



Finance work instructions

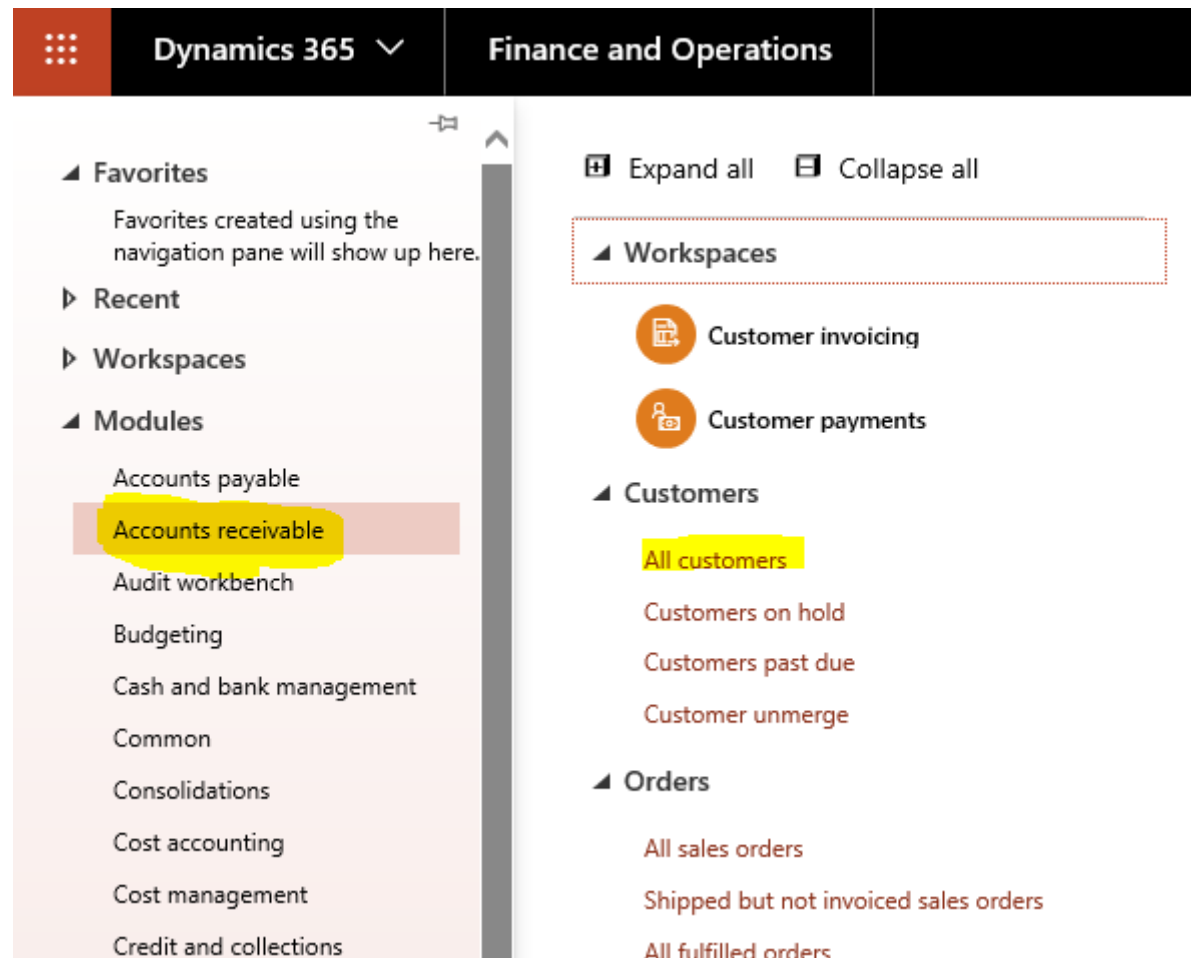
1. Work instructions

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.

Create customer ?

Details

Customer account: 100-000062

Type: Organization

Name: *

Customer group: *

Currency: EUR

Terms of payment:

Delivery terms:

Mode of delivery:

Sales tax group:

Tax exempt number:

Source code:

Address

Country/region: NLD

City:

ZIP/postal code:

State:

Street:

Address books:

Save Save and open Cancel

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.

ALL CUSTOMERS

100-000057 : Workinstructions B.V.

General

TP-DOM --

Addresses

Contact information

Miscellaneous details

-- Always

Sales demographics

-- -- -- -- -- EUR

Credit and collections

No -- 0.00

Sales order defaults

-- --

Payment defaults

INV 30D -- --

Financial dimensions

Warehouse

Invoice and delivery

-- DDP Truck NL-LOCAL

Transportation

Direct debit mandates

Retail

1.1.2.1.1 General

General

TP-DOM --

CUSTOMER

Account

100-000057

Type

Organization

Name (requires approval)

Workinstructions B.V.

Search name

Workinstructions B.V.

Customer group (requires approval)

TP-DOM

Classification group

Payment priority

ORGANIZATION DETAILS

Number of employees

0

Organization number

ABC code

None

DUNS number

OTHER INFORMATION

Address books

Language

en-US

Show more fields

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

Finance werkinstructies

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

Change to this field requires approval. This change has been entered in an approval request.

Proposed change

CURRENT

PROPOSED

NAME

Agravis Raiffeisen AG

Agravis Raiffeisen AG ?

Discard

Discard all changes Close

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

Dynamics 365

Finance and Operations

Accounts receivable > Customers > All customers

100

MT

Save

New

Delete

Proposed change

Workflow

CUSTOMER

SELL

INVOICE

COLLECT

PROJECTS

SERVICE

MARKET

RETAIL

GENERAL

OPTIONS

ALL CUSTOMERS

100-000056 : Agravis Raiffeisen AG

Changes not submitted

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

Proposed customer change workflow - Submit

Comment

Name needs to be changed due to change of type of Organisation

Submit Cancel

1.1.2.1.2 Addresses

Addresses

+ Add

✎ Edit

📍 Map

More options ▾

Name or description	Address	Purpose	Primary
Workinstructies B.V.	Safariweg 36 3605 NC Maarssen NLD	Business	Yes

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.

Contact information

+ Add

🗑 Remove

⚙ Advanced

Description	Type	Contact number/address	Extension	Primary ↓	
	Email address	info@workinstructies.nl		<input checked="" type="checkbox"/>	✉
	Phone	+31 1234569		<input type="checkbox"/>	☎

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 (?)

Miscellaneous details

One-time customer
No ☒

Statistics group

Account statement
Always

CUSTOMER SELF-SERVICE
History available
Web orders

GOVERNMENT IDENTIFICATION
ID number

COUNTRY/REGION
Country/region

State

REMITTANCE
Vendor account

AUTOMATIC NOTIFICATION AND CANCELATION PROCESSING
Automatic notification and cancellati...
No ☒

INTERCOMPANY
Active
No ☒
Company

VENDOR ACCOUNT
Vendor account

Create intercompany orders
No ☒
Direct delivery
No ☒
Create indirect order lines
No ☒

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.

Sales demographics

-- | -- | -- | -- | -- | EUR ^

Primary contact

Employee responsible

Subsegment

Sales district

Notes

MARKETING

Line of business

Segment

Company chain

Currency

Source code

Last ordered source

Last promoted source

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)

Credit and collections

No | -- | 1,000,000.00 ^

Invoicing and delivery on hold

CREDIT

Credit rating (requires approval)

COLLECTIONS

Default write-off reason

Exclude interest charges (requires ap...

No

Mandatory credit limit (requires appr...)

Yes

Credit limit (requires approval)

Collections contact

No

Exclude collection fees (requires apr...

No

1,000,000.00

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

Sales order defaults

-- | -- ^

SALES ORDER

Item - customer group

Account number

DISCOUNT

Line discount

GROUPS

Charges group

Commission group

Intercompany

Multiline discount

Customer rebate group

Postage group

Site

Sales group

Order entry deadline

Total discount

Customer TMA group

Supplementary item

Warehouse

Sales order pool

Price

Automatic cancel

No

ALLOCATION

Priority

Low - 10

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

Payment defaults INV 30D

PAYMENT
Terms of payment (requires approval)
INV 30D
Method of payment (requires approval)
Payment specification (requires approval)

Payment schedule
Payment day
Cash discount (requires approval)

Payment terms base days (requires app...
Bank account (requires approval)
Allow on account
No

Block floor limit use in Channel
No
Installment eligible
No
Bank account number
Use cash discount
Normal

NOTIFICATION TO THE CENTRAL BANK
Central bank purpose code
Notes

CHECK HOLDS
Threshold amount
0.00
Number of days
0

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

Financial dimensions

DEFAULT FINANCIAL DIMENSIONS
Atom_ActivityType
Atom_ItemID
Atom_Project
ConcurNumber
Customer
Department
Item
TypeTax_SocialSecurity
Vendor

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

Warehouse

ASN

Generate ASN

No

RELEASE TO WAREHOUSE

Fulfillment policy

SHIPMENT PROCESSING

Fill entire shipment

No

Default inventory status ID

1.1.2.1.11 Invoice and delivery

Invoice and delivery

-- | DDP | Truck | NL-LOCAL

INVOICE

Invoice account (requires approval)

Invoice address

Invoice account

Number sequence group

Invoice template

DELIVERY

UPS zone

Delivery terms

DDP

Mode of delivery

Truck

Delivery reason

Destination code

Receipt calendar

SALES TAX

Sales tax group (requires approval)

NL-LOCAL

Tax exempt number (requires approval)

NL123545678B10

Prices include sales tax

No

Packing duty license number

PACKING MATERIAL FEE

License number

E-INVOICE

eInvoice

No

eInvoice attachment

No

FREIGHT

Freight accrual

No

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

Transportation

BILL OF LADING

Accepts express bill of lading

No

Accepts express bill of lading	Not used	
--------------------------------	----------	--

1.1.2.1.13 Direct debit mandates

Direct debit mandates

+ Add Edit Print Transactions Attachments More options

✓	Mandate ID ↑	Bank account	Signature date	Mandate scheme	Payment frequency	Mandate status	Modified date and time
---	--------------	--------------	----------------	----------------	-------------------	----------------	------------------------

We didn't find anything to show here.

Default mandate ID

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

Retail

RETAIL

Amount charged, not posted

0.00

Post as shipment

No

Use order number reference

No

RECEIPT

Receipt option

Standard receipt

Receipt email

LOYALTY ENROLLMENT

Block customer for loyalty enrollment

No

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”

The screenshot shows the Dynamics 365 Finance and Operations interface. On the left, the 'All customers' list is displayed with columns for Account, Name, Invoice account, Customer group, Currency, Telephone, and Extension. On the right, the 'Create customer' form is open, showing fields for Customer account, Delivery terms, Type, Name, Customer group, Currency, Terms of payment, Address, and Tax exempt number. A 'Form information' tooltip is visible over the 'Tax exempt number' field, showing 'Personalize: Tax exempt number' and 'View details'.

A new window opens – click on “New”

The screenshot shows the 'TAX EXEMPT NUMBERS | NEW RECORD' form in Dynamics 365. The form has three columns: Country/region, Tax exempt number, and Company name. The 'Country/region' and 'Tax exempt number' fields are highlighted with red borders and asterisks, indicating they are required fields.

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.

Dynamics 365 Finance and Operations Accounts receivable > Customers > All customers

100

Save + New Delete OPTIONS

TAX EXEMPT NUMBERS | NEW RECORD

Filter

Country/region	Tax exempt number ↑	Company name
NLD	NL123545678B10	Workinstructions B.V.

1.1.2.6. Create Primary contact

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

Sales demographics

Primary contact

Employee responsible

Line of business

Form information

Personalize: Primary contact

View shortcuts

View details

A new window opens – click on "New"

Dynamics 365 Finance and Operations Accounts receivable > Customers > All customers

100

Edit + New Delete CONTACT COMPETENCIES MARKET GENERAL OPTIONS

MAINTAIN INCLUDE ACCOUNTS ATTACHMENTS

nactivate Add to Microsoft Outlook contacts Customer Attachments

Activate

Prospect

CONTACTS | 100-000057 : WORKINSTRUCTIONS B.V.

100-000042 : Charles Goff

General

CONTACT	First name	Last name	Personal title	OTHER INFORMATION
Contact ID	Charles	Goff		Address books
100-000042				
Contact for	Middle name	Search name	Personal suffix	Language
Envivo		Charles Goff		en-US
	Last name prefix			

Show more fields

Addresses

Contact information

Create contact

Details

Contact ID 100-000055

Last name

Contact for Workinstructions B.V.

Job title

First name

Profession

Middle name

Department

Last name prefix

Function

Address

Country/region NLD

City

ZIP/postal code

State

Street

Address books

Contact information

Save Cancel

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

Employment information ^

POSITION	Department	ASSISTANT	TIME AVAILABLE	Sensitivity	Notes
Job title		Name	Available from	Normal	
	Office location		12:00 AM	Manager	
Function		Phone number	Available to		
	Computer network name		12:00 AM	Employee responsible	
Profession			MISCELLANEOUS INFORMATION		
			Microsoft Outlook categories	Direct mail	
				Yes <input checked="" type="checkbox"/>	

Miscellaneous details

Miscellaneous details ^

SALUTATION	COMPLIMENTARY CLOSE	IDENTIFICATION	MILEAGE	PERSONALITY AND INFLUENCE	Character
Salutation 1	Complementary 1	Organizational ID	Mileage	Loyalty	
					VIP
Salutation 2	Complementary 2	Government ID	SKILL MAPPING	Decision	No <input checked="" type="checkbox"/>
			Skill mapping		PERSONAL
			No <input checked="" type="checkbox"/>		Citizenship country/region
			Reason code		Native language

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

Dynamics 365 ▾ Finance and Operations Accounts receivable > Customers > All customers

Save + New Delete Proposed change Workflow ▾ Customer Sell Invoice Collect Projects Service Market Retail General Options 🔍

ACCOUNTS

Contacts ▾
Change party association

TRANSACTIONS

Transactions
Global transactions

BALANCE

Balance

FORECAST

Forecast

SET UP

Bank accounts
Summary update

CREDIT CARDS

Credit cards
Product filters

ATTACHMENTS

Attachments

CATALOGS

Send catalog

CUSTOMER SERVICE

Customer service

REGISTRATION

Registration IDs
Registration ID search
Tax exempt number search

PROPERTIES

Electronic document properties

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.

dit + New Delete Options 🔍

Filter

0300013310
Cebeco Agrochemie BV
NL80RABO0300013310

Customer bank accounts | 00034 : CEBECO AGROCHEMIE BV

Bank account	Name	Bank account number
0300013310	Cebeco Agrochemie BV	NL80RABO0300013310

General

IDENTIFICATION

Customer account
00034

Customer name
Cebeco Agrochemie BV

BANK GROUPS

Bank groups

Routing number type
None

ROUTING NUMBER

Routing number

CIN

SWIFT CODE

SWIFT code
RABONL2U

IBAN
NL80RABO0300013310

BANK ACCOUNT TYPE

Bank account type
Checking account

Country/region

ESR

Currency
EUR

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

Customer bank accounts | 00034 : CEBEOCO AGROCHEMIE BV

Bank account	Name	Bank account number
0300013310	Cebeco Agrochemie BV	NL80RABO0300013310


General

Payment

Text code	Message to bank	Exchange reference	Cross rate

Prenotes

✓ Bank	Prenote status	Prenote approval date
--------	----------------	-----------------------



We didn't find anything to show here.

Address

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

Customer bank accounts | 00034 : CEBEOCO AGROCHEMIE BV

Bank account	Name	Bank account number
0300013310	Cebeco Agrochemie BV	NL80RABO0300013310

General

Payment

Prenotes

Address

+ New

Address

Contact information

Name of person	Extension	Pager	Email	Internet address
Telephone	Mobile phone	Fax	SMS	Telex number

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>