinstructie opslaan met als naam: "Workinstructions D365 – Topic".
Er komt dus 1 losse werkinstructie per topic.
Als alle werkinstructies af zijn, gaan we clusteren en er eventueel 1 werkdocument van maken.

locatie
https://certisnet.certiseurope.com/communities/FSSO/Projects/Shared%20Documents/Project%20Phoenix%20-%20FSSO%20General