State of Minnesota

SWIFT

Statewide Integrated Financial Tools

AR/BI 1

Accounts Receivable
Customer Setup & Maintenance

User Guide

February 3, 2015

Version # 3

Minnesota Management & Budget

AR/BI 1 Accounts Receivable Customer Setup & Maintenance

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AR/BI 1 Accounts Receivable Customer Set Up & Maintenance

Course Overview

Customers are individuals or organizations that owe money to a state agency for goods or services provided. Customers are assigned an ID number within SWIFT which uniquely identifies the customer. Customer information stored in SWIFT includes the customer name, address, and other setup information.

This User Guide covers the steps to create new customer records and update existing customer information.

This User Guide also covers creating and updating customer conversations which can be used to track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the SWIFT notification feature to send an email to an interested party to announce that a new or existing conversation entry is available to review.

Except for state agency customers, the responsibility for the entry and maintenance of customer records is at the agency level. State agency customers were entered centrally by Swift Module Support.

Lesson 1: Customer Information

Lesson Overview

Customers are individuals or organizations that owe money to a state agency for goods or services provided. Customers are assigned an ID number which uniquely identifies the customer. Except for state agency customers, the responsibility for the entry and maintenance of customer records is at the agency level. State agency customers were entered centrally by Swift Module Support.

Basic information included in the customer record includes the customer name and the address that should be used on bills. This Lesson covers the steps to create new customer records, as well as the steps necessary to maintain existing customer records, including changing the address when a customer moves to a new location and adding a secondary location to an existing record.

Note: If you are setting up a customer to be a grant sponsor, there are specific requirements regarding the format of the *Customer ID*. Contact Swift Module Support at AgencyAssistance.mmb@state.mn.us for help in setting up a customer with a Grants Management Sponsor role.

After completing this lesson, you should be able to:

- Create Customer Information
- Update Customer Information

Creating Customer Information

Topic Overview

Before you can invoice customers using the Swift Billing module, a customer record must be entered which includes the unique Customer ID, customer name, and address. This information is also used in the Accounts Receivable module where the customer activity is maintained.

After completing this topic, you should be able to:

- Create a New Customer

Process Steps

Create Customer Information

This topic covers how to enter a new customer record.

WARNING! Do not save the customer record before you have verified the *Date Added, Since,* and *Effective Dates* in the **Address Details** section of the **General Info** tab, and on the **Bill To Options** tab. Dates entered in customer setup must be earlier than the earliest invoice date for the customer; if not, the invoice cannot be processed. After you save the customer record, you cannot make changes to the *Effective Dates*; instead, you would need to contact the SWIFT Help Desk for assistance.

Note Regarding Grants Sponsors: If you are setting up a customer to be a grant sponsor, there are specific requirements regarding the format of the *Customer ID*. Contact Swift Module Support at AgencyAssistance.mmb@state.mn.us for help in setting up a customer with a Grants Management Sponsor role.

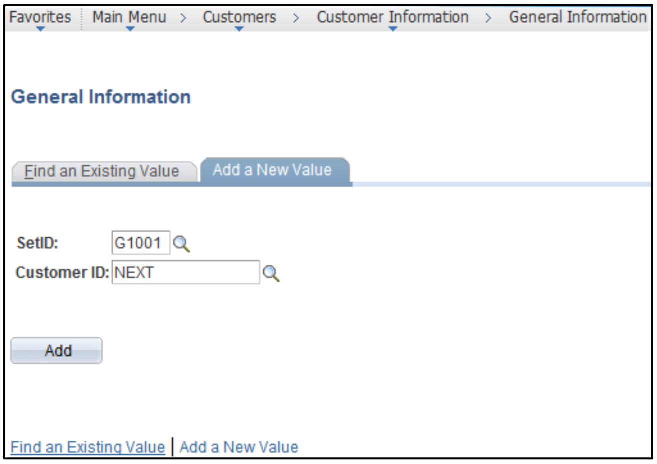
Steps to complete:

- Step 1: Use the General Information page to begin creating a new customer
- Step 2: Complete the General Info tab
- Step 3: Complete the Bill To Options tab
- Step 4: Optionally, enter Tax ID information on the Additional General Info tab (Supervisor Role only)

Step 1: Use the General Information page to begin creating a new customer

You begin creating a new customer by entering information on the *General Information – Add New Value* page.

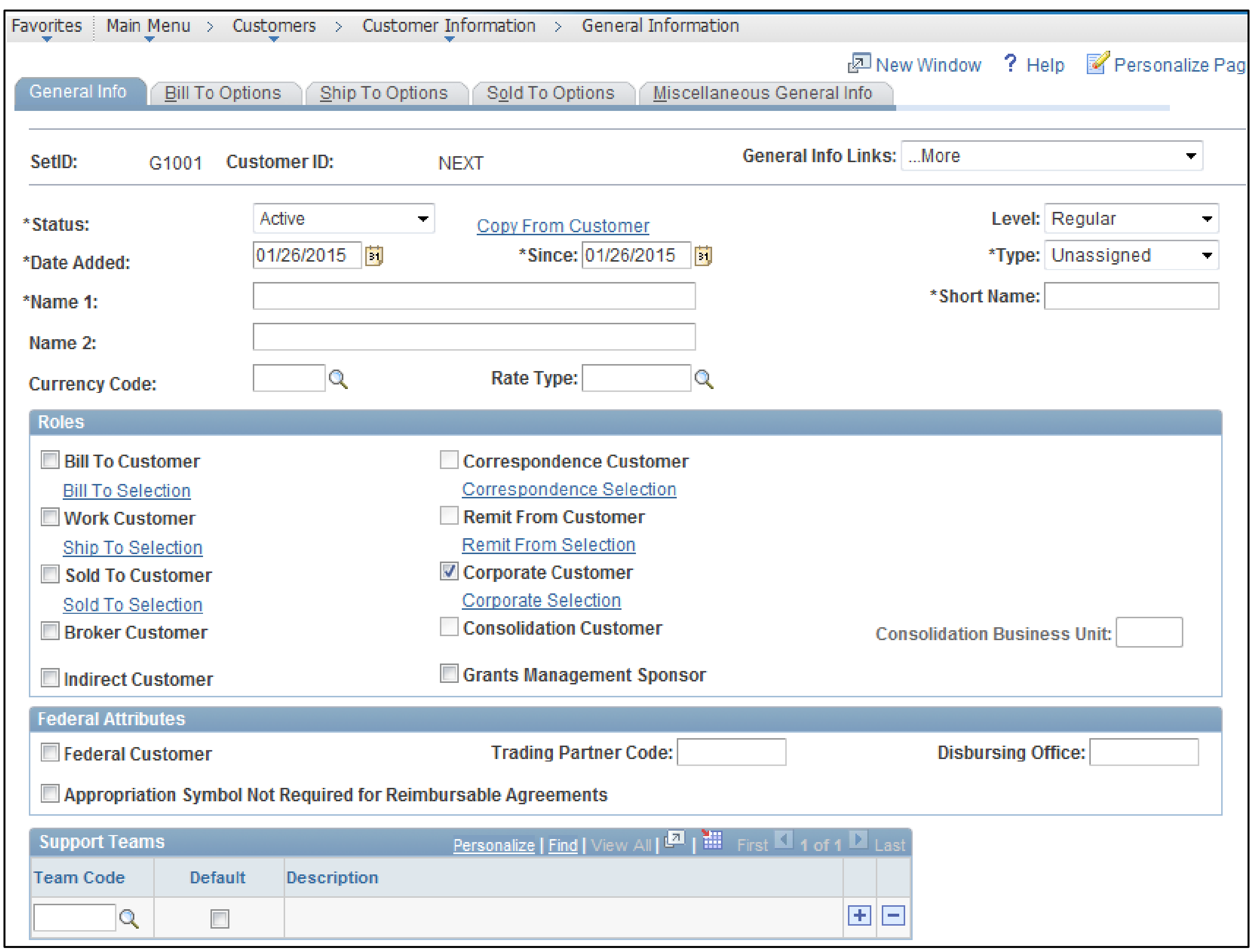
1. **Navigation Links**: Customers, Customer Information, General Information
2. Click the **Add a New Value** tab.
3. **DO NOT** accept the default *SetID ("*SHARE*")*. Enter the *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. You can only use customers with your *SetID*.
4. Accept the default "NEXT" for the *Customer ID* and SWIFT will automatically assign the next number available after you save the customer record. You can also enter your own.



5. Click the **Add** button.

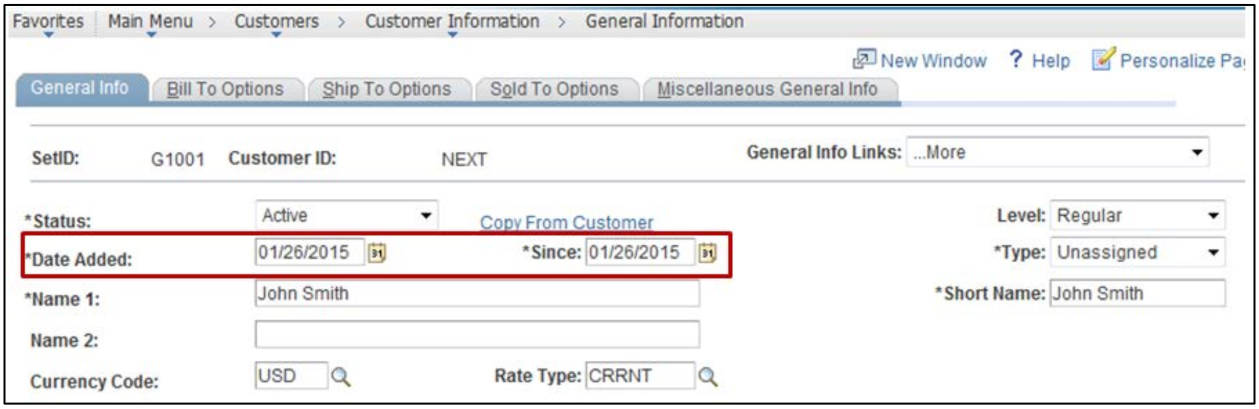
Step 2: Complete the General Info tab

After clicking on the **Add** button, the **General Info** tab appears. This is the tab where you enter almost all of the necessary information about the customer.



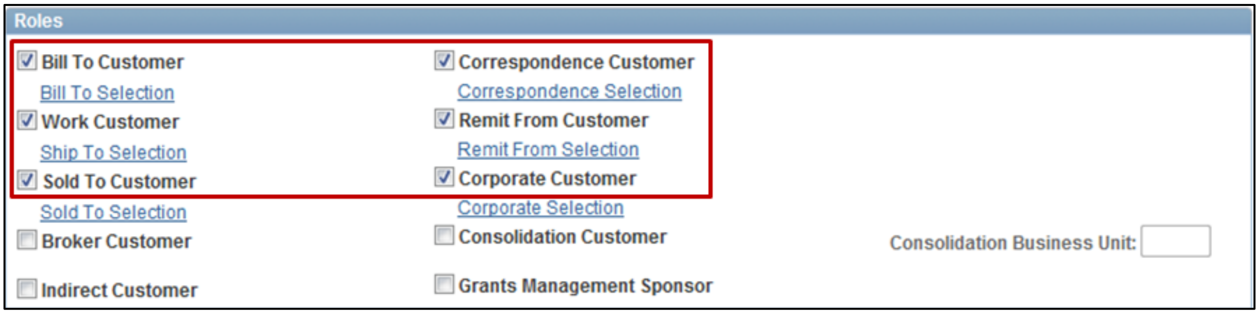
1. Enter customer information in the header portion of the **General Info** tab as described below.

Field Name	Field Description
***Status**	Accept the default "Active". Other options are "Inactive" and "Template." You would change the status to "Inactive" to close or deactivate a customer. "Template" is not used.
Copy From Customer Link	Click on the link to access and use details about an existing customer to create this new record.
Level	Accept the default "Regular". The State of Minnesota uses the Regular level for all customers which allows all processing for any customer.
***Date Added**	Accept the default current date or select a different date. **WARNING**! All dates entered in customer setup must be earlier than the earliest invoice date for the customer. You must change the *Date Added, Since,* and *Effective Date*s to a date prior to the earliest invoice date. For example, if you want to invoice this customer with an invoice dated 11/02/2013, but do not create the customer until 11/25/2013, SWIFT cannot process that invoice unless these dates are changed to 11/01/2013 or earlier. If you change the *Date Added* as described above, SWIFT displays a warning message regarding changes to *Effective Dates* on other records. Click "Yes" to clear this warning. However, it is good practice to confirm that the *Effective Date(s)* in the **Address Details** section of the **General Info** tab, and on the **Bill To Options** tab are correct.
***Since**	Accept the default current date or select a different date. **WARNING**! All dates entered in customer setup must be earlier than the earliest invoice date for the customer.
***Type**	Enter the *Type* of customer. The *Type* field is used to identify the organizational type of customer, such as Individual, Business or Corporation. *Types* will be used while running queries and reports.
***Name 1**	Enter the primary name by which the customer is known. This field may vary, depending on the customer type.
***Short Name**	Optionally, enter a short name. If no value is entered, SWIFT defaults the short name to the first eight characters of the *Name 1* field.
Name 2	Enter a secondary name for the customer; this field is often used for a d/b/a name.
***Currency Code**	Enter "USD". This is a required field but it does not default.
***Rate Type**	Enter ""CRRNT". This is a required field but it does not default.



2. Enter customer information in the **Roles** section of the **General Info** tab as described below.
   - The Bill To, Work, and Sold To Customer roles are required.
   - After you click on the Bill To Customer checkbox, the Correspondence and Remit From checkboxes are automatically selected.
   - The Corporate Customer is selected by default.

Field Name	Field Description
***Bill To Customer**	Click on the *Bill To Customer* role. This field is used to designate customers who receive invoices. After you click on the checkbox, the *Correspondence* and *Remit From Customer* boxes are automatically checked.
***Correspondence Customer**	After you click on the *Bill To Customer* checkbox, the *Correspondence Customer* box is automatically checked. This field is associated with the *Bill To Customer*. The information that is established for the correspondence defines processing options, *Send To* information, and *Remit To Address* information for the customer correspondence.
***Work Customer**	Click on the *Work Customer* role. This field is used to designate customers who receive delivery of goods and services.
***Remit From Customer**	After you click on the *Bill To Customer* checkbox, the *Remit From Customer* box is automatically checked. This field designates that the customer is a paying entity.
***Sold To Customer**	This field is used to designate customers who place orders.
Corporate Customer	This field is checked by default. Accept the default.
Broker Customer	This field is not used in Minnesota.
Indirect Customer	This field is not used in Minnesota.
Consolidation Customer	This field is not used in Minnesota.
Grants Management Sponsor	Contact Swift Module Support at AgencyAssistance.mmb@state.mn.us for help in setting up a customer with a Grants Management Sponsor role.



Note: The **Federal Attributes** section is not used.

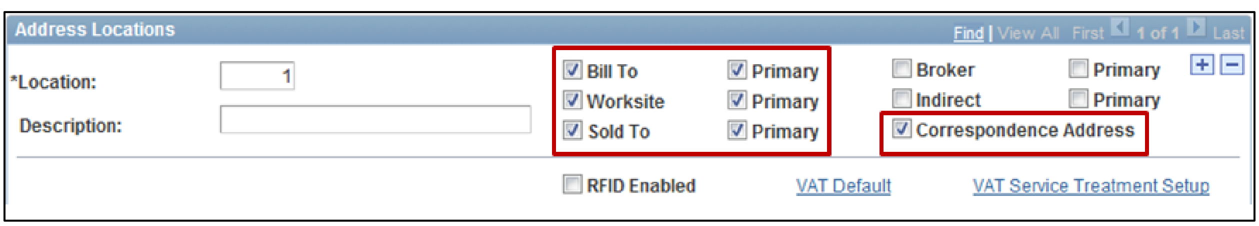
3. Enter customer information in the **Support Team** section of the **General Info** tab as described below.

Field Name	Field Description
***Team Code**	Click on the **Lookup** icon and select "DEFAUL – Customer Support Team" (the only option).
***Default Checkbox**	Click on the Default Checkbox.

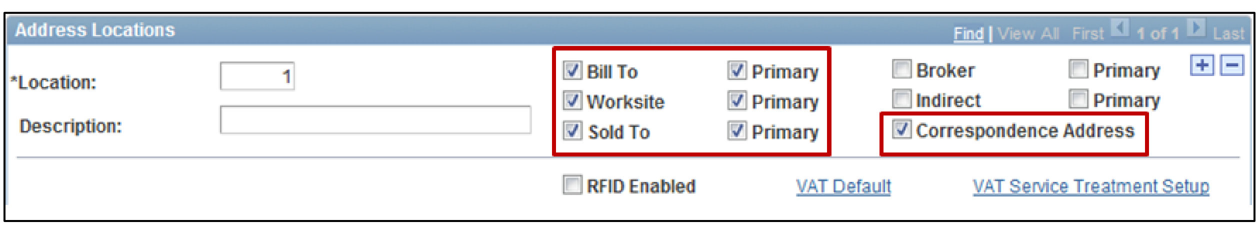
4. Enter information in the **Address Locations** section of the **General Info** tab as described below.

The **Address Locations** section allows you to create separate records for different addresses for the customer. For example, you could specify one address to receive bills and another for shipping. You can create as many addresses as needed. Each address has a different location number. Every customer role must have a primary location which the system uses on all pages where a customer address appears. The primary location is usually indicated by a "1" and is the address that you use most often when you contact the customer. The primary location may be different from the customer's main address.

Note You must identify a primary address for the *Bill To*, *Worksite*, and *Sold To* location types by clicking on the *Primary* checkbox next to each type. You should also check *Correspondence Address* option. These can all be the same address.

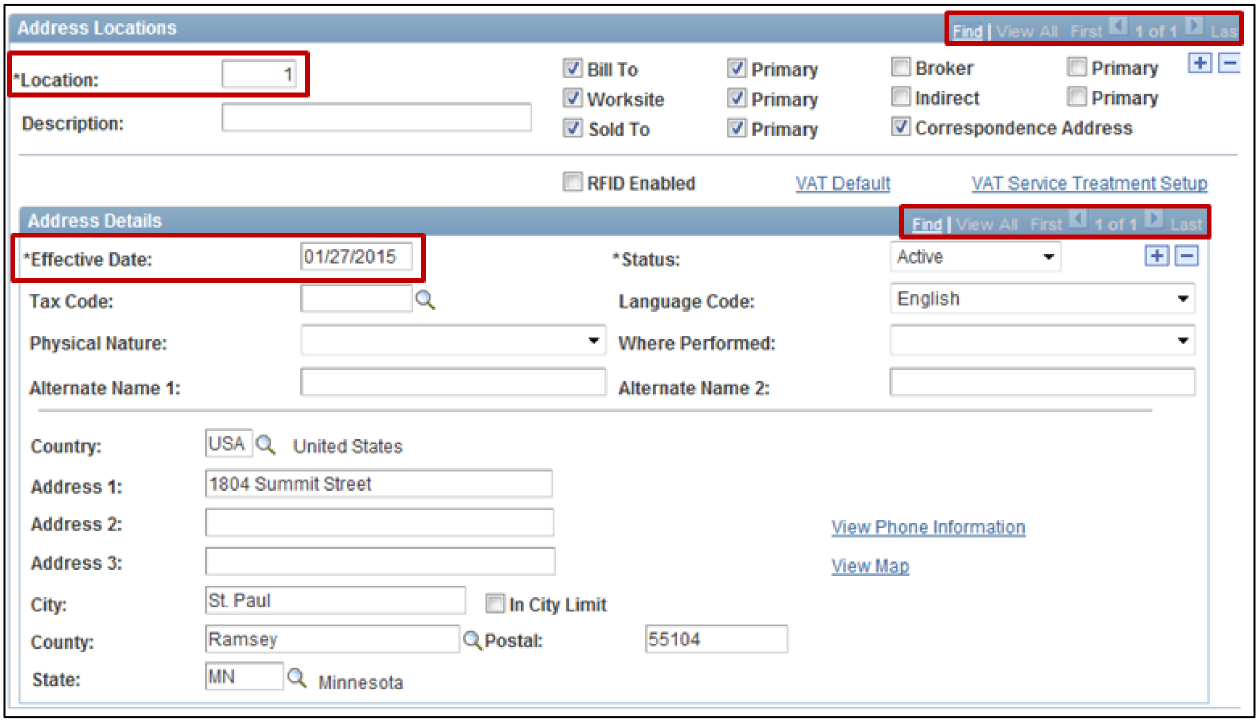


Field Name	Field Description
***Location**	Accept the default location number. The primary location is indicated by a "1" and is the address that you use most often when you contact the customer.
Description	Optionally, enter a *Description* for the *Location*.
***Bill To**	Click on the *Bill To* address if this *Location* is used to send billing communication, including invoices and Dunning letters.
***Primary Checkbox (Bill To)**	You must identify a primary address for the *Bill To* location type. Check this box if this is the primary address for the *Bill To* location type.
***Worksite (Ship To)**	You must identify a *Worksite* (Ship To) location type. The *Worksite* address is the address used for delivery of product.
***Primary Checkbox (Worksite)**	You must identify a primary address for a *Worksite* location type. Check this box if this is the primary address for the *Worksite* location type.
***Sold To**	Click on the *Sold To* address. The *Sold To* address is used for calculation of VAT tax; VAT is not used by the State, but this is a required value.
***Primary Checkbox (Sold To)**	Check this box to identify the primary address for the *Sold To* location type.
Broker	This field is not used in Minnesota.
Indirect	This field is not used in Minnesota.
Correspondence Address	You should identify a *Correspondence Address*. The *Correspondence Address* is used for general communication that is not sent elsewhere.
RFID	This field is not used in Minnesota.
VAT Default	This link is not used in Minnesota.
VAT Service Treatment Setup	This link is not used in Minnesota.



5. Enter information in the **Address Details** section for the selected address *Location* as described below.

Field Name	Field Description
***Effective Date**	The *Effective Date* indicates the date that these details can be used. You can add another set of details to this location to indicate a permanent address change (Refer to the "Updating Customer Information" topic for detailed instructions.) **WARNING**! The *Effective Date* must be earlier than the earliest invoice for this customer at this address. For example, if you have an invoice for this customer dated 11/02/2013, the *Effective Date* must be 11/02 or earlier, otherwise SWIFT will not be able to process the invoice.
***Status**	Accept the default "Active". The *Status* field allows you to create multiple sets of details for the same *Location*; only the newest active address will be used.
Language Code	Accept the default "English".
Physical Nature	This field is not used in Minnesota.
Where Performed	This field is not used in Minnesota.
Alternate Name 1	This field is not used in Minnesota.
Alternate Name 2	This field is not used in Minnesota.
Country	The default is "USA". Accept the default or click on the **Lookup** icon and select the *Country* Code.
***Address 1**	Enter the street address.
Address 2	Optionally, enter additional address information, such as suite numbers, P.O. Box numbers, or division names.
Address 3	Optionally, enter additional address information, such as suite numbers, P.O. Box numbers, or division names.
***City**	Enter the *City* for the address.
In City Limit	Optionally, check this box to indicate that the address is within the city limits.
County	Enter the *County* for the address.
Postal	Enter the Zip Code for the address.
***State**	Enter the *State* or click on the **Lookup** icon and select the *State*. *Country* is required first before selecting the *State*.
View Phone Information link	Optionally, click on the *View Phone Information* link and enter or view phone information for this location. Click on the **OK** button to return to the *General Information* page.
View Map	Click on the *View Map* link to display the address location using Yahoo Maps. Close the new window when you are ready to return to the *General Information* page.



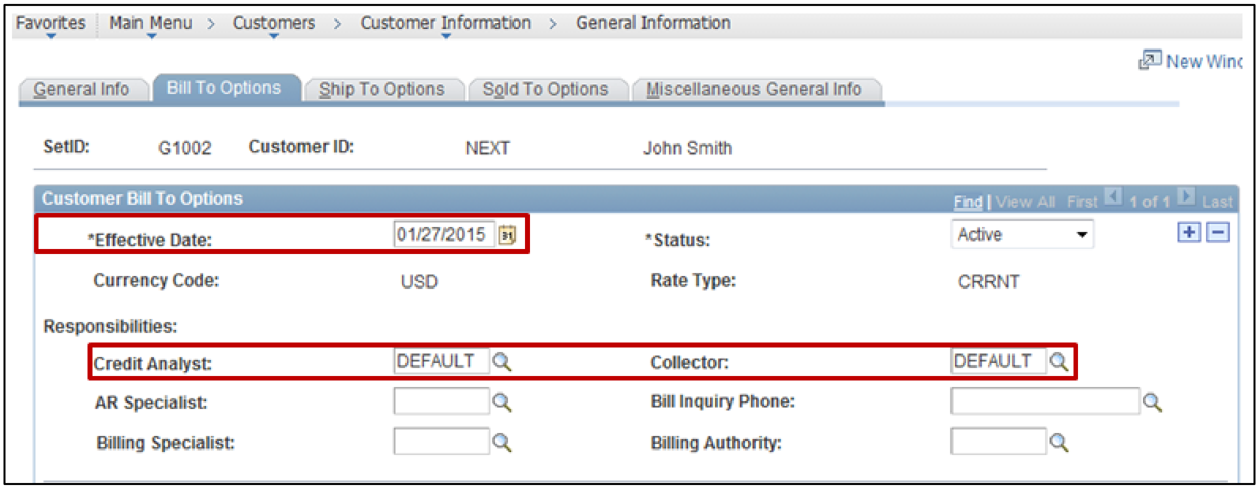
Note: If you click on the **Save** button at this point, you will receive an error notifying you that there are required fields that need to be completed on the **Bill To Options** tab. Click the **OK** button and continue to the next step.

Step 3: Complete the Bill To Options tab

You must enter two fields on the **Bill To Options** tab. The remaining fields on this tab contain values and settings that are determined either at a higher level, based on agency-wide settings, or at a lower level, based on settings used on individual bills.

1. Click on the **Bill To Options** tab and complete the **Customer Bill To Options** section as described below.

Field Name	Field Description
***Effective Date**	Confirm the *Effective Date*. This should match the date on the **General Info** tab. **WARNING**! The *Effective Date* must be earlier than the earliest invoice for this customer at this address. For example, if you have an invoice for this customer dated 11/02/2013, the *Effective Date* must be 11/02 or earlier, otherwise SWIFT will not be able to process the invoice.
***Credit Analyst**	Click on the **Lookup** button and select the DEFAULT option.
***Collector**	Click on the **Lookup** button and select the DEFAULT option.



2. **WARNING**! All dates entered in customer setup must be earlier than the earliest invoice date for the customer. Prior to saving the customer record, review the dates on the **Bill To Options** tab and the **General Info** tab and ensure they are correct. You will not be able to change these dates after you save the record; instead, you will need to enter a ticket with the SWIFT Helpdesk for assistance.

3. Click on the **Save** button. If you accepted the default of "NEXT", the *Customer ID* changed from "NEXT" to a unique number. All required fields for the customer are now completed and the customer number can be used in SWIFT.

   Note: Information regarding the Ship To Options and Sold To Options tabs is provided below.

Tab	Tab Description
Ship To Options **Sold To Options**	The fields on the **Ship To Options** tab and the **Sold To Options** tab contain values and settings that are determined either at a higher level, based on agency-wide settings, or at a lower level, based on settings used on individual bills. **Note**: The *Effective Date* on both tabs should match the *Effective Date* entered on the **General Info** tab. The Ship To Options indicate variables associated with shipping requirements for goods purchased by the customer.

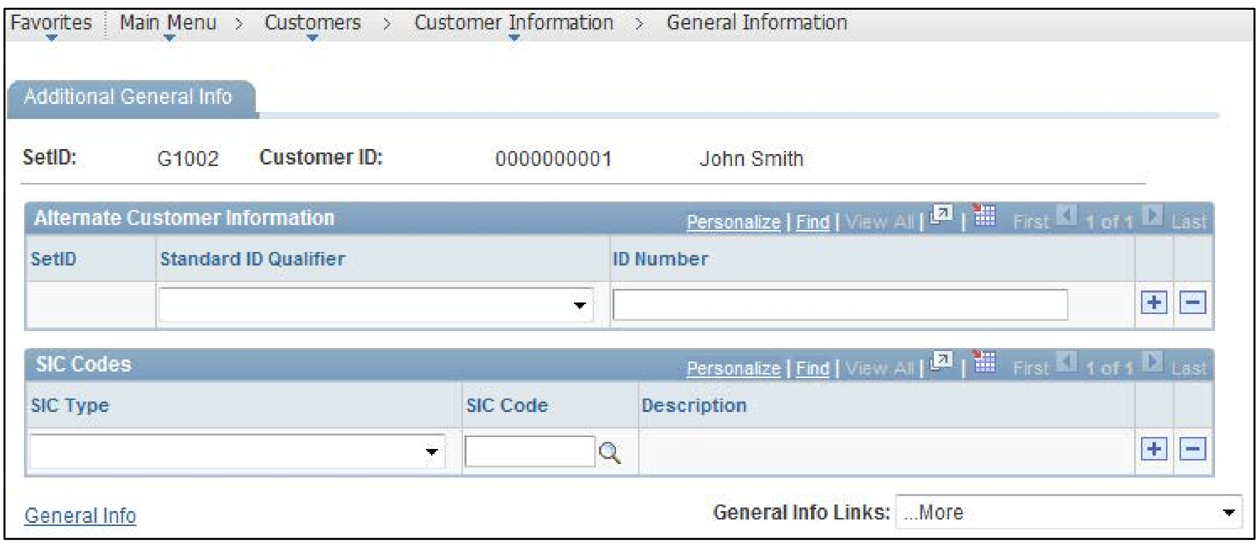
Step 4: Optionally, enter Tax ID information on the Additional General Info tab (Supervisor Role only)

Access to the *Additional General Info* page is restricted to supervisory roles and is not publicly accessible. If necessary, Customer Tax ID information can be entered on this page. Begin by navigating to the *Additional General Info* page.

WARNING! **Do not** enter Customer Tax ID information on the **Miscellaneous General Info** tab. Information on this tab is not private.

1. Select "Additional General Info" from the **General Info Links** drop-down list which is available on the *General Info* tab at the top or bottom right of the page.

Field Name	Field Description
Standard ID Qualifier	Select the *Standard ID Qualifier* from the drop-down list. Commonly used options include: Minnesota Tax Id and Tax Identification Number. Other options include BEI (Business Entity Identifier), DUNS Number (Data Universal Number System), Central Contractor Registration, and TIN Exempt.
ID Number	Enter the *ID* Number.
SIC Type	Optionally, select the Standard Industrial Classification (SIC) *Type*. This is a classification system used by government agencies to classify industry areas.
SIC Code	Optionally, select the Standard Industrial Classification (SIC) code. (You must first select the *SIC Type*.)



Note: There are several additional pages available from the *General Info Links* drop-down that are not used in Minnesota.

Having completed this topic, you should now be able to:

- Enter a New Customer

Updating Customer Information

Topic Overview

Agency staff are responsible for maintaining current customer information. You can review customer information and make changes as needed, except that you cannot make changes to the *Effective Date* fields. If these dates are not correct, contact the Help Desk for assistance. Dates entered in customer setup must be earlier than the earliest invoice date for the customer; if not, the invoice cannot be processed.

The most common type of change requested is an address change which is the focus of this topic. There are two different circumstances in which you might need to make a change to the customer's address:

1. The customer has an alternate location; the new address *supplements* the existing address
2. The customer is moving to a completely new address; the new address *replaces* the existing address

It's important to ask the customer questions to determine which type of address change is being requested before you update the record.

After completing this topic, you should be able to:

- Update Customer Information

Process Steps

Update Customer Information

This topic focuses on how to change a customer's address. Other changes may be made by simply updating the appropriate field in the customer information.

> **Note**: You cannot make changes to the *Effective Date* fields. If these dates are not correct, contact the SWIFT Help Desk for assistance.

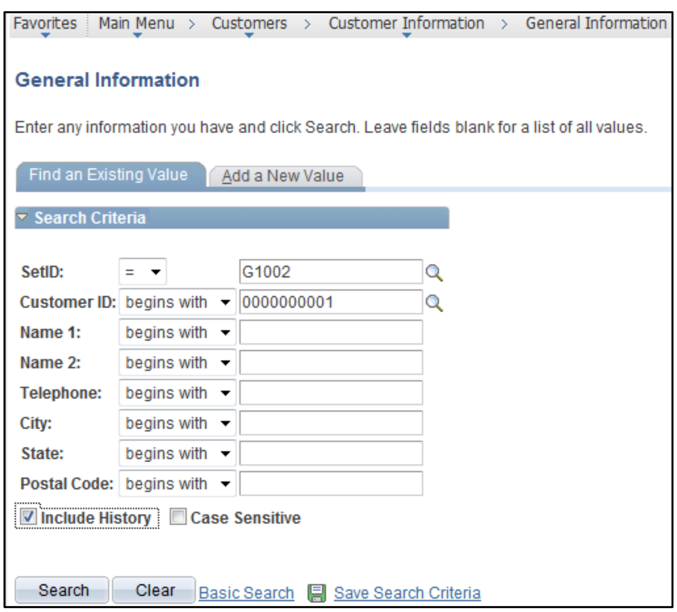
Steps to complete:

- Step 1: Navigate to the General Information page for the Customer
    - Option 1: Add a Supplemental Address (another location)
    - Option 2: Make a Permanent Address Change

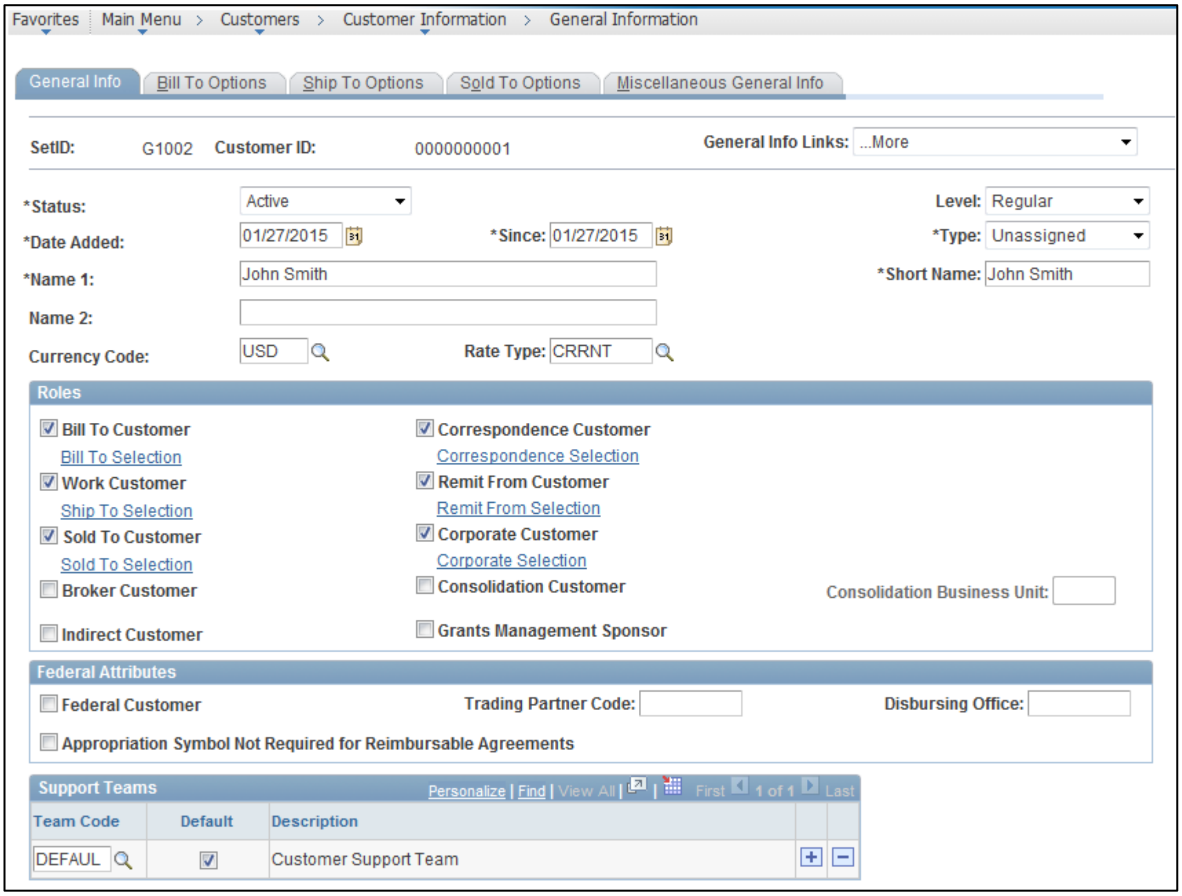
Step 1: Navigate to the General Information page for the Customer

Begin by navigating to the *General Information* page.

1. **Navigation Links**: Customers, Customer Information, General Information
2. Click the **Find an Existing Value** tab.
3. You **must** enter your *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. **Note: Do not use the default ("SHARE").**
4. Enter the *Customer ID*. **Note:** if you do not have the *Customer ID*, you can use any of the other search variables to locate the existing customer information.
5. Click on the **Include History** checkbox to view all of the information for the Customer, including all of the address records.



6. Click the **Search** button. The **General Info** tab displays.



This tab contains all of the relevant information about the customer. Almost all changes to customer information will be made on this page.

Option 1: Add a Supplemental Address (another location) (Optional)

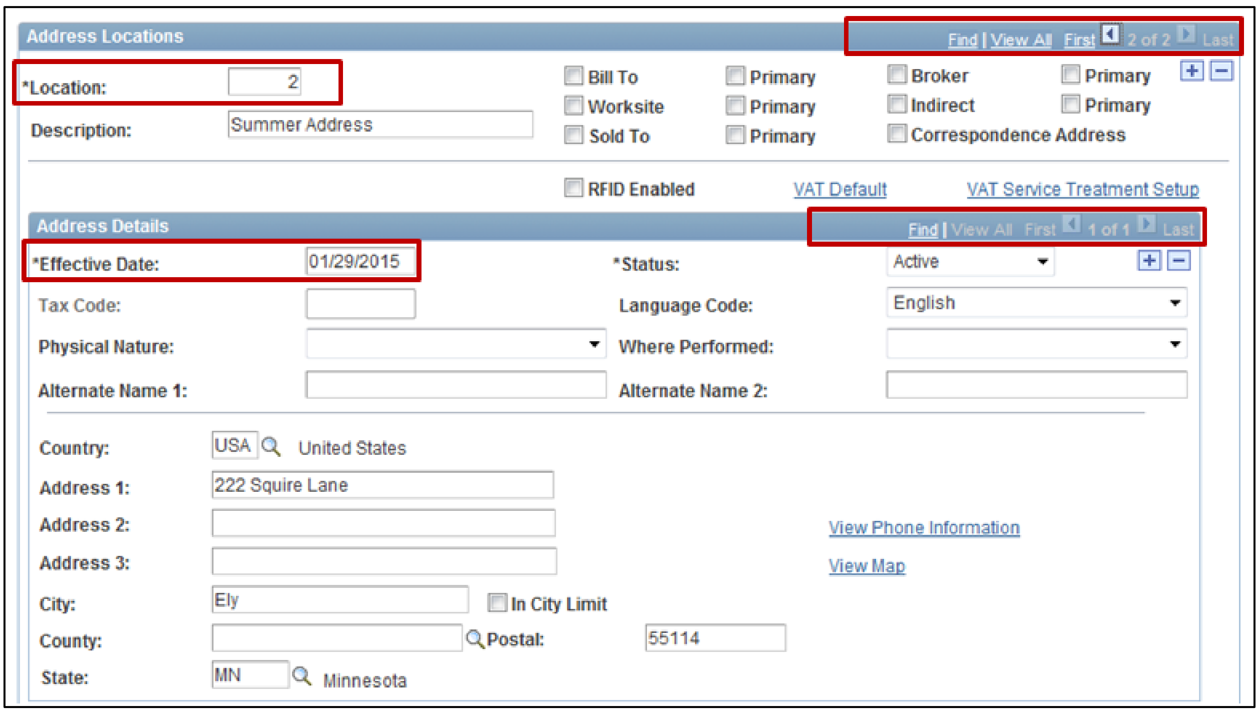
A supplemental address change is made by adding a new location to the customer information. This might be needed for a business that has several facilities or buildings and needs certain types of communication to be sent to specific locations. For an individual it might represent a temporary or seasonal address.

WARNING! This option is not used when a customer is moving. If the customer is moving, you should follow the instructions in Option 2 to make a permanent address change.

The existing Location 1 will usually remain the primary location for correspondence, but not necessarily. Also, the customer may already have multiple locations entered, including the new address being requested. It is important to review the existing information to ensure that the change needs to be made.

1. In the **Address Locations** section, click the **Add New Row** icon (plus sign) to create a second location record.

2. Check to be sure you are updating the new location 2. The checkboxes designating this location as *Primary* default to deselected. If you want this new location to be the primary address for any of these address types, you must select them here; they will automatically be deselected for Location 1.
3. Enter the *Country* code. You can't enter any other address information until you have entered a Country code. SWIFT uses the code to format the address fields. Use "USA" for US addresses, or click the **Lookup** icon to select a different country.
4. Accept the default *Effective Date* or change the date.
5. Enter the new address details as you would normally. (Refer to the "Creating Customer Information" topic for detailed instructions.
6. Click the **Save** button.



You have successfully entered a supplemental address for the customer. The address will be available to send correspondence as of the *Effective Date*. In this example, Location 1 remains the primary address. If no address is selected for a particular correspondence with the customer, i.e., Location 2, then the correspondence will be sent to Location 1 by default.

Option 2: Make a Permanent Address Change

A permanent address change means you are entering new address details for Location 1. This is the primary location for correspondence. A permanent address change is done when the customer wants to change their primary address, such as from a street address to a post office box, or is physically moving to a new location.

1. In the **Address Locations** section, make sure you are on the Location 1 (the primary address) record.

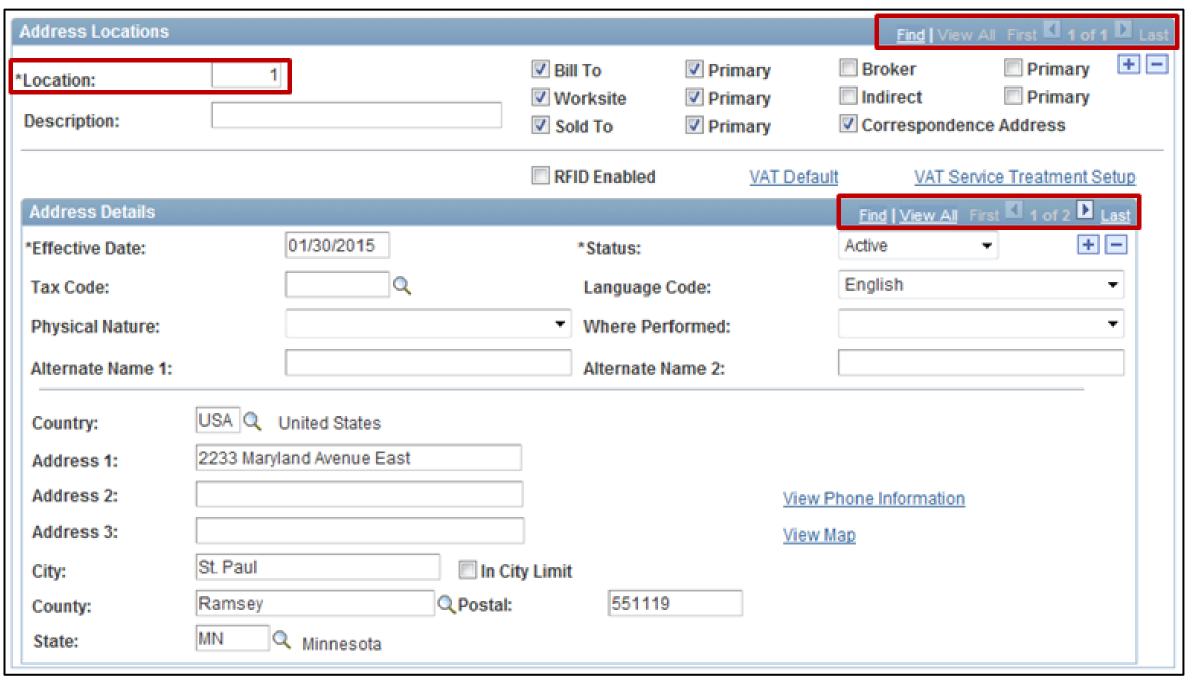
2. In the **Address Details** section for Location 1, click on the **Add New Row** icon (plus sign) to create a second address details record for Location 1.

   Note: SWIFT retains the existing address details. This enables you to make a simple, cosmetic change. For example, if the address is “Drive” but should have been “Street,” or numbers in the zip code are transposed, you can make the correction without having to retype the entire address. You must make even a cosmetic change by creating a new details row; you cannot just type over the existing address details.

3. Accept the default *Effective Date* or change the date. The new address will be available to send correspondence on the effective date.

4. Enter the new address details as you would normally. (Refer to the “[Creating Customer Information]” topic for detailed instructions.

5. Click the **Save** button. You have successfully completed a permanent address change.



Note: Be sure to check for additional locations that might have been created for this customer. Don’t assume that address Location 1 is the only location. If there are other locations, check with the customer to determine if they are still applicable or if they need to be changed or deactivated. When the **Include History** button located at the bottom right of the page has been selected, you are able to view all the address records for the customer (it will appear grayed out if it has been selected).

Lesson Summary

Having completed this lesson, you should now be able to:

- Create a New Customer
- Update Customer Information

Lesson 2: Customer Conversations

Lesson Overview

The Customer Conversations feature can be used to record verbal communications on a customer's record. Conversations can be stored at the customer level and/or against a single transaction or group of transactions.

Conversation pages track ongoing conversations with customer contacts. For example, you can track invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific purchase order, invoice, contract, or receivables item. In addition, you can use the SWIFT notification feature to send an email to an interested party to announce that a new or existing conversation entry is available to review.

You can also attach documents to a conversation, such as proof of delivery slips, bills of lading, spreadsheets, or text documents.

This Lesson covers creating and updating customer conversations.

After completing this lesson, you should be able to:

- Create a Customer Conversation
- Update a Customer Conversation

Creating a Customer Conversation

Topic Overview

The Conversations feature can help you keep track of ongoing discussions and conversations with customer contacts. You can create conservations that include invoice and payment issues that you are trying to resolve, as well as other customer inquiries. You can link a conversation to a specific item.

You can also use the notification feature to send an email to an interested party to announce that there is a new conversation entry to review.

You can set the conversation up for review in a specified number of days or have a supervisor review it. The system assigns the supervisor associated with the user profile for the individual to review the conversation.

After completing this topic, you should be able to:

- Create a Customer Conversation

Process Steps

Create a Customer Conversation

This topic covers creating a customer conversation.

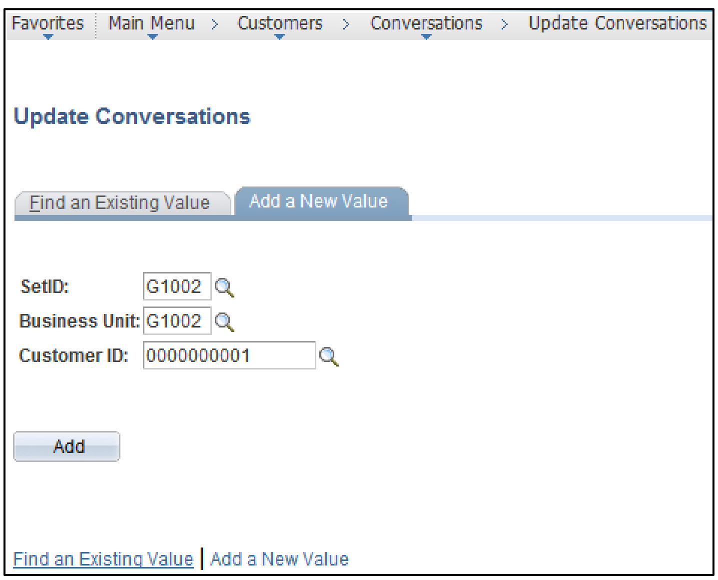
Steps to complete:

Step 1: Create a Customer Conversation

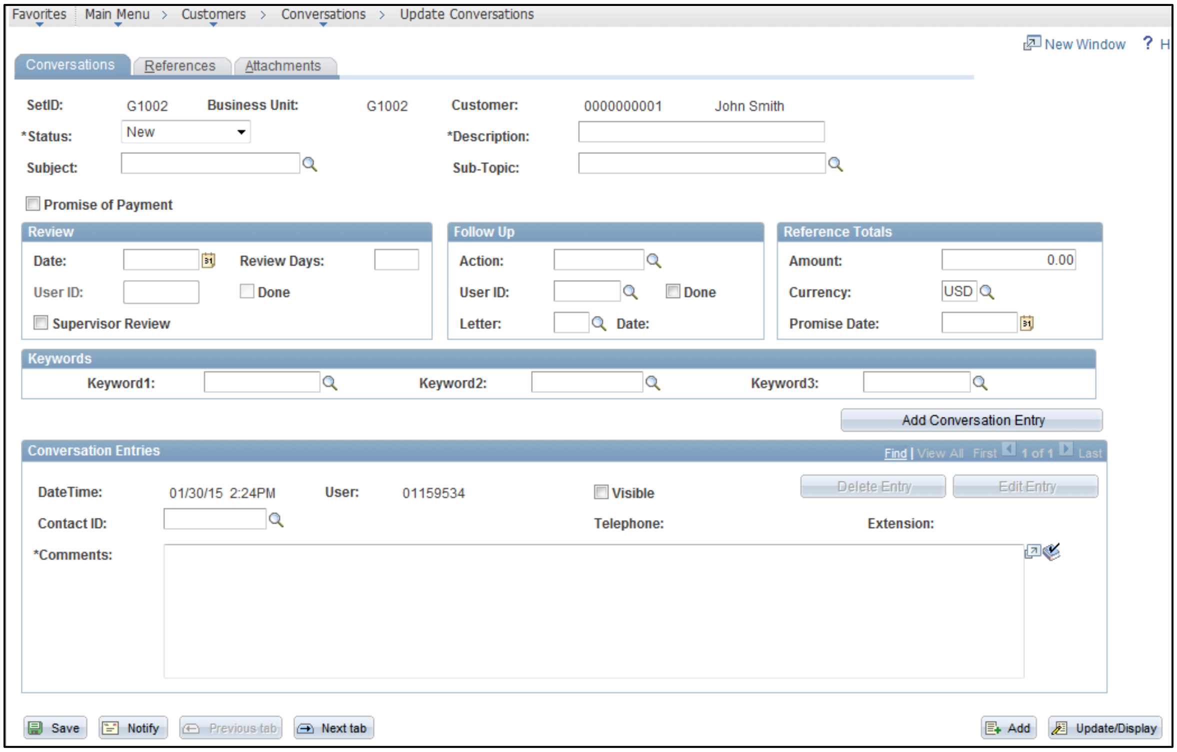
You will use the *Update Conversations* page to locate a specific customer and create a conversation.

Begin by navigating to the *Update Conversations* page.

1. **Navigation Links**: Customer, Conversations, Update Conversations.
2. At the *Update Conversations* page, click on the **Add a New Value** tab.
3. **DO NOT** accept the default *SetID ("*SHARE*")*. Enter the *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. Customers are maintained at the Business Unit level. They are not shared across agencies.
4. Enter the *Customer ID* or click on the **Lookup** icon to search for and select a *Customer ID*.



5. Click on the **Add** button. The *Conversations* page displays.



6. Enter the header section information as described below.

Field Name	Field Description
***Status**	The default value is "New". Use the *Status* field to assign a status to the conversation, This is a required field. The other available values are Open and Closed. This field is used primarily for reporting purposes.
***Description**	Enter a brief description of the conversation.
Subject **(**Agency Defined)	Optionally, select from a list of subjects pre-defined for your *Business Unit*.
Sub-topic **(**Agency Defined)	Optionally, select from a list of Sub-topics pre-defined by your agency.

7. Click on the **Promise of Payment** checkbox to indicate that this conversation is a promise date conversation. The selection of this check box determines the group boxes that display on the *Conversations* page.

   - If you do not select this check box, the Review, Follow Up and Reference Totals group boxes will be shown and the Promise of Payment group box will be hidden.
   - If you do select this check box, the Promise of Payment group box will be shown and the Review, Follow Up and Reference Totals group boxes will be hidden. After checking Promise of Payment, the Promise of Payment section appears. The Promise Date and the Amount that the customer promised to pay must be entered in order to save the conversation. A promise conversation, once saved, cannot be converted back to a regular conversation.

8. Use the **Review** section to enter review parameters as described below.

Field Name	Field Description
Date	Optionally, enter the *Date* on which the conversation should be reviewed. **Note**: You can find conversations that are in need of review by navigating to Customers, Conversations, Select Conversations to Review.
Review Days	If you enter a *Date*, the *Review Days* field will be calculated automatically.
User ID	The *User ID* of the person who entered data in the **Review** section is automatically supplied.
Done	Check the *Done* checkbox to indicate that the conversation has been reviewed.
Supervisor Review	Check the *Supervisor Review* checkbox to indicate that the conversation requires review by a supervisor. If you select this check box, SWIFT displays a *Status* field. The default value in this field is “New”. The other values for this field are Incomplete and Reviewed. **Note**: you can locate conversations that require supervisor review by navigating to Customer, Conversations, Need Supervisor Review page.

9. Use the **Follow Up** section to set a follow up action for the conversation.

Field Name	Field Description
Action	Select a follow up action. Options include: Call, Confirmed, Send Invoice, Verify Payment.
User ID	The *User ID* of the person who entered data in the **Follow Up** section is automatically supplied. You can override this value and select a different *User ID* for user who will be following up on the conversation.
Done	Check the *Done* checkbox to indicate that the action has been taken.
Letter	To use this feature, you must be able to select a *Contact ID* in the Conversation Entries. There is limited use of the Contact feature in Minnesota at this time.

10. Use the **Reference Totals** section to indicate the amount of the item/s referenced in the conversation.

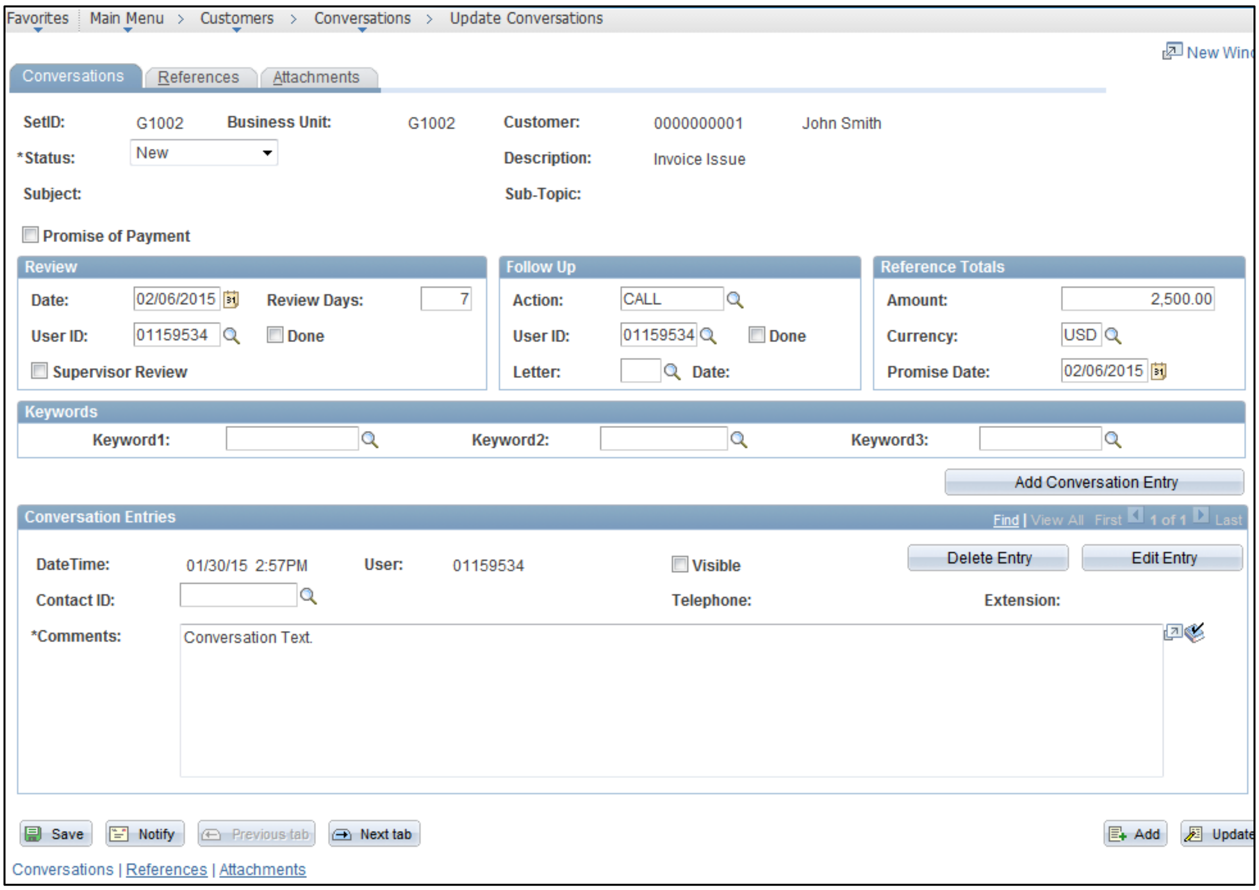
Field Name	Field Description
Amount	Enter the amount of the item/s referenced in the conversation.
Currency	Accept the default “USD”.
Promise Date	Enter the date on which you expect to receive payment.

11. Use the **Keywords** section to enter up to three keywords to categorize conversations for easier retrieval. Keywords must be pre-defined for your agency before you can select values in these fields.

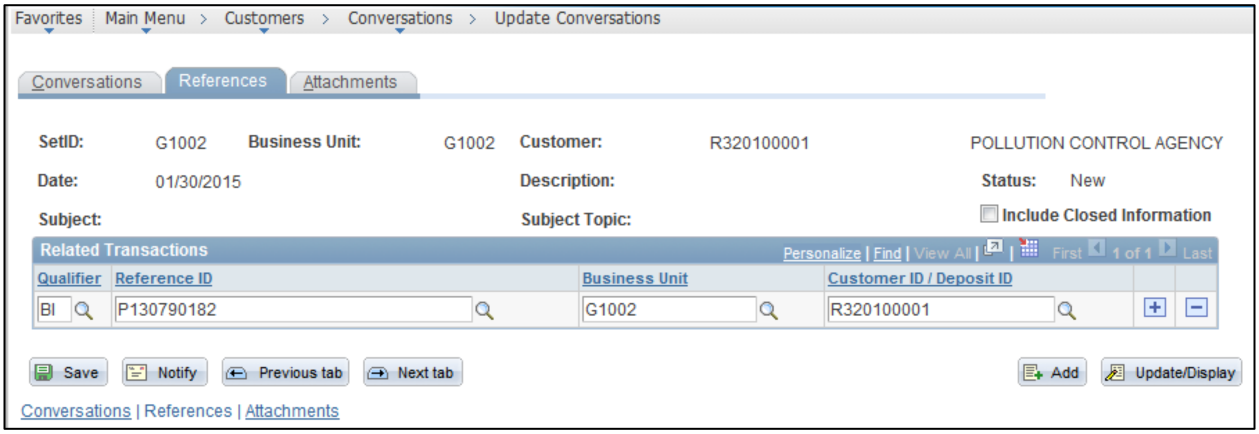
12. Use the **Conversation Entries** section to add conversation entries for each conversation that you have with a customer and for each issue that is related to a conversation.

Field Name	Field Description
Contact Id	There is limited use of the Contact feature in Minnesota at this time.
***Comments**	Enter the text that you want to record for the conversation.
Visible	Minnesota does not use this field at this time

13. Optionally, click on the **Add Conversation Entry** button to add an additional Conversation Entries.

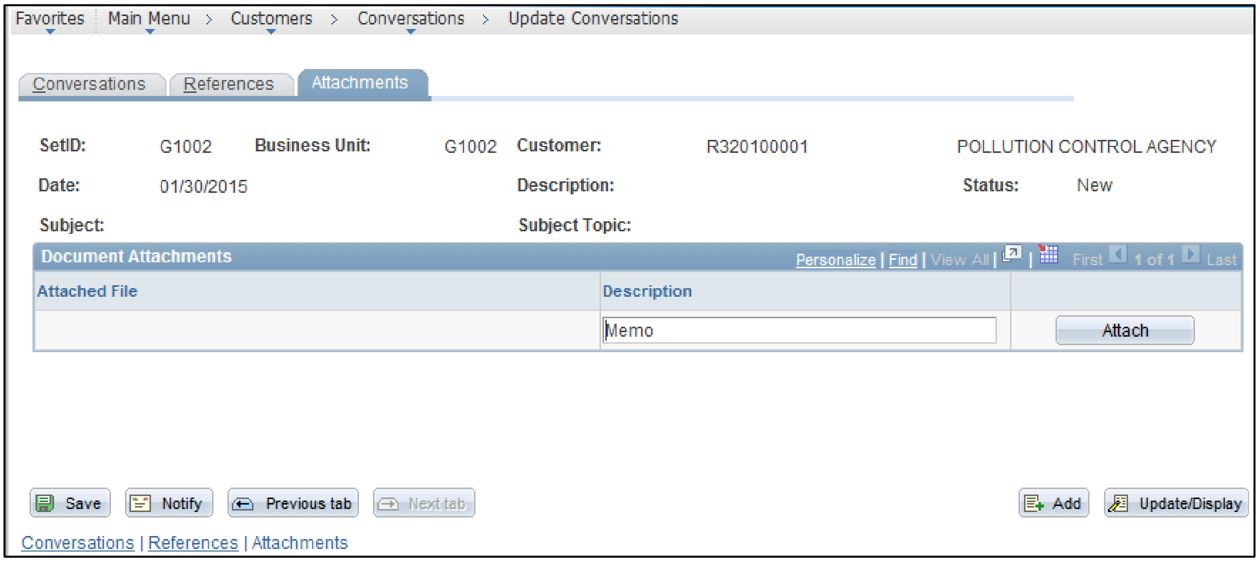


14. Optionally, click on the **References** tab to relate the conversation to a transaction.



Field Name	Field Description
Qualifier	Click on the **Lookup** icon to select a *Qualifier*. Some of the options include: Invoice #, Item, and Payment ID.
Reference ID	After selecting the *Qualifier*, the *Reference ID* **Lookup** button becomes available. Enter the *Reference ID* or use the **Lookup** button to select the *Reference ID*.
Business Unit	The *Business* Unit may be supplied automatically after selecting the *Reference ID*.
Customer ID/Deposit ID	The *Customer ID* or *Deposit ID* may be supplied automatically after selecting the *Reference ID*,
Item Line	The *Item Line* may be supplied automatically after selecting the *Reference ID*.
View Item Activity Link	The *View Item Activity Link* may appear after selecting the *Reference ID*. Click on this link to view the **Item Activity** tab for the Item. Click the **OK** button to return to the **References** tab.

15. Optionally, use the **Attachments** tab to attach documents to the conversation.



Field Name	Field Description
Description	Enter a description for the attachment.
Attach Button	Click on the **Attach** button and the *File Attachment* dialog displays. Use the **Browse** button to find the document you want to attach. After selecting the document, click on the **Open** button. Click on the **Upload** button to attach the document. If you receive an error message, this option may not be configured for your agency. Contact the SWIFT Helpdesk for assistance.

Updating a Customer Conversation

Topic Overview

Use the *Conversation* pages as needed to review or add entries to an existing conversation thread or to record a new one. The search criteria for retrieving a conversation can be a keyword that is associated with the conversation or a follow-up action, such as calling the customer again.

After completing this topic, you should be able to:

- Update a Customer Conversation

Process Steps

Update a Customer Conversation

This topic covers updating a customer conversation.

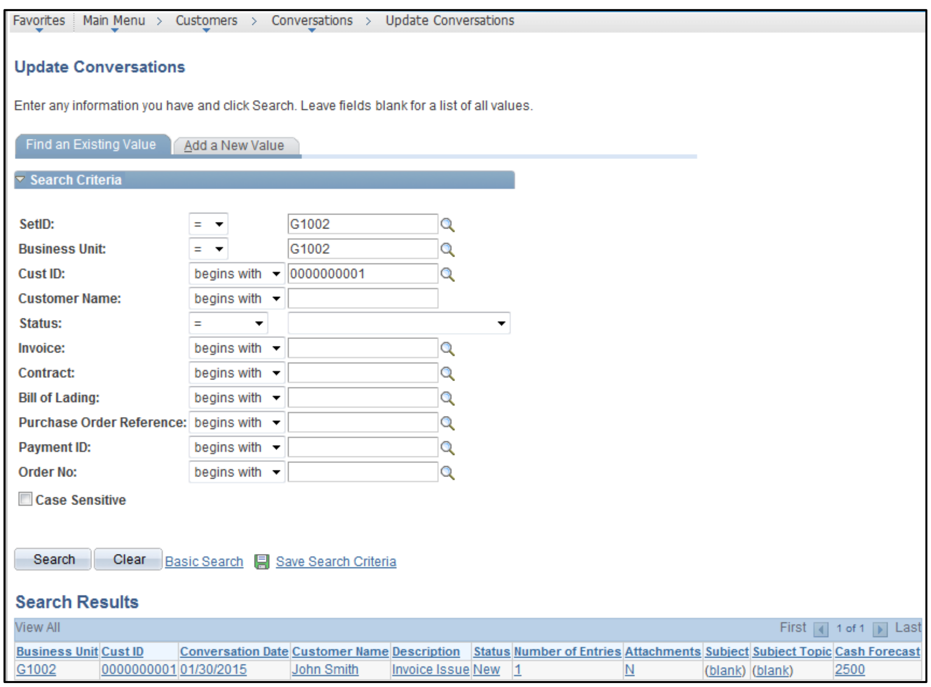
Steps to complete:

Step 1: Update a Customer Conversation

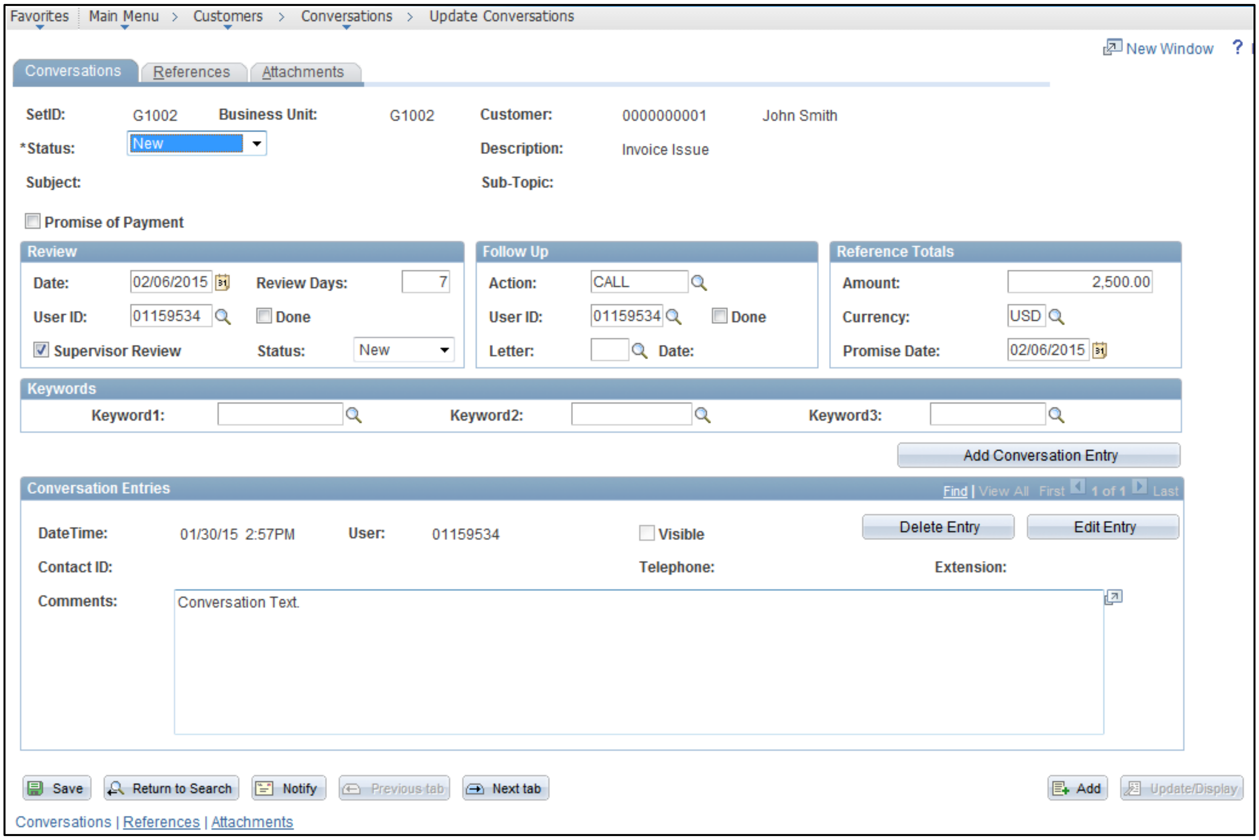
You will use the *Update Conversations* page to locate a specific customer and update a conversation.

Begin by navigating to the *Update Conversations* page.

1. **Navigation Links**: Customer, Conversations, Update Conversations.
2. At the *Update Conversations* page, accept the default **Find an Existing Value** tab.
3. **DO NOT** accept the default *SetID ("*SHARE*")*. Enter the *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. Customers are maintained at the Business Unit level. They are not shared across agencies.
4. Enter the *Customer ID* or click on the **Lookup** icon to search for and select a *Customer ID*. **Note**: Additional fields are available to limit the search results.



5. Click on the **Search** button.
6. If more than one conversation exists, select an entry in the **Search Results** section. The *Conversations* page displays.



7. Add or edit the entries as you would normally. Refer to the "Creating Customer Conversation" topic for detailed instructions. Additional options include:

Button Name	Description
Add Conversation Entry Button	Click on the **Add Conversation Entry** button and add Conversations as you would normally.
Delete Entry Button	Click on the **Delete Entry** button to delete a Conversation Entry.
Edit Entry Button	Click on the **Edit Entry** button to edit and existing Conversation Entry.

Lesson Summary

Having completed this lesson, you should now be able to:

- Create Customer Conversations
- Update Customer Conversations

Course Summary

Lessons in Customer Setup and Maintenance include.

- Creating and Updating Customer Information
- Creating and Updating Customer Conversations

Key Customer Setup and Maintenance Terms

Term	Term Definition
Accounts Receivable	Accounts receivables are created when the state provides a service or assesses a fine or tax and then later sends a bill requesting payment.
Business Unit	A Business Unit generally represents a legal entity. For the State of Minnesota, the Business Unit typically corresponds to an agency with the exception of the General Ledger. The GL business unit is at a statewide level (i.e., MN001)
Contact Information	In the BI and AR modules, the following data about the contact for a customer is included: phone number, title, preferred method of communication, etc.
Conversation Page	In BI and AR modules, conversations with customers can be documented on this page.
Customer	Payments are received from individual or entities for outstanding balances due. Except for state agency customers, the responsibility for the entry and maintenance of customer records is at the agency level.
Customer Contact	A department or agency typically corresponds with a specific person at a customer site. In the BI and AR modules, contact information can include phone number, title, preferred method of communication, etc. There is limited use of Contacts in SWIFT at this time.
Effective Date	A method of dating information in the system. Users can predate information to add historical data, or postdate information in order to enter it before it actually goes into effect.
Invoice	In the BI module, an invoice is a bill that has been printed. The invoice ID becomes the AR Open Item.
Item	In the AR and BI modules an item is equal to an invoice.
Keyword	A keyword is an identifier used to categorize conversations with customers.
SetID	A SetID is used to identify various configuration values that can be used when entering a transaction. For instance, calendars are assigned to a SetID. In turn each Business Unit is linked to a SetID for use in processing. Therefore, multiple Business Units can use the calendars configured under a specific SetID.