SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

QUICK REFERENCE GUIDE

November 1, 2019

Enter a New Customer

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. In general, agencies maintain their customer records by Business Unit. State agency customers were entered centrally by Swift Module Support. Agencies may only add new address locations for their state agency customers.

WARNING REGARDING DATES! 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 -- 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: Navigate to the General Information page
- 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

Step 1: Navigate to the General Information page

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

1. Navigate to the *General Information* page for the customer using one of the options below. You are able to access the General Information page from the Billing or Accounts Receivable modules.
    - From the Billing Module:

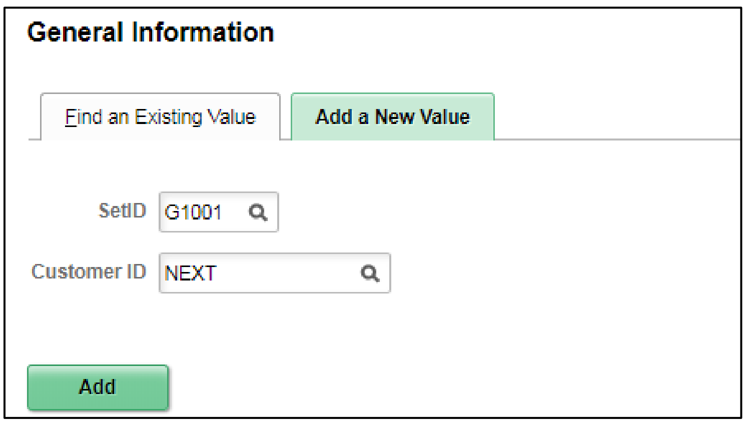
Navigation Options	Navigation Path
Navigation Collection	Accounting, Billing, Customer Contact. The General Information page will display by default.

Navigation Options	Navigation Path
WorkCenter	Accounting, Billing, Billing WorkCenter, left-menu, Links section, Customer & Contact Information, Customer General Information.

- From the Accounts Receivable Module:

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Customer Interactions. The General Information page will display by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Customer & Contacts, Customer General Information.

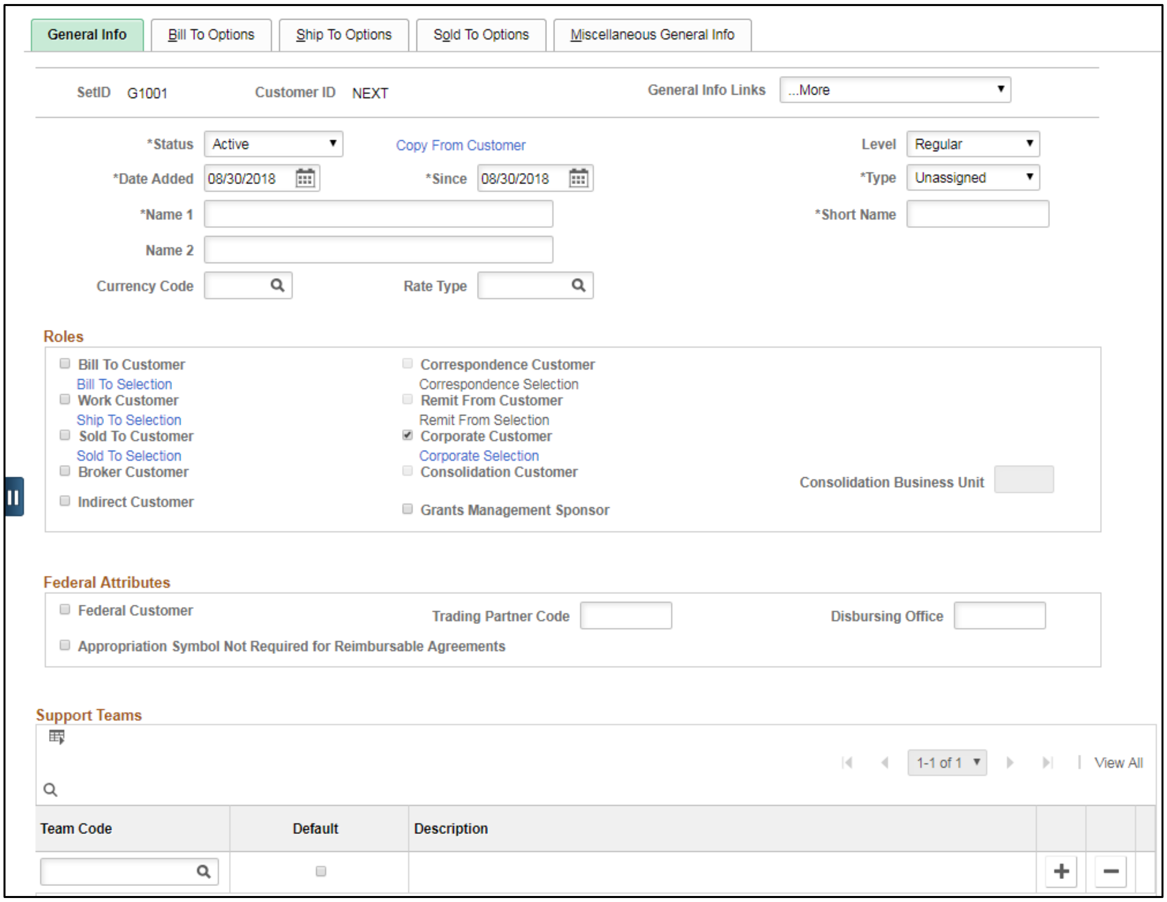
2. Click the **Add a New Value** tab.
3. **DO NOT** accept the default *SetID "SHARE")*. Enter the *SetID* field (usually the same as your *Business Unit*) or click on the **Lookup** icon and select a *SetID*. You can only use customers with your *SetID*.
4. Accept the default "NEXT" for the *Customer 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

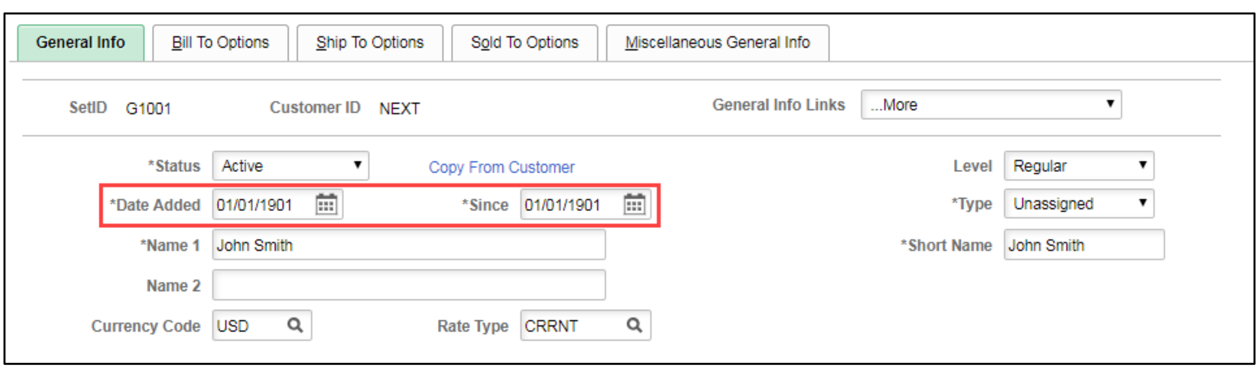
After clicking on the **Add** button, the **General Info** tab appears. This is the tab where you enter almost all of the necessary information about the customer.



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.

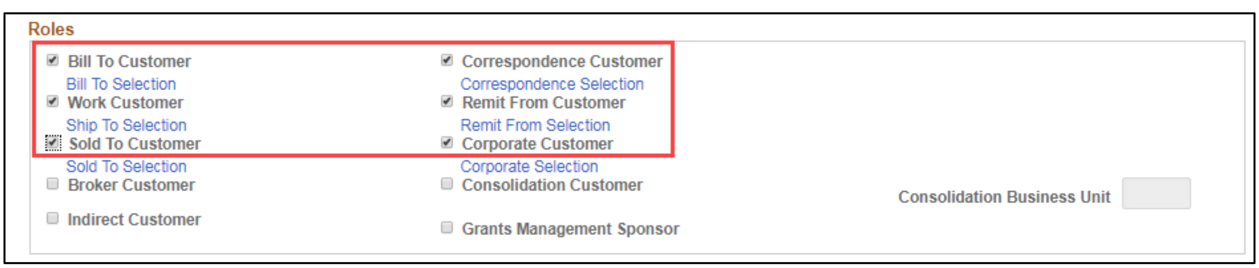
Field Name	Field Description
***Date Added**	Accept the default current date or select a different date. **WARNING**! All dates entered in customer setup must be earlier than the earliest invoice date for the customer. You must change the *Date Added, Since,* and *Effective Date*s to a date prior to 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.

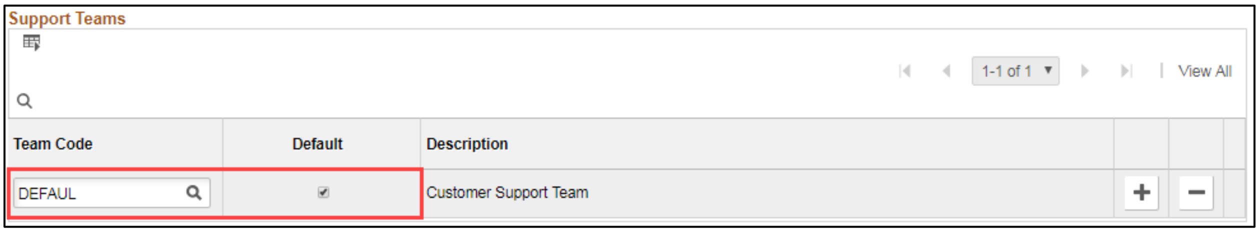
Field Name	Field Description
***Bill To Customer**	Click on the *Bill To Customer* role. This field is used to designate customers who receive invoices. After you click on the checkbox, the *Correspondence* and *Remit From Customer* boxes are automatically checked.
***Correspondence Customer**	After 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 and the **Contracts Options** section are not used. Do not select these options.

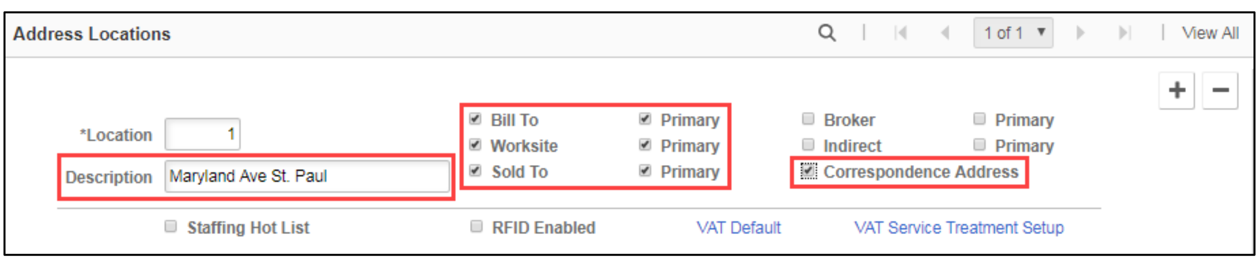
3. Enter customer information in the **Support Team** section of the **General Info** tab as described below.

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.
- 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.



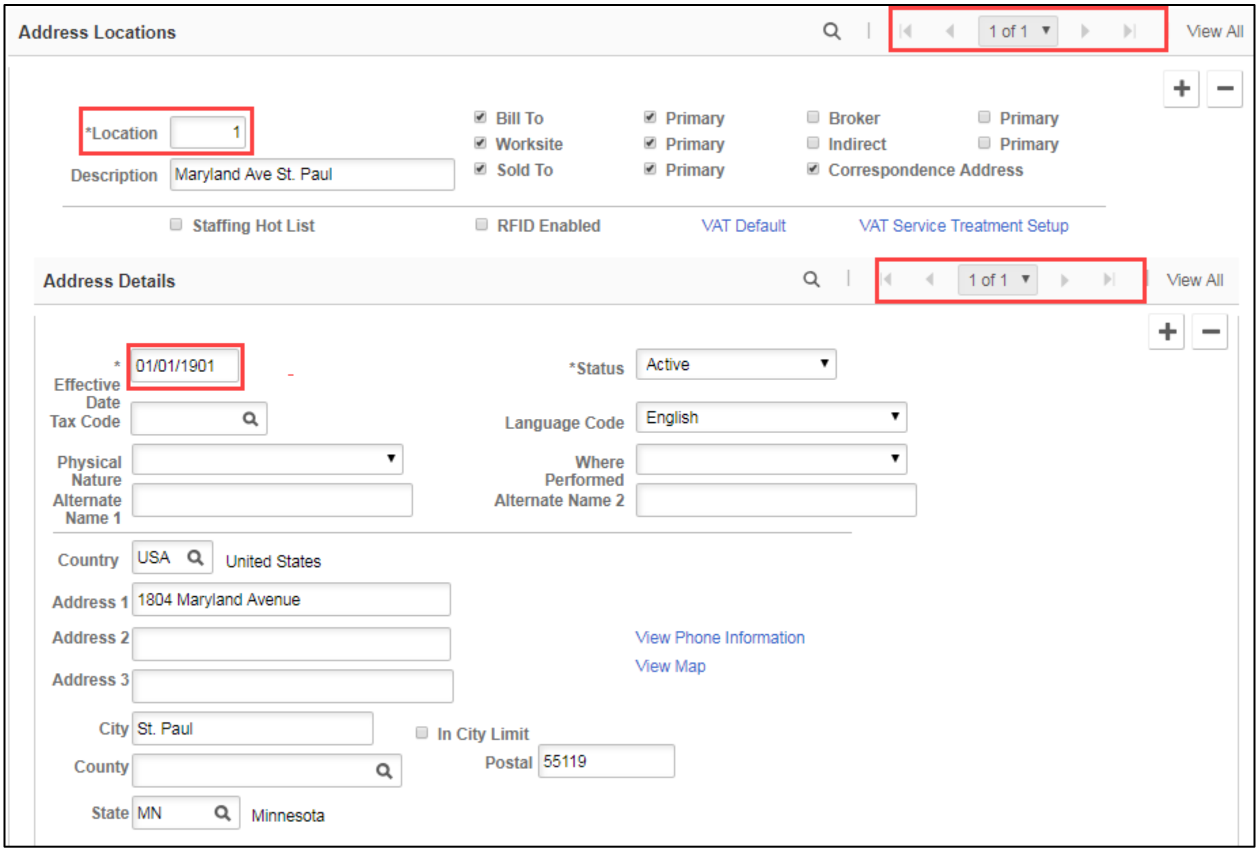
Field Name	Field Description
***Location**	Accept the default location number. The primary location is indicated by a "1" and is the address that you use most often when you contact the customer.
Description	Enter a *Description* for the *Location*. This information will help staff who enter bills select the correct location.
***Bill To**	Click on the *Bill To* address if this *Location* is used to send billing communication, including invoices and Dunning letters.

Field Name	Field Description
***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 "Update Customer Addresses" guide 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.

Field Name	Field Description
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.

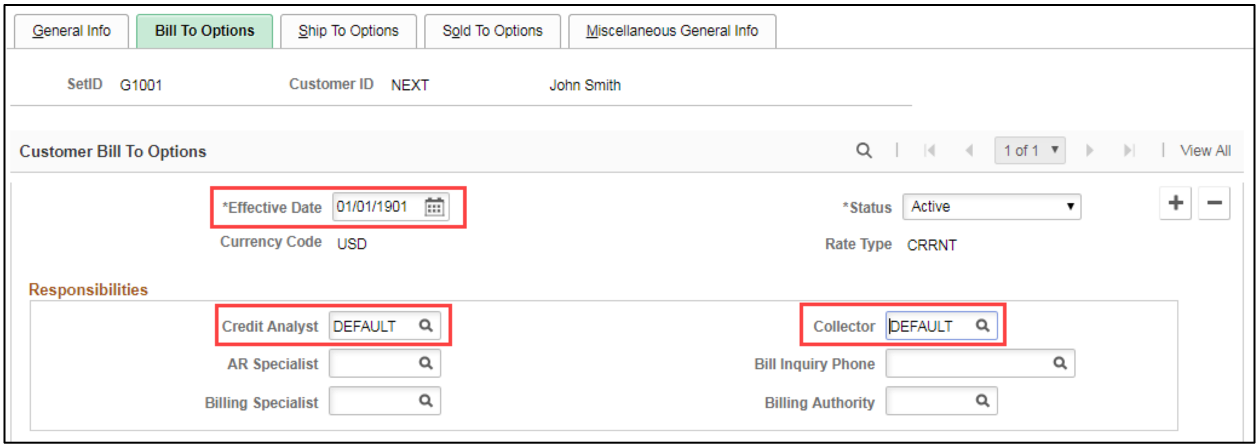
Step 3: Complete the Bill To Options tab

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.

Field Name	Field Description
***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.

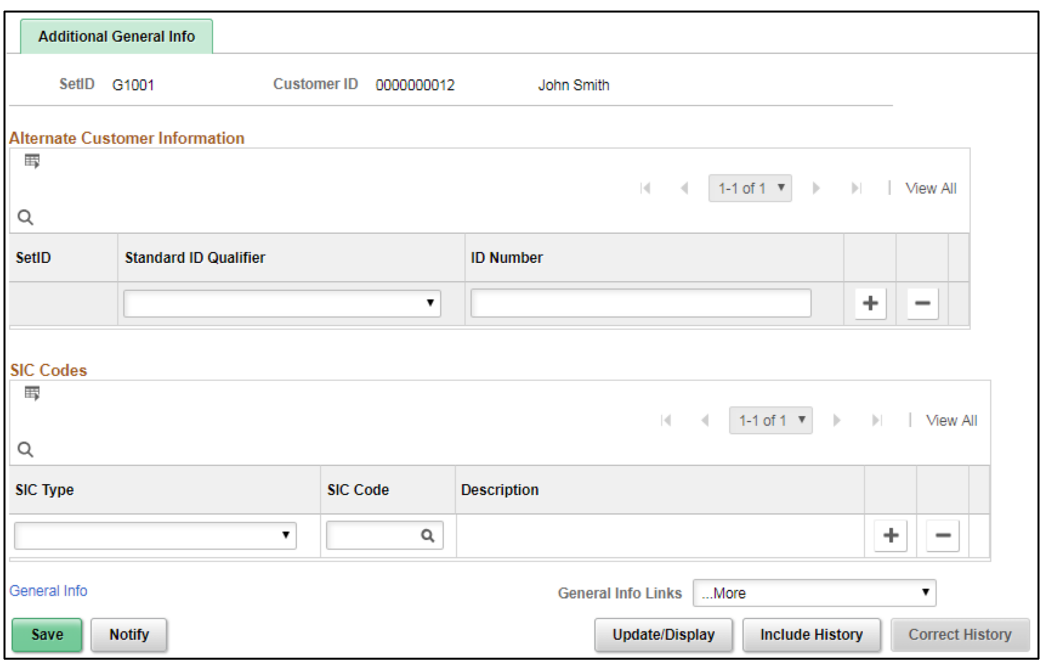
Step 4: Optionally, enter Tax ID information on the Additional General Info tab

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.

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.