QUICK REFERENCE GUIDE:
CREATE A CUSTOMER

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Overview

This quick reference guide (QRG) is for department users that need to create a new customer record or activate a vendor record as a customer in order to bill for services or receive cash.

AZ360 maintains a single Vendor/Customer (VCUST) table for both for vendors (i.e., entities paid by the state for goods or services) and customers (i.e., entities paying the state for goods, services, or shared work). A single entity can be a vendor, a customer, or both.

When preparing to bill an external entity for the first time, check first to see if the entity is already active on the Vendor/Customer table.

- If the entity is active as a customer, note the vendor/customer number for use on a Receivable (RE).

- If the entity is active as a vendor, but not as a customer, follow the procedure below to activate the entity as a customer.

- If the entity is not on VCUST, follow the procedure below to create a new customer.

Vendors
- State makes payments to vendors.
- APP Invoices, GAX Payments (even if to a Customer)
- External entities, not transfer agencies
- 1099 Reportable payments
- Use MISCPAYVEND for a one-time payment that is not 1099 reportable, but must obtain approval from GAO.

Customers
- Customers pay the state.
- Receivables and Cash Receipts
- Revenue Refunds (GAXR1 transaction)
- Supporting documentation for address
- MISCCUSTOM for one-time receipts

Examples of customers billed through AZ360:

- A city government may be billed by the state for their share of a road construction project.

- An outside entity may be billed for training services provided by a state agency.

- A revenue refund may be sent to a vendor, such as in cases where a vendor overpaid for a state-issued license.

In each case, the entity must be an active customer on VCUST with a customer account. Follow the steps below:

- To activate a vendor as a customer.

- To create a new customer record.

Locate an Existing Vendor/Customer Record

The first step is to search for an existing vendor/customer record that matches the Taxpayer Identification Number (TIN) for the customer account the user needs. If there is a match, the user will activate the vendor as a customer and create a customer account. If there is no match, the user will create a new vendor/customer record and create a customer account.

Note: The General Accounting Office (GAO) recommends that new customers be activated also as vendors (with W-9) to avoid other users entering a Vendor/Customer Modification – Agency Entry (VCMD1) later to pay the entity as a vendor.

Log in to the AZ360 **Home Page**. Verify if the vendor is listed on the VCUST table.

1. Click the **Expand** caret next to the **Global Search** field.

2. Select the **Page Code** option.

3. In the **Global Search** field, enter *VCUST*.

4. In the drop-down menu that generates, select **VCUST Vendor/Customer**. The VCUST table will generate.

5. In the **Legal Name** field, enter the legal name for the vendor or customer.

6. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

7. Click **Search**.

In the Vendor/Customer tab, on the General Information section, review the **Customer Active Status** and **Customer Approval Status** fields.

- If Customer Active Status field's value is Active and Customer Approval Status field's value is Complete, no further action is needed. The customer is ready for billing.

- If Customer Active Status field's value is Inactive, Customer Approval Status field's value is Incomplete, *or* the address the user needs is not there, then the user will need to activate the vendor as a customer. Skip to the section Activate a Vendor as a Customer.

- If there is no matching result (i.e., the customer does not exist on VCUST), continue below to create a Vendor/Customer Creation – Agency Entry (VCCD1) transaction.

Create a New Customer Record

Use the Vendor/Customer Creation – Agency Entry (VCCD1) if there is no matching vendor record for the customer. Complete these steps:

- Enter a company/individual name, alias, and organization type.

- Enter the billing address and contact information for that address.

- Set up the customer account with department, unit, and billing profile.

- Complete the certification by setting the customer to Active and Approved.

Procedure

1. At the top right of the VCUST table, click the **Page 3-dot** menu and select **Create New Record**.

2. On the Create Transaction page, in the **Transaction Code** column, select **VCCD1**.

3. In the **Transaction Dept** field, enter the user's 3-digit department number.

4. Select the **Auto Numbering** check box.

5. Click **Continue**.

6. A new VCCD1 transaction will generate and opens to the **Header** tab. Note that the transaction is in **Draft**, the **Version** number is **1**, the **Function** is **New** and the **Status** is **Held**.

Complete the **Header** tab of the transaction.

1. In the **General Information** section, in the **Transaction Description** field, enter a description for the vendor.

2. Click on the **Vendor/Customer** tab.

Complete the **Vendor/Customer** tab of the transaction.

1. On the blue **Vendor/Customer** line:

   a. In the **Generate Vendor/Customer ID** field, select **Yes** from the drop-down menu.

   b. In the **Organization Type** field, select the organization type for the vendor or customer from the drop-down menu.

2. Click on the **Tax Information** section.

3. In the **Tax Information** section:

    a. In the **1099 Classification** field, select the 1099 classification for the vendor or customer.

    b. In the **Taxpayer ID Number** field, enter the TIN for the vendor.

Note: The Taxpayer ID Number field is required for vendors, with few exceptions, but not for customers that are not also vendors.

    c. In the **Taxpayer ID Number Type** field, select the taxpayer ID number type for the vendor or customer.

    d. In the **W-9 Received** field, select **Yes** from the drop-down menu.

    e. In the **W-9 Received Date** field, enter the date the W-9 was received.

Note: If the vendor or customer utilizes a W-8, the W-8 Received and W-8 Received Date would be used instead of the W-9 fields.

4. Click the **Vendor Terms** tab.

Observe the **Vendor Terms** tab.

1. Review this tab. No data entry is necessary.

Note: Typically, when vendors are added directly in AZ360, payment terms are not entered. When the supplier comes from APP, the payment terms are populated but are view-only for informational purposes.

2. Click the **Address** tab.

Complete the **Address** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **Address** line:

    a. In the **Generate Address ID** field, select **Yes** from the drop-down menu.

    b. In the **Address Type** field, select the vendor or customer address type.

    c. In the **Street 1** field, enter the street address for the vendor.

    d. In the **Street 2** field, enter any suite or unit address information for the vendor (if applicable).

    e. In the **City** field, enter the address city for the vendor.

     f.   In the **State/Province** field, enter the state abbreviation for the vendor.

     g.   In the **Zip/Postal Code** field, enter the zip code for the vendor.

     h.   In the **Country** field, enter the country for the vendor.

3. Click the **Expand** caret on the blue Address line.

4. Click the **Contact Information** section.

5. In the **Contact Information** section:

     a.   In the **Generate Contact ID** field, select **Yes** from the drop-down menu.

     b.   In the **Principal Contact** field, enter the name of the primary ordering contact for the vendor.

     c.   In the **Email** field, enter the email address for the vendor.

     d.   In the **Contact Phone** field, enter the phone number for the vendor.

Note: The Principal Contact, Email, and Contact Phone fields are mandatory.

Copy the Address Line.

1. With **Address Line 1** selected, click the **Row 3-dot** menu and select **Copy**. The following message will display highlighted in yellow: **1 Record Copied**.

2. In the **Tab Level Actions** section, click the **Paste** icon.

3. A new Address line has been generated and is an exact copy of the first line.

4. On the new **Address** line, in the **Address Type** field, select **Payment** from the drop-down menu.

5. In the **Tab Level Actions** section, click the **Paste** icon again.

6. On the new **Address** line, in the **Address Type** field, select **Billing** from the drop-down menu.

7. Ensure that the blue Billing line is selected, and then click the **Customer Account** tab.

Note: Selecting the ordering or payment line and the completing the Customer Account tab will cause the transaction to error upon validation.

Complete the **Customer Account** tab of the transaction.

Note: The Customer Account tab only needs to be completed for account receivable activities.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. In the **Billing Profile** field, enter a value or select from the pick list. Notice that once a billing profile is selected, the **Department** field defaults to the user's department 3-digit code and the **Unit** field defaults to **All**.

3. In the **Billing Location** field, select **Customer Only**.

4. Click the **1099 Reporting Information** tab.

Complete the **1099 Reporting Information** tab of the transaction.

1. Click the **Expand** caret on the blue Vendor/Customer line.

2. Click the **Taxpayer Information** section.

3. In the **Taxpayer Information** section:

   a. In the **Address** field, enter the street address for the vendor.

   b. In the **City** field, enter the address city for the vendor.

   c. In the **State/Province** field, enter the state abbreviation for the vendor.

   d. In the **Zip/Postal Code** field, enter the zip code for the vendor.

4. Click the **Certification** tab.

Complete the **Certification** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add a Certification line.

2. In the **Vendor Active Status** drop-down menu, select **Active**.

3. In the **Vendor Approval Status** drop-down menu, select **Complete**.

4. In the **Customer Active Status** drop-down menu, select **Active**.

5. In the **Customer Approval Status** drop-down menu, select **Complete**.

6. Click **Save**.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Activate a Vendor as a Customer

Use the following VCMD1 procedure if:

- The vendor/customer is in AZ360, but the Customer Active Status field's value is *not* Active and the Customer Approval Status field's value is *not* Complete. Then use a VCMD1 to add a billing address, create a customer account, and activate the customer record.

- The Customer Active Status field's value is Active and the Customer Approval Status field's value is Complete, but the address the user needs is not there. Then use a VCMD1 to add a billing address and contact.

- Starting from the VCUST Certification section, create a VCMD1 document.

Locate Vendor Record and Complete Certification Tab

Locate the vendor record and complete the **Certification** tab to activate the vendor for use.

5. In the **Tab Level Actions** section, click the "**+**" icon to add a Certification line.

6. In the **Vendor Active Status** drop-down menu, select **Active**.

7. In the **Vendor Approval Status** drop-down menu, select **Complete**.

8. In the **Customer Active Status** drop-down menu, select **Active**.

9. In the **Customer Approval Status** drop-down menu, select **Complete**.

10. Click **Save**.

Validate and submit the transaction for approval.

11. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

12. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

13. Click **Close.**
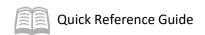
14. Click **Home** icon to return to the home page.

Add a Billing Address

To add a new billing address for the customer record, the user can either select an existing address (that is already part of the vendor's master addresses), or the user can enter a new address directly into the VCMD1 transaction.

Locate the vendor record and complete the **Address** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. On the blue **Address** line:

    a. In the **Line Action** field, select **New** from the drop-down menu.

    b. In the **Street 1** field, enter the street address for the vendor.

    c. In the **City** field, enter the address city for the vendor.

    d. In the **State** field, enter the state abbreviation for the vendor.

    e. In the **Zip Code** field, enter the zip code for the vendor.

    f. In the **Country** field, enter the country for the vendor.

3. Click the **Expand** caret on the blue Address line.

4. In the **Add New Address** section, in the **New Address Type** field, select **Payment** from the drop-down menu.

5. In the **Generate Address ID** field, select **Yes** from the drop-down menu.

6. Click the **Contact Information** section.

7. Complete the **Contact Information** section:

    a. In the **Generate Contact ID** field, select **Yes** from the drop-down menu.

    b. In the **Principal Contact** field, enter the name of the primary ordering contact for the vendor.

    c. In the **Email** field, enter the email address for the vendor.

    d. In the **Contact Phone** field, enter the phone number for the vendor.

Note: The Principal Contact, Email, and Contact Phone fields are mandatory.

Validate and submit the transaction for approval.

1. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

2. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

3. Click **Close.**

4. Click **Home** icon to return to the home page.

Create Customer Account and Activate Customer

If the user only needs to add a billing address, skip this section and proceed to validate and submit.

Complete the **Customer Account** tab of the transaction.

Note: The Customer Account tab only needs to be completed for account receivable activities.

1. In the **Tab Level Actions** section, click the "**+**" icon to add an Address line.

2. In the **Billing Profile** field, enter a value or select from the pick list. Notice that once a billing profile is selected, the **Department** field defaults to the user's department 3-digit code and the **Unit** field defaults to **All**.

3. In the **Billing Location** field, select **Customer Only**.

Complete the **Certification** tab of the transaction.

1. In the **Tab Level Actions** section, click the "**+**" icon to add a Certification line.

2. In the **Vendor Active Status** drop-down menu, select **Active**.

3. In the **Vendor Approval Status** drop-down menu, select **Complete**.

4. In the **Customer Active Status** drop-down menu, select **Active**.

5. In the **Customer Approval Status** drop-down menu, select **Complete**.

6. Click **Save**.

Validate and submit the transaction for approval.

7. Click **Validate** to check for errors. If any errors exist, fix the errors and click **Validate** again. If the validation is successful, the following message is displayed: **Transaction validated successfully**.

8. Click **Submit** to submit the transaction for approval. If submission is successful, the following message is displayed: **Transaction submitted successfully - Pending Approval**.

9. Click **Close.**

10. Click **Home** icon to return to the home page.

Helpful Hints

- State departments/agencies are not external customers.

  - Do not set up state departments as customers; receivables are handled through internal transfers for state customers. Therefore, no billing addresses should be created for other state departments and a state department vendor/customer number should not be used on a Receivable transaction.

- Search first; avoid creating duplicate vendor/customers.

  - Use the Search option first to see if a vendor/customer already exists to avoid duplicating customers in AZ360. The clean-up effort required is substantial and the errors that are caused by duplicate entries are not simple to fix.

  - Search first by TIN, if possible. Then search by name, using wildcards to improve the chances of finding a near-match that might be the same entity.

- Final VC* transactions do not modify (edit) or cancel (discard).

  - A VCCD1 or VCMD1 transaction that is submitted and approved cannot be modified or cancelled. Changes require a separate VCMD1 transaction to modify the vendor/customer.

  - Vendor/customers are not cancelled, but they can be inactivated with the VCMD1 transaction.

- Certification Errors

  - If the VCMD1 transaction is not pre-loaded with a line on the Certification section showing the already-active vendor active status, the user may need to use the Insert New Line option to open the fields for editing. The user must also click the Load Values option to bring in the certification values from VCUST; otherwise, the transaction will show an error that the record was already updated on the table.

Further Reference

For additional information regarding setting up a customer and a customer account, as well as processing a CR-based transaction, please see the Entering a Cash Receipt – Vendor Refund QRG.

For instruction on adding a billing profile, see **AR - Billing & Collections** manual. All reference material can be located on the GAO website: gao.az.gov.