UNIVERSITY OF SOUTH FLORIDA

FAST FINANCIALS – BILLING AND ACCOUNTS RECEIVABLE TRAINING

SECTION 1  CUSTOMER SETUP AND BILLING
# Table of Contents

<table>
<thead>
<tr>
<th>Customer Information</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers Setup</td>
<td>3</td>
</tr>
<tr>
<td>Copy Customer</td>
<td>22</td>
</tr>
<tr>
<td>Customer Contact Setup</td>
<td>24</td>
</tr>
<tr>
<td>Customer Conversations</td>
<td>33</td>
</tr>
<tr>
<td>Inquires and Reports</td>
<td>43</td>
</tr>
</tbody>
</table>
CUSTOMER SETUP

Roles

Commercial Billing Personnel (Auxiliary Departments)

Objective

Search for and create a new customer record in PeopleSoft

Overview

In order to create bills, invoices, and AR Items, and apply payments, the user must first set up a customer. Customer setup is common to both the PeopleSoft – Billing (PS-BI) and PeopleSoft - Accounts Receivable (PS-AR) modules, and is fundamental to the use of the BI and AR systems. There can be no Billing or AR transactions without a customer record.

Once set up, customer information can be changed as needed. Customer information will include the attribute codes, credit information, contacts at USF, and addresses for billing, shipping, and correspondence purposes. This information is used by the system to provide default controls for bills and invoices produced for this customer, and for management of the customer’s AR account. Only external, commercial customers will be set up in the PeopleSoft system.

Additionally, customer contacts can be created and linked to customers; these are contacts that USF staff would expect to communicate with during sales transactions and when following up during billing or AR management activities. The user can also document conversations and contacts with a customer using the online Conversations links and features, accessed through the customer pages.

Some external customers will conduct business with more than one USF department, college, or institute. Customers will be set up at the selling-department level. Customers doing business with more than one USF department will be set up once, for each related selling department. Each department-level customer setup will be created separately from any others and will have a unique Customer ID code.

However, if the same customer is set up multiple times all the occurrences of that customer will be linked to a University-level Corporate Customer. This Corporate Customer will function as the “parent” for all the related departmental-level customers. (Also see document, Corporate Customer Setup, Scenario 3, below)

NOTE: Each separate external commercial customer record for the same customer MUST use exactly the same Customer Name and Customer Short Name. However, different customers who share a common corporate parent may also be linked to the Corporate Customer record, and in that circumstance would have different names.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections
DOCUMENTS REQUIRED:

1) Customer maintenance form.

NOTE: Customers can be set up online from information received in a telephone conversation or from notes or other correspondence. Only users who possess the USF_AR_BILLER security role may create or update a customer record. In observance of sound internal control,

1. Changes to customer addresses are captured in an audit log (the table name is PS_AUDIT).
2. The changes that are captured include
   a. All name changes
   b. All address changes
   c. All status changes (active to inactive to active)
3. Specific individuals are identified within the UCO to review the audit log
4. The audit log will be reviewed and documented weekly

<table>
<thead>
<tr>
<th>SCENARIOS:</th>
<th>ROLES PERFORMING:</th>
<th>DOCUMENT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create new external commercial</td>
<td>Selling Department billing staff</td>
<td>Customer Setup</td>
</tr>
<tr>
<td>customer online</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Create customer contact, link to external</td>
<td>Selling Department billing staff</td>
<td>Customer Contact Setup And Maintenance</td>
</tr>
<tr>
<td>commercial customer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3) Create Corporate Customer online,</td>
<td>Selling Department billing staff,</td>
<td>Corporate Customer Setup</td>
</tr>
<tr>
<td>link to new external commercial customer</td>
<td>Centralized AR staff</td>
<td></td>
</tr>
<tr>
<td>4) Perform external commercial customer</td>
<td>Selling Department billing staff,</td>
<td>Customer &amp; Corporate Customer Maintenance</td>
</tr>
<tr>
<td>maintenance</td>
<td>Centralized AR staff</td>
<td>(Overview Only)</td>
</tr>
<tr>
<td>5) Add conversations from customer-level</td>
<td>Selling Department billing staff,</td>
<td>Customer Conversations Setup and Maintenance</td>
</tr>
<tr>
<td>access</td>
<td>Centralized AR staff</td>
<td></td>
</tr>
<tr>
<td>6) Inquiries and Reports</td>
<td>Selling Department billing staff,</td>
<td>Customer Inquiries and Reports</td>
</tr>
<tr>
<td></td>
<td>Centralized AR staff</td>
<td></td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document
CREATE CUSTOMER – GENERAL INFORMATION

**SHORT GUIDE:**
Step 1: Navigate to the Customer General Information component
Step 2: Search For Existing Customer
Step 3: Select Add criteria
Step 4: Enter General Information
Step 5: Enter additional Roles information
Step 6: Enter Addresses
Step 7: Enter Miscellaneous General Information, Save the entry

**STEP 1**
NAVIGATE TO THE CUSTOMER GENERAL COMPONENT

1.1 To open the General Information page, select Customers, Customer Information, General Information. This will generate the General Information - Find An Existing Value page.

**STEP 2**
SEARCH FOR EXISTING CUSTOMER

NOTE: Before entering a new customer, the user MUST perform a search of the system to ensure that the customer record does not already exist. This is essential to preventing duplicate entries of the same customer within the same selling department’s customer list.

NOTE: All external commercial customers will use the Shared SetID of USFSI

NOTE: each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.

2.1 For the SetID field, enter the Shared SetID of USFSI
2.2 For the Drop Down Menu change from Begins With to “Contains”

2.3 For the Name 1 field, enter a portion of the name.

2.4 Click on the [Search] button to execute the search.

2.5 Review the resulting list of existing customers with the same or similar names.

**NOTE:** First, the user must look for a customer name that has the same three-character Bill Source in the Customer ID column as the three-character Bill Source of the user’s department (i.e., if the user is entering a customer for the “CTR”-department Bill Source, look for any customers with a similar name, whose Customer ID starts with “CTR”). **If such a customer is found, this means that the customer may already exist on the PeopleSoft system and may not need to be entered again.**

To see the Customer’s detailed information, click on the customer’s entry in the list and check such information as addresses, contacts, etc., to ensure that this is the same customer. **If so, no new customer entry is needed.**

**NOTE:** Second, the user should look for any similar customer name that has any external commercial customer three-character Bill Source (i.e., if the user is entering a customer for the “CTR”-department Bill Source, look for customer’s with a similar name, whose Customer ID starts with “ITS”, “PPT”, or a similar three-character Bill Source).

If such a name is found, this may indicate the need for a link between the new customer and an existing Corporate Customer (the **Customer ID for ALL Corporate Customers will ALWAYS have a three-character Bill Source of “USF”**). If no Corporate Customer exists but there are entries for this new customer across several other departments, then a new Corporate Customer must be entered in conjunction with the entry of the new external commercial customer record. Should this be the case the user must contact central A/R at **ARADJ@admin.usf.edu** so that a corporate customer may be created.
If a Corporate Customer for this customer does exist, the customer will have to be linked to the Corporate Customer. The user should notify central A/R at ARADJ@admin.usf.edu to link the new customer that is created to the Corporate Customer.

**General Information**

Enter any information you have and click Search. Leave fields blank for a list of all values.

**Search Results**

The Corporate Customer may already exist

The customer may already exist
NOTE: All external commercial customers will use the Shared SetID of USFSI

NOTE: Each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.

3.1 Click on the Add a New Value tab

3.2 Enter the Shared SetID of USFSI. For the Customer ID field, Click on the magnifying glass icon to generate a Lookup List page, to search for the appropriate three-character selling-department Bill Source for the Customer ID. (see Appendix for list)

3.3 Click on the Lookup button to generate a list of available three-character departmental Bill Sources. Select the correct department Bill Source from the search list.
3.4 Click on the Add button. This will generate the Customer – General Info page.

**General Information**

[Find an Existing Value] [Add a New Value]

SetID: USFSI

Customer ID: CTR

[Add]

**STEP 4 ENTER GENERAL INFORMATION AND ADDRESS**

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI and Customer ID = (begins with selected three-character Bill Source) are carried from Add selections, and are not editable.

4.1 Accept the following defaults:
- Customer Status: “Active”
- Date Added: “Current Date”
- Since: “Current Date”
- Level: “Regular”

4.2 Select “Type” as appropriate for this customer (“COM”, “Fed/Gov”, “St/Gov”) by using the drop-down arrow for this field.

4.3 Enter the customer name in the “Name 1” field. Press the Tab-key.

**NOTE:** The name must be spelled exactly as it should appear on all invoices, reports, and correspondence.

**NOTE:** If, when the customer name is entered, the system generates a “warning” message indicating that the customer name already exists:
a) If the user did NOT perform the search described in Step 2, above, before beginning the entry, then the user MUST perform the search at this point.

b) If the user DID perform the search, and found that the customer already exists for other selling departments, then click on OK and proceed to Step 4.4. When the user reaches Step 4.8, the user should execute the activities to link the new customer to an existing Corporate Customer.

4.4 Enter the desired Short Name. Press the Tab-key

4.5 If this is the Bill-To Customer, check the Bill-To Customer checkbox. Press the Tab-key

4.6 If this is the Ship-To Customer, check the Ship-To Customer checkbox. Press the Tab-key.

4.7 If this is the Sold-To Customer, check the Sold-To Customer checkbox. Press the Tab-key

4.8 If the following Roles are appropriate for this customer, accept the following defaults:

- Correspondence Customer: the checkbox is checked
- Remit-From Customer: the checkbox is checked
- Corporate Customer: the checkbox is checked (also, see "NOTE", below)

NOTE: If this new customer is a “child” of an already-existing Corporate Customer, the user must notify central A/R at ARADJ@admin.usf.edu to link the new child customer to the corporate customer.

4.9 Accept the following defaults:

- Broker Customer: the checkbox is blank
- Indirect Customer: the checkbox is blank
- Grants Management Sponsor: the checkbox is blank
- Consolidate Customer: the checkbox is blank
- Consolidation Business Unit: the field is grayed, and is blank

4.10 For the Currency Detail – Currency Code field, click on the glass icon to display the available values for this field. Select the “USD” value. Press the Tab-key

4.11 For the Currency Detail - Rate Type field, click on the magnifying glass icon to display the available values for this field. Select the “CRRNT” value. Press the Tab-key

4.12 For the Support Teams – Support Team Code field, click on the magnifying glass icon to display the available values for this field. Select the default “A-1” value. This feature is not being used by USF at this time, but you must select a team for the customer to be created. Press the Tab-key.

4.13 For the Support Teams – Default field: Check the checkbox.

NOTE: AT LEAST ONE SUPPORT TEAM MUST BE ASSIGNED TO THIS CUSTOMER, AND ONE OF THE SELECTED TEAMS MUST BE CHECKED AS THE DEFAULT SUPPORT TEAM FOR THIS CUSTOMER.
4.14 For the Address Locations – Location field, if this is the first address listed, accept the default value “1”. For each additional address, enter a new location number.

NOTE: a change of address, with a new Effective Date, does not require assignment of a new Location Number.

4.15 For the Address Locations – Description field, enter the description of the Location (e.g., “Corporate Hq”, “Main Office”, etc.)

NOTE: A customer may have different addresses for the various Roles selected on the General Information page (see Step 3, above), and may have more than one address for each Role (i.e., a customer may have several Ship To addresses). For the fields below, check only those that are appropriate to the address being entered. However, at least one address for each Role MUST be checked as the “Primary” address for that Role.

If a customer has only one address, that address will be both the appropriate address for all of the Roles, and will also be the Primary address for each Role. This is shown in the illustration below, and is used as the assumption in the values indicated for each Address/Roles field in 5.3, below.

4.16 For the following fields, check the checkbox if appropriate (see NOTE, above)
• For the Address Locations – Bill To field: check the checkbox
• For the Address Locations – Bill To Primary field: check the checkbox
• For the Address Locations – Ship To field: check the checkbox
• For the Address Locations – Ship To Primary field: check the checkbox
• For the Address Locations – Sold To field: check the checkbox
• For the Address Locations – Sold To Primary field: check the checkbox

4.17 Accept the following defaults:
• For the Address Locations – Broker field: the checkbox is blank and grayed
• For the Address Locations – Indirect field: the checkbox is blank and grayed

4.18 For the Address Details - Effective Date field, enter the “standard” Effective Date for this address: “01/01/1900”. Press the Tab-key

4.19 Accept the following defaults:
• For the Address Details – Status field: “Active”
• For the Address Details – Language Code field: “English”
• For the Address Details – Country field: “USA”

NOTE: If your customer is subject to sales tax for commercial sales, for the Address Detail – Tax Code field, click on the magnifying glass icon to display the available values for this field. Select the tax code applicable to this address. Press the Tab-key

4.20 For the Address Details – Address 1 field, enter the correct street address for this customer including Suite/Room/Attn To: up to 33 spaces. Press the Tab-key.

NOTE: No punctuation in address fields, except for the dash in the zip code.

4.21 For the Address Details – Address 2 field, if the Address is more than 33 spaces, enter the street address in this field and the suite/room/attn to: information in the Address 1 field. Press the Tab-key.
4.22 For the Address Details – Address 3 field, enter additional street address information, if needed. Should never be used unless complete Address will not fit in Address 1 & 2 fields. Press the Tab-key.

4.23 For the Address Details – City field, enter the City for this address. Press the Tab-key.

4.24 For the Address Details – County field, enter the County for this address. Press the Tab-key.

4.25 For the Address Details – Postal field, enter the ZIP-Code for this address. Press the Tab-key.

4.26 For the Address Details – State field, click on the magnifying glass icon to display the available values for this field. Select the State for this address. Press the Tab-key.

4.27 For the Address Details – Alternate Names (1) field, if the customer uses an alternate name for this address (i.e., a d/b/a name or a store name, as opposed to the customer name) enter it here. Press the Tab-key.

4.28 For the Address Details – Alternate Names (2) field, if the customer uses an alternate name for this address (i.e., a d/b/a name or a store name, as opposed to the customer name) enter it here. Press the Tab-key.

4.29 For the Address Detail – In City Limit field: Not used by USF at this time: the checkbox is blank. Press the Tab-key.

4.30 For the Address Detail – View Phone Information hyperlink, see below. Press the Tab-key.

4.31 Click on the View Phone Information hyperlink (see Customer Address page illustration, below).

4.32 For the Phone Information – Prefix, Phone, Ext., and Fax fields, enter the telephone information for this customer at this address. Click **OK**, or **Cancel**, as appropriate, to return to the Address page.
Must have a Team Code

Enter in Desired Short Name
01/01/1900 must be entered in for the first Address Record.

```
<table>
<thead>
<tr>
<th>Location:</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>Corporate Headquarters</td>
</tr>
<tr>
<td>*Effective Date:</td>
<td>01/01/1900</td>
</tr>
<tr>
<td>Country:</td>
<td>USA (United States)</td>
</tr>
<tr>
<td>Address 1:</td>
<td>4200 E Fowler Ave</td>
</tr>
<tr>
<td>City:</td>
<td>Tampa</td>
</tr>
<tr>
<td>County:</td>
<td>Hillsborough</td>
</tr>
<tr>
<td>State:</td>
<td>FL</td>
</tr>
<tr>
<td>Postal:</td>
<td>33620</td>
</tr>
</tbody>
</table>
```

Phone Information

- **Prefix:**
- **Phone:**
- **Ext.:**
- **Fax:**

Click on the hyperlink enter Phone Information.
4.11 Click on the Bill-To Options tab at the top of the screen.

### STEP 5  ENTER ADDITIONAL ROLES INFORMATION

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from General Information page, and are not editable

5.1 For the Effective Date field, enter the “standard” Effective Date for this Role: “01/01/1900”. Press the Tab-key

5.2 Accept the following defaults:
   - Status: “Active”

5.3 For the Credit Analyst field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.4 For the Collector field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.5 For the Bill Inquiry Phone field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.6 For the Billing Specialist field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.7 For the Billing Authority field, click on the magnifying glass icon to display the available values for this field. Select the “AROFFICE” value. Press the Tab-key

5.8 Accept the following defaults:
   - Direct Invoicing: the checkbox is checked
   - Prompt for Billing Currency: the checkbox is blank
   - Freight Bill Type: “Shipping”

5.9 For the Bill Type field, click on the magnifying glass icon to display the available values for this field. Select the “COM” (“Commercial”) value. Press the Tab-key
5.10 For the Billing Cycle Identifier field, click on the magnifying glass icon to display the available values for this field. Select the “DAILY” value. Press the Tab-key.

5.11 For the Invoice Form field, click on the magnifying glass icon to display the available values for this field. Select the “CRYSTAL” Press the Tab-key.

5.12 Accept the following defaults:
   - Bill By Identifier: the field is blank

5.13 For the AR Distribution Code field, click on the magnifying glass icon to display the available values for this field. Select the “ARC” (“Commercial AR”) value. Press the Tab-key.

5.14 Accept the following defaults:
   - InterUnit Billing - InterUnit Customer: the field is blank
   - InterUnit Billing - General Ledger Unit: the field is blank
   - Billing Consolidation Data - Consolidation Key: The field is blank
   - Billing Consolidation Data - SetID: the field is blank
   - Billing Consolidation Data - Customer ID: the field is blank

5.15 For the Purchase Order Option – Purchase Order Required field, if a Purchase Order will ALWAYS be required from this customer, check the checkbox. Otherwise, accept the default (the checkbox is blank).

5.16 Accept the following defaults:
   - Blanket Purchase Orders – PO Number: the field is blank
   - Blanket Purchase Orders – Start Date: the field is blank
   - Blanket Purchase Orders – End Date: the field is blank
5.17 For the Reference Qualifier Code field, click on the magnifying glass icon to display the available values for this field. Select the Default “I” (“Item”) value. Press the Tab-key.

5.18 For the Payment Method Options – Payment Method field, click on the magnifying glass icon to display the available values for this field. Select the “CHK” (“Check”) value. Press the Tab-key.

5.19 Accept the following defaults:
- Payment Method Options – Draft Type: the field is blank
- Payment Method Options – Direct Debit Group: the field is blank
- Payment Method Options – Bank Account: the field is blank
- Payment Method Options – Draft Document Required: the field is blank
- Payment Method Options – Draft Approval: the field is blank
- Payment Method Options – Direct Debit Profile ID: the field is blank
- Payment Predictor Options – Partial Payment Switch: the field is blank
- Payment Predictor Options – Payment Predictor Hold: the field is blank
- Payment Predictor Options – Method: the field is blank

5.20 For the Payment Terms – Payment Terms ID field, click on the magnifying glass icon to display the available values for this field. Select the “IMMED” (“Due Immediately”) value. Press the Tab-key.

5.21 Accept the following defaults:
- Payment Terms – Discount Grace Days: the field is blank
- Payment Terms – Due Grace Days: the field is blank
**Customer Roles – Payment Options page**

5.22 Click on the Ship To Options tab

**NOTE:** SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from the General Information page, and are not editable

5.23 Enter the “standard” Effective Date for this Role: “01/01/1900”. Press the Tab-key

5.24 Accept the following defaults:
- Status: “Active”
- Ship To Options – Distribution Network Code: the field is blank
- Ship To Options – Language Code: “English”
- Ship To Options – Store Number: the field is blank
- Ship To Options – Single Ship Flag: the field is blank
- Ship To Options – Carton Label Format ID: the field is blank
- Ship To Options – Allow Overpick: the checkbox is blank
- Ship To Options – Ship Container Label Format ID: the field is blank
- Ship To Options – Maximum Picking Tolerance: the field is blank and grayed
- Just In Time Parameters – Ship Prior to Request Date: “Yes”
- Just In Time Parameters – Days Allowed After Request Date: the field is blank
- Just In Time Parameters – Number of Days Early: the field is blank
- Demand Fulfillment Options – Partial Schedules: “Yes”
- Demand Fulfillment Options – Partial Order: “Yes”
- Demand Fulfillment Options – Cancel Backorder: “No”

Customer Roles – Ship To Options page

5.25 Click on the “Sold To Options” tab

NOTE: SetID = USFSI, Customer ID = (begins with selected three-character Bill Source), and Customer Name are carried from the General Information page, and are not editable

5.26 Enter the “standard” Effective Date for this Role: “01/01/1900”. Press the Tab-key

5.27 Accept the following defaults:
- Status: “Active”
- Sold To Customer Options – Allow Product Substitutions: the checkbox is checked
- Sold To Customer Options – Restocking Fee: the checkbox is blank
- Sold To Customer Options – Freight Charge Method: the field is blank
- Sold To Customer Options – Carton Label Format ID: the field is blank
- Sold To Customer Options – Ship Container Label Format ID: the field is blank
- Order Number Preference – System Product ID: the radio button is “On”
- Order Number Preference – Customer Product ID: the radio button is blank
- Pricing Options – Grace Pricing Discount Days: the field is blank
- Pricing Options – Weight and Volume Pricing Rule: the field is blank
- Pricing Options – Exclusive Pricing ID: the field is blank
- Pricing Options – Price Rule Code: the field is blank

Customer – Sold To page

5.28 lick on the “Miscellaneous General Info” tab

**ENTER MISCELLANEOUS GENERAL INFORMATION, SAVE THE ENTRY**

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI and Customer ID = (begins with selected three-character Bill Source) are carried from the General Information page, and are not editable
6.1 Or the Web URL field, if the customer has a Web-site, enter the Web address here. Otherwise, leave the field blank. Press the Tab-key.

6.2 For the Stock Symbol field, if the customer is a publicly-traded company, enter the stock symbol here. Otherwise, leave the field blank. Press the Tab-key.

6.3 Click the **Save** button to save the customer entry and create the Customer ID.

NOTE: When the user saves the customer entry (Step 6.7, above), the system:
- Validates all entries that are based on control table values and ensures that all required fields are completed.
- Creates the Customer ID, adding a sequential number to the three-character Bill Source selected on the Add page.
CREATE CUSTOMER – COPY CUSTOMER

**SHORT GUIDE:**
Step 1: Navigate to the Customer General Information component
Step 2: Select Add criteria
Step 3: Select Copy From Customer Hyperlink
Step 4: Select Data to Copy
Step 5: Enter in Customer Name and Desired Short Name
Step 6: Change Address and Telephone Numbers
Step 7: Enter Miscellaneous General Information, Click Save.

**STEP 1**
NAVIGATE TO THE CUSTOMER GENERAL COMPONENT AND ENTER BILL SOURCE INFORMATION

1.1 Follow Steps 1-3 from Create Customer – General Information above.

**STEP 2**
COPY CUSTOMER INFORMATION FROM AN EXISTING CUSTOMER

2.1 From the General Information tab click on the hyperlink “Copy From Customer.”

2.2 Enter or search for an existing customer for the department to copy the information from.

2.3 Select the following Boxes:
- General Information
- Addresses
- Bill To Options
- Ship To Options
- Sold To Options
- Hierarchy
- Bill To Customers
- Ship To Customers
- Credit Profile
- Support Teams

2.4 Ensure to change the dates for all date fields to “01/01/1900”
2.5 Click on **OK**

2.6 Enter in the Customer Name and the desired short Name.

2.7 Ensure that the address Effective Date is “01/01/1900” If not change.

2.8 Ensure to change the address for the customer.

2.9 Ensure to click on the “View Phone Information” Hyperlink and change the phone information.

2.10 Click **Save**
CUSTOMER CONTACT SETUP AND MAINTENANCE

ROLES

COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPARTMENTS)

OBJECTIVE

Create and maintain a customer contact and link it to a customer record

OVERVIEW

A contact is a person, usually part of the customer’s organization, who can be contacted by:

- Selling department staff, to initiate or follow-up on a sales transaction or answer questions about a transaction
- USF centralized Cashier’s staff, if questions arise about processing a payment for a customer
- USF centralized Accounts Receivable or Financial Services staff, if questions arise about the customer’s accounts with USF.

Contacts are set up independently from customers. An individual contact may then be linked in the PeopleSoft system to one or many customers for USF management and reporting purposes. Multiple contacts can be linked to multiple customers.

Customer contacts can be created and linked to customers; these are contacts that USF staff would expect to communicate with during sales transactions and when following up during billing or AR management activities. The user can also document conversations and contacts with a customer using the online Conversations links and features, accessed through the customer pages.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

DOCUMENTS REQUIRED:

2) (None)

NOTE: Contacts can be set up online from information received in a telephone conversation or from notes or other correspondence.
<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Roles Performing</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create new external commercial customer online</td>
<td>Selling Department billing staff</td>
<td>Customer Setup</td>
</tr>
<tr>
<td>2) Create customer contact, link to external commercial customer</td>
<td>Selling Department billing staff</td>
<td>Customer Contact Setup And Maintenance</td>
</tr>
<tr>
<td>3) Create Corporate Customer online, link to new external commercial customer</td>
<td>Selling Department billing staff, Centralized AR staff</td>
<td>Corporate Customer Setup</td>
</tr>
<tr>
<td>4) Perform external commercial customer maintenance</td>
<td>Selling Department billing staff, Centralized AR staff</td>
<td>Customer &amp; Corporate Customer Maintenance (Overview Only)</td>
</tr>
<tr>
<td>5) Add conversations from customer-level access</td>
<td>Selling Department billing staff, Centralized AR staff</td>
<td>Customer Conversations Setup and Maintenance</td>
</tr>
<tr>
<td>6) Inquiries and Reports</td>
<td>Selling Department billing staff, Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document.
CREATE CONTACT – CONTACT INFORMATION

**SHORT GUIDE:**
Step 1: Navigate to the Customer Contact Information component
Step 2: Select Add criteria
Step 3: Enter Contact information
Step 4: Enter Contact Customer information
Step 5: Enter Contact Phone and Type, Save the entry
Step 6: Maintenance

**STEP 1**
NAVIGATE TO THE CONTACT INFORMATION COMPONENT

1.1 To open the General Information page, select **Customers, Contact Information**. This will generate the Contacts Info – Find an Existing Value page.

**STEP 2**
SELECT ADD CRITERIA

2.1 Select the “Add a New Value” tab
2.2 Enter the Shared SetID of USFSI
2.3 Accept the following defaults:
   - Contact ID = “NEXT”

NOTE: All external commercial contacts will use the Shared SetID of USFSI

2.4 Click on Add
NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new contact.

NOTE: SetID = USFSI and Contact ID = “NEXT” are carried from Add selections, and are not editable. The Contact ID number will be automatically generated by the PeopleSoft system the first time the contact entry is saved, replacing the “NEXT” value.

3.1 For the Effective Date field, enter the “standard” Effective Date for this new contact entry “01/01/1900”. Press the Tab-key

3.2 Accept the following defaults:
   • Status: “Active”
     Press the Tab-key

3.3 Enter the contact name in the “Name” field. Press the Tab-key.

NOTE: The name must be spelled exactly as it should appear on all reports and correspondence.

3.4 For the Contact Flag field, click on the drop-down menu icon to display the available values for this field. Select the “External” value. Press the Tab-key

3.5 For the Title field, enter the contact’s business title, ex: “Vice President”. Press the Tab-key

3.6 For the Email ID field, enter the Email address for this contact. Press the Tab-key

3.7 For the Salutation Code field, click on the magnifying glass icon to display the available values for this field. Click on the selected value, ex: “Mr.”. Press the Tab-key

3.8 For the Preferred Communication field, click on the drop-down menu icon to display the available values for this field. Click on the selected value, ex: “Call”. Press the Tab-key

3.9 For the Language Code field, click on the magnifying glass icon to display the available values for this field. Select the “English” value. The “XML” value refers to a Web Language not used by USF at this time.

NOTE: The Person ID field is not used by USF at this time.
Contact Information page

3.10 Click on the Contact Customer Information hyperlink

**STEP 4 ENTER CUSTOMER CONTACT INFORMATION**

**NOTE:** Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

**NOTE:** SetID = USFSI, Contact ID = NEXT, Contact Name, and Effective Date are carried from the Contact Information page, and are not editable

4.1 For the Link Contact To Customer – Customer Tab – Customer SetID field, click on the magnifying glass icon to display the available values for this field. Select the "USFSI" value. Press the Tab-key

4.2 For the Link Contact To Customer – Customer Tab – Customer ID field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

**NOTE:** The user may enter the three-character Bill Source of the customer ID in this field before clicking on the magnifying glass icon. This will limit the search to customers with that Bill Source in their Customer ID number.

**NOTE:** The Customer Name field will automatically display the name of the selected customer.

4.3 For the Link Contact To Customer – Customer Tab – Location field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

**NOTE:** The Location Description field will automatically display the description of the
selected Location, if you need to verify the actual address for this location you will need to open a new window to pull up the customer record and view the address.

NOTE: The Link Contact To Customer – Customer Tab – Additional Information hyperlink will not be used by USF at this time. Press the Tab-key

4.4 Accept the following defaults:
   - Primary Bill To: generated from Customer record for selected Customer ID checked or blank
   - Primary Ship To: generated from Customer record for selected Customer ID checked or blank
   - Primary Sold To: generated from Customer record for selected Customer ID checked or blank

NOTE: The user may link additional customers to this Contact by adding a new row on this page, using the “Add A New Row” button. Customers previously linked to this Contact ID may be deleted from the list by using the “Delete Row” button.

NOTE: The Link Contact To Customer – Customer Tab – Self Service Security tab will not be used by USF at this time.

4.5 Click on the Contact Phone and Type hyperlink

**ENTER CONTACT PHONE AND TYPE**

NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new customer.

NOTE: SetID = USFSI, Contact ID = NEXT, Contact Name, and Effective Date are carried from the Contact Information page, and are not editable
5.1 For the Contact Phone Information – Phone Type field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

5.2 For the Contact Phone Information – International Prefix field, enter the number if appropriate for this contact

5.3 For the Contact Phone Information – Phone Number field, enter the number for this contact, including the Area Code.

5.4 For the Contact Phone Information – Extension field, enter the extension number if appropriate for this contact

5.5 For the Contact Type Information – Contact Type field, leave field blank. This field is currently not being used by USF.

5.6 Click the Save button to save the Contact entry and create the Contact ID

NOTE: The User Profile hyperlink will not be used by USF at this time

NOTE: When the user saves the Contact entry (Step 3.9, above), the system:

- Validates all entries that are based on control table values and ensures that all required fields are completed.
- Creates the Contact ID, adding a sequential number to the list of Contacts.

NOTE: The user may associate additional phone numbers to this Contact by adding a new row on this page, using the “Add A New Row” button. Phone numbers previously associated to this Contact ID may be deleted from the list by using the “Delete Row” button.
STEP 6

MAINTENANCE: NAVIGATE TO THE CONTACT INFORMATION COMPONENT, SELECT UPDATE/DISPLAY CRITERIA, BEGIN MAINTENANCE ENTRIES

NOTE: After creating a Customer Contact, the user can perform maintenance on the contact record to add, or change information as needed.

6.1 To open the General Information page, select Customers, Contact Information, Find an Existing Value tab

6.2 For the SetID field, enter "USFSI". For the Customer ID field, enter your 3 digit departmental Bill Source. Click on the Search button to generate a Search Results list of existing contacts.
6.3 Click on the selected contact record, to access it for maintenance. The system will open the Contact page, in an Update/Display mode. Click on the Correct History button.

6.4 Perform maintenance as needed. Click the Save icon to save any changes. See Steps 1 through 3, above.
CUSTOMER CONVERSATIONS SETUP AND MAINTENANCE

**ROLES**

**COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPARTMENTS)**

**OBJECTIVE**

Record and make changes to a customer conversation with an external customer.

**OVERVIEW**

The user may record a conversation or other communication with an existing external commercial customer, by using the online Conversations functions in the PeopleSoft Customer system. The Conversation functions include documentation of contacts with the customer, and various follow-up activities including calls, action reminders, etc. Users can also search for previously documented conversation by Keywords.

Users can review documented conversations from several access points in the Customer, Billing, and Receivables systems. This allows several users to document contacts with the customer and then review a sequence of contacts in communicating with the customer for a problem, or other business purposes. The user must “Add” each new conversation record to the system, however, additional notes can be added to a conversation record through online maintenance activities thereafter, either from the Customer menu access, or from various transaction and inquiry pages in the PS-AR and PS-BI systems.

NOTE: The information in this guide is based on certain assumptions:

- Users have previously received training in PeopleSoft 8.9 navigation
- Control tables have been set up with needed values prior to performing the activities described in the following sections

**DOCUMENTS REQUIRED:**

3) Customer maintenance form.

NOTE: Customer conversations can be recorded online. However, there may be times when the user will simply make notes to be added to the conversation records at some later time. The Customer Maintenance form should include a place for such notes, and can then be used as the source for entry by the user who made them, or some other authorized user. Therefore, USF will have to develop a transmittal form to be completed by the departments, as needed, and forwarded to the centralized AR group for entry of changes into the customer’s record (see “Customer Setup” document, “Documents Required” section)
<table>
<thead>
<tr>
<th>Scenarios:</th>
<th>Roles Performing:</th>
<th>Document:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Create new external commercial customer online</td>
<td>Selling Department billing staff</td>
<td>Customer Setup</td>
</tr>
<tr>
<td>2) Create customer contact, link to external commercial customer</td>
<td>Selling Department billing staff</td>
<td>Customer Contact Setup And Maintenance</td>
</tr>
<tr>
<td>3) Create Corporate Customer online, link to new external commercial customer</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Corporate Customer Setup</td>
</tr>
<tr>
<td>4) Perform external commercial customer maintenance</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer &amp; Corporate Customer Maintenance (Overview Only)</td>
</tr>
<tr>
<td>5) Add conversations from customer-level access</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer Conversations Setup and Maintenance</td>
</tr>
<tr>
<td>6) Inquiries and Reports</td>
<td>Selling Department billing staff Centralized AR staff</td>
<td>Customer Inquiries and Reports</td>
</tr>
</tbody>
</table>

NOTE: The Section in **BOLD**, above, refers to this document
CREATE CUSTOMER CONVERSATION

SHORT GUIDE:
Step 1: Navigate to the Customer Conversations component
Step 2: Select Add criteria
Step 3: Enter Conversation Information and Save the entry; enter Conversation Details and Save the entry; enter Conversation Actions/Keywords and Save the entry
Step 4: Maintenance and Additional Activities, Save the entry

STEP 1
NAVIGATE TO THE CUSTOMER CONVERSATION COMPONENT

1.1 To open the General Information page, select Customers, Conversations, Conversations. This will generate the Conversations – Find an Existing Value page.

STEP 2
SELECT ADD CRITERIA

2.2 Select the “Add a New Value” tab

2.3 Enter the Shared SetID of USFSI

NOTE: All external commercial customers will use the Shared SetID of USFSI

NOTE: Each department’s commercial Customer ID’s will begin with a three-character Bill Source unique to the particular department. These Bill Sources must be set up in the PeopleSoft system’s Automatic Numbering function prior to adding a new customer.

2.4 Select the correct department Bill Source from the search list.
Enter the three-character Bill Source for external commercial customers

Look Up Customer ID

SetID: USFSI
Customer ID: begins with CTR
City: begins with
Name 1: begins with

Search Results
Only the first 300 results can be displayed. Enter more information above and search again to reduce the number of search results.

Customer ID City Name 1
CTR1053 Tampa AAA Auto Club
CTR1144 Key West ATL Productions
CTR1263 Tampa Abundant Life Worship Center
CTR1152 Clearwater Actor Arts
CTR1203 Tampa Admissions Office
CTR1254 Tampa Adult Career and Higher Education

Update Conversations

SetID: USFSI
Customer ID: CTR1058
Add

2.5 Click on
NOTE: Certain fields in the following pages require values that must be set up on the appropriate control tables in the PeopleSoft system prior to adding a new conversation.

NOTE: SetID = USFSI, Customer ID, and Customer Name are carried from Add selections, and are not editable

3.1 Accept the following defaults:
   • Initial Conversation DateTime (DateTime-Stamp automatically generated from System)
   • Status = “New”. Press the Tab-key
   NOTE: additional Status values are “Closed” and “Open”, which can be selected during maintenance

3.2 For the “Subject/Business Transaction” fields, click on the magnifying glass icon to display the available “Subject” values for this field. Click on the selected value. The “Business Transaction” field value will be automatically generated from the “Subject” selection. Press the Tab-key

3.3 For the “Sub-Topic” field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.4 For the “Description” field, enter the appropriate information. Press the Tab-key.

3.5 Accept the following defaults:
   • Contact Us Notes - DateTime: carried from the DateTime –stamp, above
   • Contact Us Notes - User: generated by the user’s sign-on
   • Contact Us Notes - Visible: the checkbox is unchecked (Visible refers to customers who use e-bill options for payment. USF will not enable e-bill on July 1, but likely will sometime in the future. When customers have the e-bill option and e-payment option, and if the “visible” box is checked, they can view the conversations notes on-line from their own desktops.)

3.6 For the Actions & Keywords – Review – Rev Days field, enter the number of days in the future when the conversation is to be reviewed. Press the Tab-key.
   NOTE: The Review and User field values will automatically be generated by the system when the Rev Days value is entered.

3.7 For the Actions & Keywords – Review – Done checkbox, leave unchecked until the review is completed. Press the Tab-key

3.8 For the Actions & Keywords – Review – Supervisor Review checkbox, check the checkbox if appropriate. Press the Tab-key

3.9 For the Actions & Keywords – Keywords – Keyword field, click on the magnifying glass icon to display the available values for this field. Click on the selected value (up to three selections). Press the Tab-key

3.10 For the Actions & Keywords – Follow Up – Action field, click on the magnifying glass icon to display the available values for this field. Click on the selected value.
Press the Tab-key
NOTE: The User field value will automatically be generated by the system when the Action value is entered

3.11 For the Actions & Keywords – Follow Up – Action – Done checkbox, leave unchecked until the Action is completed. Press the Tab-key

3.12 For the Actions & Keywords – Follow Up – Letter field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.13 For the Actions & Keywords – Follow Up – Letter – Done checkbox, leave unchecked until the Action is completed.

3.14 For the Contact Us Notes - Contact ID field, click on the magnifying glass icon to display the available values for this field. Click on the selected value for the Contact with whom the conversation was held. Press the Tab-key
NOTE: The Contact Name, Telephone, and Ext will automatically be generated by the system when the Contact ID is selected.

3.15 For the Contact Us Notes – Comments field, enter the text of the conversation
NOTE: This text should be relevant to the “Description” entered in Step 3.4, above.
3.16 Click on the References tab

NOTE: SetID = USFSI, Customer ID, Customer Name, Effective Date, Initial Conversation Date/Time, Status, Subject, Business Transaction, Sub-Topic, Description, and Contact Us Notes Detail - DateTime are carried from the Bill To Options page, and are not editable

3.17 Accept the following defaults:
- Contact Us Notes Detail – Include Closed Information: the checkbox is unchecked

3.18 For the Information Discussed – Qualifier field, click on the magnifying glass icon to display the available values for this field. Click on the default value of “I”. Press the Tab-key

3.19 For the Information Discussed – Reference field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key
NOTE: the Reference list will correspond to the Qualifier selected (step 3.10, above), i.e., if Items are selected, the Reference lookup list will contain AR Items.
3.20 For the Information Discussed - Unit field, the information will be automatically generated by the system based on the “Reference” field entry. If appropriate, the user can also override this information by clicking on the magnifying glass icon to display the available values for this field. Select the “USF01” value. Press the Tab-key

3.21 For the Information Discussed – Cust ID field, the information will automatically be generated by the system based on the “Reference” field entry. The user can also override this information by clicking on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

3.22 For the Information Discussed – Item Line field, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key

NOTE: This field refers to the Line number on the invoice. This field will not appear unless you selected “I” as the qualifier in step 3.11.

3.23 Click on the Save button to save the Conversation Details entry

3.24 Click on the Save button to save the Conversation entry
4.1 To review or add information to a conversation, a Conversation Call, a Follow-Up, a Review Needed, or to perform a Keyword Search, select Customers, Conversations, Update Conversations.

NOTE: Selecting each menu choice will generate a “Find An Existing Value” page. Proceed as in Steps 1 & 2, above. The Conversations choice will be used as an example, below.

4.2 For the SetID field, enter “USFSI”. Press the button.

4.3 Click on the selected conversation record, to access it for review or maintenance. The system will open the appropriate page, in an Update/Display mode.
4.4 Perform maintenance as needed. Click the Save icon to save any changes. See Step 3, above.
CUSTOMER OVERVIEW – CENTRALIZED MAINTENANCE, END-USER INQUIRIES AND REPORTS

**Roles**

COMMERCIAL BILLING PERSONNEL (AUXILIARY DEPARTMENTS)

**Objectives**

Run a report based on various criteria
Review a customer record based on messages or notes

**Overview**

Once set up, customer information can be changed as needed. Customer information will include the attribute codes, credit information, contacts at USF, and addresses for billing, shipping, and correspondence purposes. This information is used by the system to provide default controls for bills and invoices produced for this customer, and for management of the customer’s AR account. Only external, commercial customers will be set up in the PeopleSoft system.

Such changes might involve additions of new addresses or inactivation of old ones, changes in customer Roles, changes in credit limits, additions of messages or notes, etc. Much of this information is Effective Dated in the PeopleSoft Customer system, especially, in the case of customer Roles and addresses. This means, for example, that the user does not overwrite an existing address, but enters a subsequent address that will be used within the indicated Role, for all subsequent transactions involving this customer. In this way, the PeopleSoft system maintains the history of such information for all transactions that occurred before the change was made (i.e., the user can see an address used for previous bills and invoices, as well as the current address).

Additionally, a customer may have multiple addresses. In this case, the user would enter a new address but not mark it as the primary address for the Role. Departmental users would then have to search for and select the correct address to use for their purposes in dealing with the customer.

The customer’s status can be changed at the header or Role levels, with varying effects on the user’s ability to enter transactions for the customer. Such changes require entry of new Effective Dated rows to the customer’s record.

Customer maintenance:

NOTE: Customers can be set up online from information received in a telephone conversation or from notes or other correspondence. Only users who possess the USF_AR_BILLER security role may create or update a customer record. In observance of sound internal control,

1. Changes to customer addresses are captured in an audit log (the table name is PS_AUDIT).
2. The changes that are captured include
   a. All name changes
   b. All address changes
   c. All status changes (active to inactive to active)
3. Specific individuals are identified within the UCO to review the audit log
4. The audit log will be reviewed and documented weekly
NOTE: Updated information about a customer may be collected by billers or other selling-departmental staff, Cashiers, or anyone else who contacts the customer. This includes internal notification that a Corporate Customer record must be set up and existing departmental customers must be linked to the Corporate Customer. See “Documents Required”, below.

NOTE: Refer to “Customer Setup” document for maintenance activities.

NOTE: The information in this guide is based on certain assumptions:
• Users have previously received training in PeopleSoft 8.9 navigation
• Control tables have been set up with needed values prior to performing the activities described in the following sections

### Scenarios: | Roles Performing: | Document:
---|---|---
1) Create new external commercial customer online | Selling Department billing staff | Customer Setup
2) Create customer contact, link to external commercial customer | Selling Department billing staff | Customer Contact Setup And Maintenance
3) Create Corporate Customer online, link to new external commercial customer | Selling Department billing staff, Centralized AR staff | Corporate Customer Setup
4) Perform external commercial customer maintenance | Selling Department billing staff, Centralized AR staff | Customer & Corporate Customer Maintenance (Overview Only)
5) Add conversations from customer-level access | Selling Department billing staff, Centralized AR staff | Customer Conversations Setup and Maintenance
6) Inquiries and Reports | Selling Department billing staff, Centralized AR staff | Customer Inquiries and Reports

NOTE: The Section in BOLD, above, refers to this document

---

### END-USER CUSTOMER REPORTS

**SHORT GUIDE:**

1. **Step 1:** Navigate to the Customer Reports component
2. **Step 2:** Select Report and Run Control
3. **Step 3:** Select Report Criteria
4. **Step 4:** Run the report
5. **Step 5:** View the report
**STEP 1**

**NAVIGATE TO THE CUSTOMER REPORTS COMPONENT**

1.1 To open the Reports selection page, select **Customers, Reports component**

![Customers menu]

**STEP 2**

**SELECT REPORT AND RUN CONTROL**

2.1 Click on the menu item for the report to be run. This will generate the appropriate “Find an Existing Value” page. Report choices are:
- Customers by Unit – Not Used by USF
- Customers by SetID
- Contacts by Unit – Not Used by USF
- Contacts by SetID
  
  **NOTE:** USF will use only “USFSI” for the SetID for customers and contacts
- Sold To Customer Master – Not Used by USF
- Sold To Cust Relationships – Not Used by USF
- Ship To Customer Master – Not Used by USF
- Ship To Cust Relationships – Not Used by USF
- Ship Date Exceptions - Not Used by USF

2.2 Click on the Search button to generate a list of existing Run Control IDs. Select the Run Control ID for this report (example: the Run Control ID for the Customers by Unit might be CUSTBYBU), or enter the Run Control ID in the Run Control ID field and click on the Search button. This will generate the Run Control page for this report.

**NOTE:**
No Spaces may be used in a Run Control ID. For separation of words, use the "_" symbol.
Find an Existing Value – Search page

NOTE: If clicking on the Search button results in the message “No matching values were found”, enter the Run Control ID into the “Run Control ID” field and click on the “Add a New Value” tab. Click on the Add button to generate the Reprint Run Control page. Click the Save icon to save the Run Control ID for future use.

STEP 3 SELECT REPORT CRITERIA

NOTE: Each Report may have different criteria from the example below.

3.1 Accept the following defaults:
   - Run Control ID (carried from the Search page)
   - Language - English

3.2 For the Report Request Parameters – Unit field, click on the magnifying glass icon to display the available values for this field. Select the “USF01” value. Press the Tab-key

3.3 Unless the report is to be limited to customers with a certain Status or a certain Customer Type, accept the following defaults:
   - Report Request Parameters - Customer Status = “ALL”
   - Report Request Parameters – Customer Type = “ALL”
Otherwise, click on the Drop Down List icon to display the available values for this field. Click on the selected value. Press the Tab-key.

3.4 Unless the report is to be limited to customers with a certain Credit Analyst, Sales Person, and/or Collector value, accept the following defaults:
- Report Request Parameters - Credit Analyst: the field is blank
- Report Request Parameters - Sales Person: Not Used by USF
- Report Request Parameters - Collector: the field is blank
Otherwise, click on the magnifying glass icon to display the available values for this field. Click on the selected value. Press the Tab-key.

3.5 For the Report Request Parameters – Sort Option field, click on the Drop Down List icon and select the appropriate option. Otherwise, the default is “Sort by Customer Name” and the report will be produced accordingly.
NOTE: If the “Sort by Customer Number” value is selected, the report will list customers in the order of their three-character Bill Source, if any. “Sort by Customer Type” is not being used by USF.

**Customers By Unit**

**Report Request Parameters**

- **Unit:** USA01 UNIVERSITY OF SOUTH FLORIDA
- **Customer Status:** All Active and Inactive
- **Customer Type:** All
- **Credit Analyst:**
- **Sales Person:**
- **Collector:**
- **Sort Option:** Sort by Customer Name

**STEP 4  RUN THE REPORT**

4.1 Click on the Run button. This will generate the Process Scheduler Request page for this report.
Run Control page

4.2 Accept the following defaults:
   - User ID (carried from the Search page)
   - Run Control ID (carried from the Criteria page)

4.3 For the Server Name field, click on the Drop Down List icon. Select the “PSNT” value. Press the Tab-Key.

4.4 Accept the following defaults:
   - Recurrence: the field is blank
   - Time Zone: the field is blank
   - Run Date: system-generated
   - Run Time: system-generated
   - For the Select/Description/Process Name/Process Type/*Type/*Format fields, the appropriate report will have the “SEL” checkbox checked, indicating that this is the report that will be run.

4.5 Click on the OK button to start the process for generation of this report, this will return the user to the Run Control page for this report.
4.6 Click on the Process Monitor hyperlink to monitor the processing of this report. This will generate the Process List page.
4.7 The various fields on the Process List page will be defaulted from entries made on the previous pages. The process for this report will be listed on the “Instance” row. When the Run Status field = “Success”, click the Details hyperlink to pull up the Process Detail page.

Click “Refresh” to update run status during processing.
5.1 Click on the View Log/Trace hyperlink to pull up the View Log/Trace list as illustrated below.

<table>
<thead>
<tr>
<th>Process Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instance:</strong> 1011568</td>
</tr>
<tr>
<td><strong>Name:</strong> AR31002</td>
</tr>
<tr>
<td><strong>Run Status:</strong> Success</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request Created On:</strong> 05/05/2006 9:00:24AM EDT</td>
</tr>
<tr>
<td><strong>Run Anytime After:</strong> 05/05/2006 8:57:00AM EDT</td>
</tr>
<tr>
<td><strong>Began Process At:</strong> 05/05/2006 9:00:43AM EDT</td>
</tr>
<tr>
<td><strong>Ended Process At:</strong> 05/05/2006 9:00:58AM EDT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Request Created On:</strong> 05/05/2006 9:00:24AM EDT</td>
</tr>
<tr>
<td><strong>Run Anytime After:</strong> 05/05/2006 8:57:00AM EDT</td>
</tr>
<tr>
<td><strong>Began Process At:</strong> 05/05/2006 9:00:43AM EDT</td>
</tr>
<tr>
<td><strong>Ended Process At:</strong> 05/05/2006 9:00:58AM EDT</td>
</tr>
</tbody>
</table>

5.2 Click on the report hyperlink. This will generate an online view of the report. The report can be printed from within the online view. The first time you pull up a report a new window will open and you will need to re-login into PeopleSoft.

**NOTE:** You can right click on the file to save the PDF file to your disk/hard drive. You can then rename the file to any name you choose.

5.3 Click on the Customers By Unit menu item (see Step 1, above). The user can now select different criteria for this same report, or can move to different reports.