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Customer Workflow

Customer Maintenance Business Rules

For the Customer eDoc (CUS) the customer must have at least one address.

For Contract and Grant (CG) customers, contact or consult the Office of Research Services (ORS) or your CG Representative.
Searching for and Creating a Customer in KFS

The CUS eDoc identifies individual customers and provides their tax information, contact name, and address information.

To search for or create a customer, go to the **Maintenance tab → Accounts Receivable → Customer**.

### Searching for a Customer

The first step in creating a new customer is to determine whether or not the customer already exists in the KFS customer database. When you select Customer from the Maintenance tab, the Customer Lookup screen opens.

The Customer Lookup screen enables you to search for existing customers in the customer database. The search may be based on several criteria, both individually or simultaneously. Search criteria can be entered to narrow down search results.

To initiate a new customer, select the “create new” button in the top right corner. The “edit” and “report” feature is available on the search results in the “Actions” column.
In the Customer Lookup screen, you may search for existing customers using the following criteria:

- **Customer Number** - This field enables you to limit your search to a specific customer number. This is the number that is assigned to a customer in the KFS customer database. It is a unique identifier for the customer.
- **Customer Type** - This field enables you to limit your search to a specific customer type, e.g., IO - Individual – Other.
- **Customer Name** - This field enables you to limit your search to a specific customer’s name. Use the wildcard asterisk (*) before and/or after the name when searching by a partial name.
- **Phone Number** - This field enables you to limit your search to a specific phone number (XXX-XXX-XXX).
- **Tax Number** - A 9-digit taxpayer identification number, Federal Employer Identification Number (FEIN) or Social Security Number (SSN) is entered for the customer when created in the KFS database. If you are unable to find a customer using the Name fields, you could search using the tax number field. (Note: The wildcard (*) is not allowed when searching by tax number.)
- **Tax Number Type** - Select the appropriate tax number type (FEIN, SSN or NONE).
- **Active Indicator** - Use this field to limit your search to view only active customers, only inactive customers, or both active and inactive customers. Inactive customers may not be used on KFS eDocs.
- **Address Name** - This field enables you to limit your search to a specific customer address name.
- **Address 1, Address 2, City, State, Postal Code, International Province** - These fields enable you to limit your search to specific customer address attributes.
- **Email Address** - This field enables you to limit your search to a specific customer email address.
- Click the ‘Search’ button.
Creating a Customer

If the customer is not found in the KFS database after searching in the Customer Lookup, a new customer number should be created. Request a new customer number by opening the CUS eDoc located in the Maintenance tab → Accounts Receivable → Customer, and then click the “create new” button in the upper righthand corner. After completion, your request is routed to the General Accounting Office.

The Customer eDoc contains the standard document header, 10 tabs, and 4 action buttons.

For more information about the standard document header, tabs, and workflow action buttons, please refer to the Standard KFS eDoc Layout User Guide.

General Information Tab

General Information tab definition

- **Customer Number** – (View only) A unique system-generated number assigned (when the CUS eDoc is Final) to identify each vendor/organization/individual as a customer.
- **Customer Name** – (Required) Enter in the customer name (limited to 60 alphanumeric characters).
  - Format for Individuals: 'LAST, FIRST M'
Format for non-Individuals: Please refer to the Vendor Name/Address Conventions in the Vendor Maintenance User Guide.

No special characters or Hawaiian language diacritical marks are allowed.
- Special character examples: !, @, #, $, %, ^, &, *, ( and )
- Hawaiian language diacritical mark examples: ā and ō

**Customer Type – (Required)** Select the grouping for the desired type of customer (Individual, Business Concerns, etc.) from the drop-down menu. Existing customer types may be selected from the list or from the Customer Type Lookup.

The 'CG Use Only' types will be used by ORS only for Contracts and Grants Billing.

- **Active Indicator** – (Optional) Select the check box if the customer number should be active. Default is checked (active). Clear the check box if the customer number should be inactive.
  - When inactive, a customer may not have any further invoices (INV) issued to them; however, payments will continue to be accepted.

- **Customer Record Add Date** – (View only) This field is system assigned. The date this Customer record was added to the data base.

- **Last Activity Date** – (View only) This field is system assigned. The most recent date on which any part of the Customer record was changed.

- **Invoice Template** – (Optional) This field is used for CG Billing and is maintained by ORS and the "blank" value should be selected from the drop-down menu for non-CG customers; the default for this field is “Standard.”
Corporate Information Tab

Corporate Information tab definition
- **Tax Number** – (Optional) Enter in the Tax Number.
- **Tax Number Type** – (Required if Tax Number is populated) Select the Tax Number Type, default is NONE.
- **Tax Exempt Indicator** – (Optional) Check the box if the customer's tax status is exempt. Default is NO (unchecked).
- **Credit Approved By** – (Not Used) Credit Approved By is not being used.
- **Credit Limit Amount** – (Not Used) Credit Limit Amount is not being used.

Contact Information Tab

Contact Information tab definition
- **Birth Date** – (Not Used) DO NOT enter a Birth Date which is considered sensitive information subject to privacy or security considerations. Refer to Executive Policy 2.214-Institutional Data Classification Categories and Information Security Guidelines for more information.
- **Email Address** – (Optional) Enter in the Email Address. This field is 60 spaces.
- **Phone Number** – (Optional) Enter in the Phone Number (format = xxx-xxx-xxxx).
- **800 Phone Number** – (Optional) Enter in the 800 Phone Number (format = xxx-xxx-xxxx).
- **Fax Number** – Optional) Enter in the Fax Number (format = xxx-xxx-xxxx).
- **Contact Name** – (Optional) Enter in the Contact Name.
- **Contact Phone Number** – (Optional) Enter in the Contact Phone Number (format = xxx-xxx-xxxx).
Addresses Tab

Addresses tab definition

- **Address Type** – *(Required)*
  Select the Address Type from the drop-down menu. Existing address types may be selected from the list or from the Customer Address Type Lookup.
  - Primary (Default) - One allowed per Customer that will default as the Bill To Address in the Customer Invoice.
  - Alternate - Multiple allowed per Customer that can be used as both Bill To and Sold To Addresses.
  - Temporary - Multiple allowed per Customer that have an address end date.

- **Address Name** – *(Required)*
  The Customer Name will be defaulted into the Address Name, change or edit as applicable.

- **Address 1** – *(Required)*
  Enter the first line of the address information. This field is 30 spaces.

- **Address 2** – *(Optional)*
  Enter the second line of the address information. This field is 30 spaces.

- **City** – *(Required)*
  Enter the City for this customer address. This field is 25 spaces.

- **State** – *(Required if Country = US)*
  Select the State from the drop-down menu.

- **Postal Code** – *(Required if Country = US)*
  Enter in the US Zip/Postal Code (zip code format = xxxxx or postal code format = xxxxx-xxxx). This field is 20 spaces.
  - If you receive an error message, "Postal Code Not Found", submit a trouble ticket with a request to add the postal code to KFS. Provide the City, State and Postal Code in the trouble ticket.

- **International Province** – *(Required if International)*
  Enter in the International Province. The name of a province for a customer address outside of the United States such as in Canada. This field is 45 spaces.

- **International Postal Code** – *(Required if International)*
  Enter in the International Postal Code. The applicable postal code for a customer address outside of the United States. This field is 20 spaces.
  - For Non-US postal codes, please do not include any space, hyphen, or dashes. For example, Asian postal codes traditionally have a hyphen separating the postal code, e.g., “100-0023”. Please enter only the numbers without the hyphen, e.g., “1000023”. United Kingdom and Canadian postal codes have a space between alphas and numbers, e.g., K1N 0M3. Enter postal code into KFS without any spaces, e.g. K1N0M3.

- **Country** – *(Required)*
  Select the Country from the drop-down menu. Existing countries may be selected from the list or from the Country Lookup.
If you receive an error message, "Country Code Not Found", submit a trouble ticket with a request to add the Country code to KFS. Provide the City, State and Postal Code in the trouble ticket.

- **Email Address** – (Optional) If applicable, enter an appropriate email address. This field is 60 spaces.
- **Address End Date** – (Required if using Address Type Temporary) Enter in the Address End Date (format = mm/dd/yyyy) or select from the calendar.
- **Invoice Template** – (Optional) This field is used for CG Billing and is maintained by ORS and the "blank" value should be selected from the drop-down menu, the default for this field is blank.
- **Method of Invoice Transmission** – (Optional) This field used for CG Billing and is maintained by ORS and the "blank" value should be selected from the drop-down menu, the default for this field is blank.
- **Copies to Print** – (Optional) This field is used for CG Billing and is maintained by ORS and the "blank" value should be used, the default for this field is blank.
- **Number of Envelopes to print** – (Optional) This field is used for CG Billing and is maintained by ORS and the "blank" value should be used, the default for this field is blank.
- Click the 'add' button

**Collections Tab**
UH does not use the Collections Tab, therefore this tab should not be completed.

**UH Extended Attributes Tab**

**UH Extended Attributes tab definition**

- **UH Number** – (Optional) Enter in the UH ID Number (format = XXXXXXXX), usually used for Salary Overpayment INVs.
Editing an Existing Customer

When you retrieve a customer, you will see “edit” and “report” in the Customer Lookup screen’s Actions column. In the screenshot below, a customer name was used to limit the search. All customer records may be edited.

In most cases, the “edit” action is used to add a new, update, or correct the current address. When the “edit” link is clicked, KFS will show side-by-side the customer’s “old” and “new” information. Users should use the “new” side of the current address to update or correct the address or the Address Type. For new addresses that are different than the old address, multiple active addresses, or another Address Type (“Alternative,” “Temporary,” or new “Primary”), add a new address instead of changing the existing address by using the “New Customer Address” section and then select the “add” button.

To begin a customer edit, search for the customer. In this example (shown in the above screenshot), we use “TEST**” and search by customer name. It is recommended that the “Both” option is selected for the Active Indicator, the default is “Yes.”
From the Customer Lookup search results screen, click “edit” under the Actions column. You should see the screen below. In this example, “Edit” is added to the Customer Name, Primary Address’ Address Name, and Address 1.
Continuation of screenshot from above.

1. Edit the customer’s general information or address on the right hand column of the eDoc called "New".
2. If you are adding a new address, enter the new address information into the New Customer Address section and select the Address Type. Click the ‘add’ button.
Customer Maintenance Examples

Create New Customer

Uno, Heidy-Ann (heidy) needed to create a new customer “UHF-THEATRE & DANCE.” CUS eDoc number 6598381 was processed.

Document Overview tab

- **Description**: Starts with the 3 digit Fiscal Office Code of 066 followed by a brief description of the transaction.
- **Explanation**: Includes a more detailed description of the transaction, in this example no explanation was entered.

The initial General Information tab, with the editable fields.
General Information tab
- **Customer Number**: System assigned.
- **Customer Name**: The customer name (UHF-THEATRE & DANCE) was entered.
- **Customer Type**: The customer type (UF - UH Foundation) was selected.
- **Active Indicator**: The default for this field is checked. The customer is active, so this field was left checked.
- **Invoice Template**: The default for this field is “Standard.”
  - Note: This field is for “CG Use Only” and the "blank" field was selected from the drop-down menu since this example is for a non-CG Customer.

Corporate Information tab
- **Tax Number**: For this example, the Tax Number is not filled in.
- **Tax Number Type**: The default is “NONE”. For this example, the Tax Number is not filled in so the default is used.
- **Tax Exempt Indicator**: The default for this field is unchecked. For this example, the customer is not tax exempt, so the default is used.
- **Credit Approved By**: (Not Used) Credit Approved By is not being used, so the field is left blank.
- **Credit Limit Amount**: (Not Used) Credit Limit Amount is not being used, so the field is left blank.
Contact Information tab
- For this example, the contact information is not used, so all fields are left blank.

Addresses tab
- **Address Type**: The address type (Primary) was selected.
- **Address Name**: The address name (UHF-THEATRE & DANCE) was entered.
- **Address 1**: The address 1 (1770 EAST WEST ROAD) was entered.
- **City**: The City (HONOLULU) was entered.
- **State** The State (HAWAII) was selected.
- **Postal Code:** The postal code (96822) was entered.
- **Country:** The Country (UNITED STATES) was selected.
- The ‘add’ button is selected.

### Collections tab
- UH does not use the Collections tab, so all fields are left blank.

### UH Extended Attributes tab
- UH does not use the **UH Extended Attributes** tab for new customers, so all fields are left blank.

### Route Log tab
- **Actions Taken**
  - After the CUS eDoc was submitted, it routed to and was approved by the KFS-AR Customer eDoc Reviewer GALC (Morimoto, Karen).
  - The system sent an FYI request to the Initiator (Uno, Heidy-Ann).

For more information about the standard document header, tabs, and workflow action buttons, please refer to the **Standard KFS eDoc Layout User Guide**.
**Customer Maintenance User Guide**

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### Document Overview

- **Description:** ADD NEW CUSTOMER
- **Organization Document Number:**
- **Explanation:**

### General Information

- **Customer Number:** 5951
- **Customer Name:** UHF-THEATRE & DANCE
- **Customer Type:** UF - UH Foundation
- **Active Indicator:** Yes
- **Customer Record Add Date:** 02/16/2021
- **Last Activity Date:** 02/16/2021
- **Last Address Change Date:**
- **Invoice Template:** Standard

### Corporate Information

- **New**
  - **Tax Number:** **********
  - **Tax Number Type:** NONE
  - **Tax Exempt Indicator:** No
  - **Credit Approved By:**
  - **Credit Limit Amount:**

### Contact Information

- **Addresses**
  - **Customer Address (UHF-THEATRE & DANCE - Primary)**
    - **Address Type:** Primary
    - **Address Name:** UHF-THEATRE & DANCE
    - **Address 1:** 1770 EAST WEST ROAD
    - **City:** HONOLULU
    - **State:** HAWAII
    - **Postal Code:** 96822
    - **International Province:**
    - **International Postal Code:**
    - **Country:** UNITED STATES
    - **Email Address:**
    - **Address End Date:**
    - **Invoice Template:** Standard
    - **Method of Invoice Transmission:**
    - **Copies to Print:**
    - **Number of Envelopes to print:**

### Collections

- **UH Extended Attributes**
- **Notes and Attachments (0)**
- **Ad Hoc Recipients**
- **Route Log**

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Final Version

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Edit an Existing Customer

Yasuda, Ashlyn (ashlynfy) needed to edit customer “KA UMEKE KAEO PUBLIC CHARTER SCHOOL" Primary address. CUS eDoc number 6586968 was processed to change the original Primary address to the alternative address and add a new primary address.

Document Overview tab

- **Description**: Starts with the 3 digit Fiscal Office Code of 025 followed by a brief description of the transaction.
- **Explanation**: Includes a more detailed description of the transaction.
General Information tab
• For this example, the General Information tab was not updated.

Corporate Information tab
• For this example, the Corporate Information tab was not updated.

Contact Information tab
• For this example, the contact information is not used, so all fields are left blank.
Addresses tab – Add New Customer Address

- **Address Type:** The address type (Primary) was selected.
- **Address Name:** The address name (KA UMEKE KAEO PUBLIC CHARTER SCHOOL) was entered.
- **Address 1:** The address 1 (1500 KALANIANAOLE AVENUE) was entered.
- **City:** The City (HILO) was entered.
- **State:** The State (HAWAII) was selected.
- **Postal Code:** The postal code (96720) was entered.
- **Country:** The Country (UNITED STATES) was selected.
- The ‘add’ button is selected.
The initial Addresses tab, Current Primary Customer Address section with the editable fields.

Addresses tab – Edit Current Primary Address
- **Address Type**: The address type (Alternate) was selected.
- The other items in the Addresses tab were not updated.
Collections tab
- UH does not use the Collections tab, so all fields are left blank.

UH Extended Attributes tab
- UH does not use these fields for new customers or update/edits for existing customers, so all fields are left blank.

Route Log tab
- Actions Taken
  - After the CUS eDoc is submitted, it is routed to and was approved by the KFS-AR Customer eDoc Reviewer GALC (Morimoto, Karen).
  - The system sent an FYI request to the Initiator (Yasuda, Ashlyn).

For more information about the standard document header, tabs, and workflow action buttons, please refer to the the Standard KFS eDoc Layout User Guide.
<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Number: 3201</td>
<td>Customer Number: 3201</td>
</tr>
<tr>
<td>Customer Name: KA UMEKE KAEO PUBLIC CHARTER SCHOOL</td>
<td>Customer Name: KA UMEKE KAEO PUBLIC CHARTER SCHOOL</td>
</tr>
<tr>
<td>Customer Type: GH - Hawaii Government</td>
<td>Customer Type: GH - Hawaii Government</td>
</tr>
<tr>
<td>Active Indicator: Yes</td>
<td>Active Indicator: Yes</td>
</tr>
<tr>
<td>Customer Record Add Date: 12/10/2012</td>
<td>Customer Record Add Date: 12/10/2012</td>
</tr>
<tr>
<td>Last Activity Date: 12/10/2012</td>
<td>Last Activity Date: 12/10/2012</td>
</tr>
<tr>
<td>Last Address Change Date:</td>
<td>Last Address Change Date:</td>
</tr>
<tr>
<td>Invoice Template:</td>
<td>Invoice Template:</td>
</tr>
</tbody>
</table>

**Corporate Information**

**Contact Information**

**Addresses**

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address Type:</strong> Primary</td>
<td><strong>Address Type:</strong> Alternate</td>
</tr>
<tr>
<td><strong>Address Name:</strong> KA UMEKE KAEO PUBLIC CHARTER SCHOOL</td>
<td><strong>Address Name:</strong> KA UMEKE KAEO PUBLIC CHARTER SCHOOL</td>
</tr>
<tr>
<td><strong>Address 1:</strong> 222 DESHA AVENUE</td>
<td><strong>Address 1:</strong> 222 DESHA AVENUE</td>
</tr>
<tr>
<td><strong>Address 2:</strong></td>
<td><strong>Address 2:</strong></td>
</tr>
<tr>
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<td><strong>City:</strong> HILO</td>
</tr>
<tr>
<td><strong>State:</strong> HAWAII</td>
<td><strong>State:</strong> HAWAII</td>
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<tr>
<td><strong>Postal Code:</strong> 96720</td>
<td><strong>Postal Code:</strong> 96720</td>
</tr>
<tr>
<td><strong>International Province:</strong></td>
<td><strong>International Province:</strong></td>
</tr>
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<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
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</thead>
<tbody>
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<td><strong>Address Type:</strong> Primary</td>
<td><strong>Address Type:</strong> Primary</td>
</tr>
<tr>
<td><strong>Address Name:</strong> KA UMEKE KAEO PUBLIC CHARTER SCHOOL</td>
<td><strong>Address Name:</strong> 1500 KALANIANAOLE AVENUE</td>
</tr>
<tr>
<td><strong>Address 1:</strong> 1500 KALANIANAOLE AVENUE</td>
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<td><strong>State:</strong> HAWAII</td>
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<tr>
<td><strong>Country:</strong> UNITED STATES</td>
<td><strong>Country:</strong> UNITED STATES</td>
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</tbody>
</table>