SWIFT STATEWIDE INTEGRATED FINANCIAL TOOLS

QUICK REFERENCE GUIDE

February 20, 2024

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 SetID, usually the same as the Business Unit. State agency customers are entered and maintained 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 as 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.

Step 1: Navigate to the General Information Page

1. Navigate to the **General Information** page for the customer using one of the options below. You can access the General Information page from both the Billing and Accounts Receivable modules.

From the Billing Module:

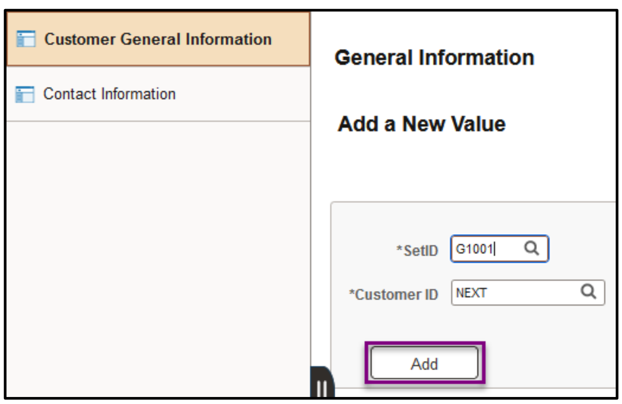
Navigation Options	Navigation Path
Navigation Collection	Accounting, Billing, Customer Contact. The General Information page displays by default.
WorkCenter	Accounting, Billing, Billing WorkCenter, left menu, Links section, Customer & Contact Information, Customer General Information.

From the Accounts Receivable Module:

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

2. The Find an Existing Value page displays. Select the **Add a New Value** button.

3. Do not accept the default of “SHARE” for the SetID. Enter your SetID, usually the same as your Business Unit, or select the **Lookup** icon and select a SetID. You can only use customers associated to your SetID.
4. Accept the default “NEXT” for the Customer ID. SWIFT will automatically assign the next number available after you save the customer record. You can also enter your own.
5. Select the **Add** button.

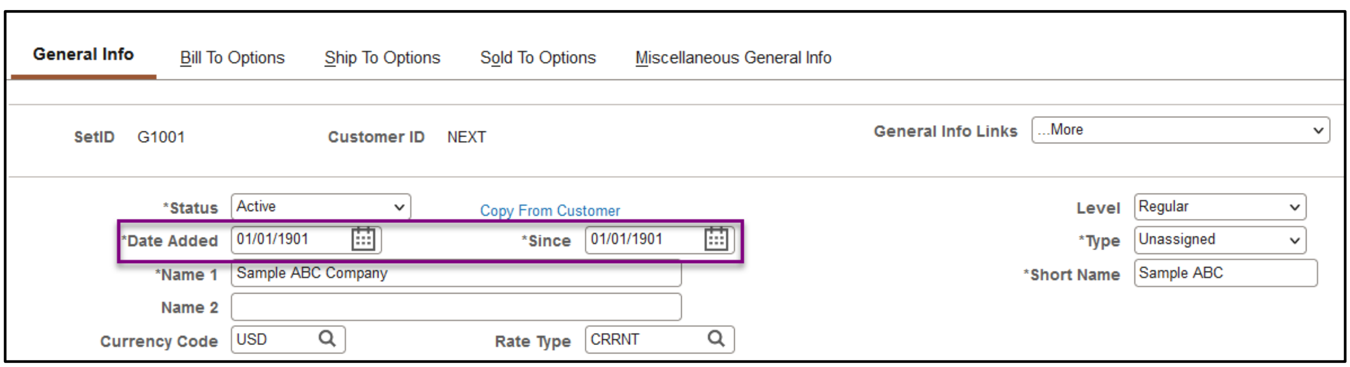


Step 2: Complete the General Info Page

1. The General Info page displays. Most of the necessary information for the customer is entered on this page. Enter header information 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	Select the link to access and use details about an existing customer to create this new record.

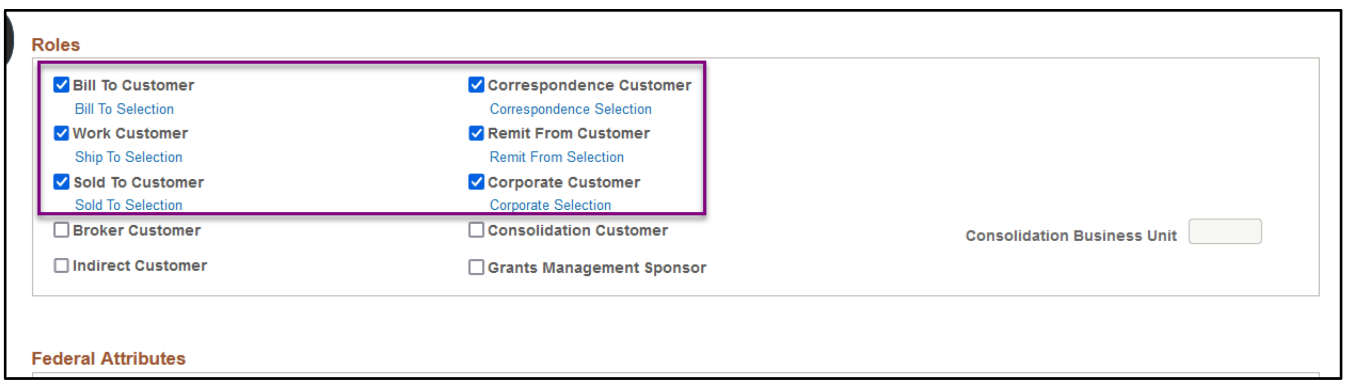
Field Name	Field Description
Level	Accept the default “Regular”. The State of Minnesota uses the Regular level for all customers which allows all processing for any customer.
***Date Added**	The date defaults to the current date. Consider backdating the Date Added to the beginning of the fiscal year. You cannot invoice the customer with an invoice date earlier than Date Added, Since, and Effective Dates. Changing the date, results in a warning message regarding other dates for the customer record. Select “Yes” to clear the warning. 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” for the US Dollar.
***Rate Type**	Enter “CRRNT”.



2. Enter customer information in the **Roles** section of the General Info page as described below.

- The Bill To, Work, and Sold To Customer roles are required.
- After you select 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**	Select the **Bill To Customer** role. This field is used to designate customers who receive invoices. After you select the checkbox, the Correspondence and Remit From Customer boxes are automatically checked.
***Correspondence Customer**	After you select 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**	Select the **Work Customer** role. This field is used to designate customers who receive delivery of goods and services.
***Remit From Customer**	After you select 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.
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.



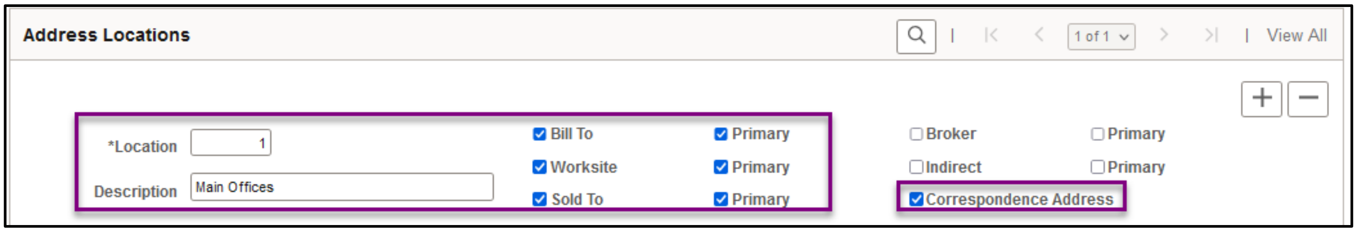
Note: The **Federal Attributes** section and the **Contracts Options** section are not used. Do not select these options.

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

Field Name	Field Description
***Team Code**	Select the **Lookup** icon and select “DEFAUL – Customer Support Team” (the only option).
***Default Checkbox**	Select the **Default** checkbox.

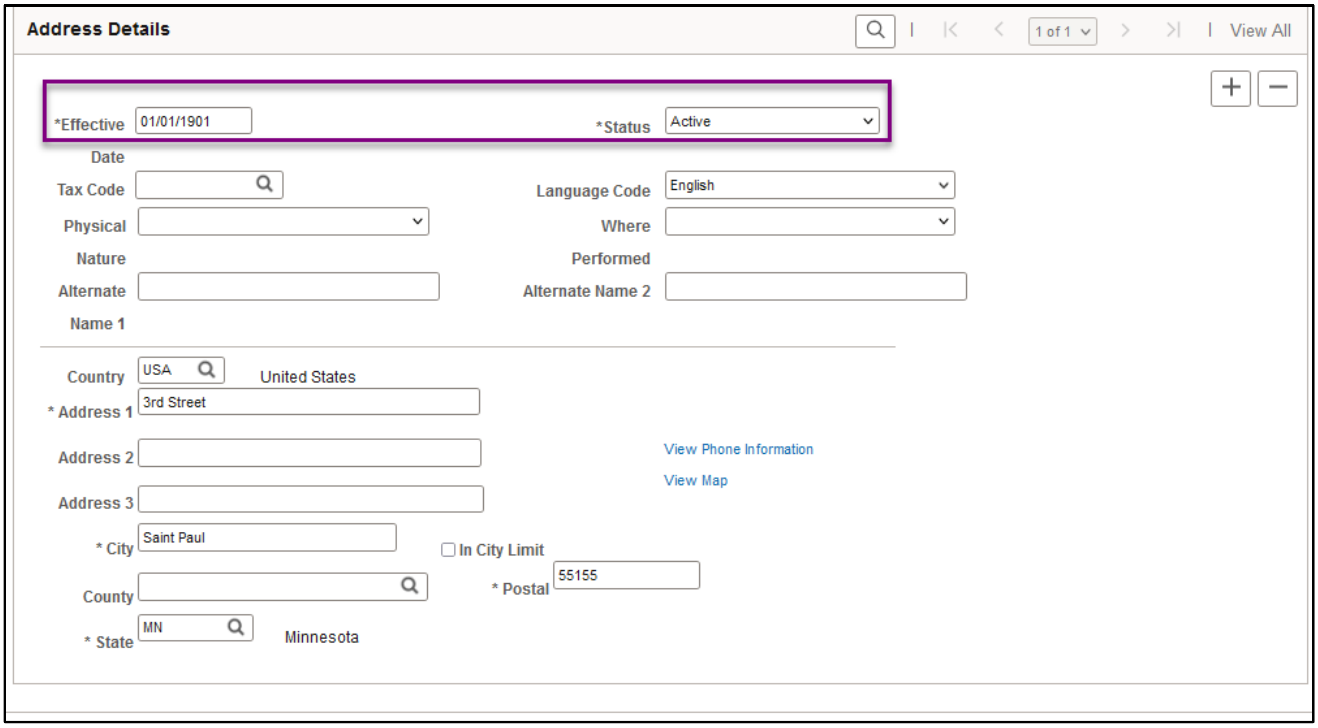
4. Enter information in the **Address Locations** section of the **General Info** page as described below.
   - The Address Locations section allows you to create separate records for different addresses for the customer. For example, you could specify one address to receive bills and another for shipping. 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 selecting 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**	Select 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**	Select 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.
Correspondence Address	You should identify a Correspondence Address. The Correspondence Address is used for general communication that is not sent elsewhere.



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 on an invoice. It defaults to the dates you choose in the above sections. 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. You cannot invoice the customer with an invoice date earlier than Date Added, Since, and Effective Dates.
***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".
Country	The default is "USA". Accept the default or select the **Lookup** icon and select the Country Code.
***Address 1**	Enter a valid 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.
***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 select the Lookup icon and select the State. Country is required first before selecting the State.
View Phone Information link	Optionally, select the View Phone Information link and enter or view phone information for this location. Select the **OK** button to return to the General Information page.
View Map	Select 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.



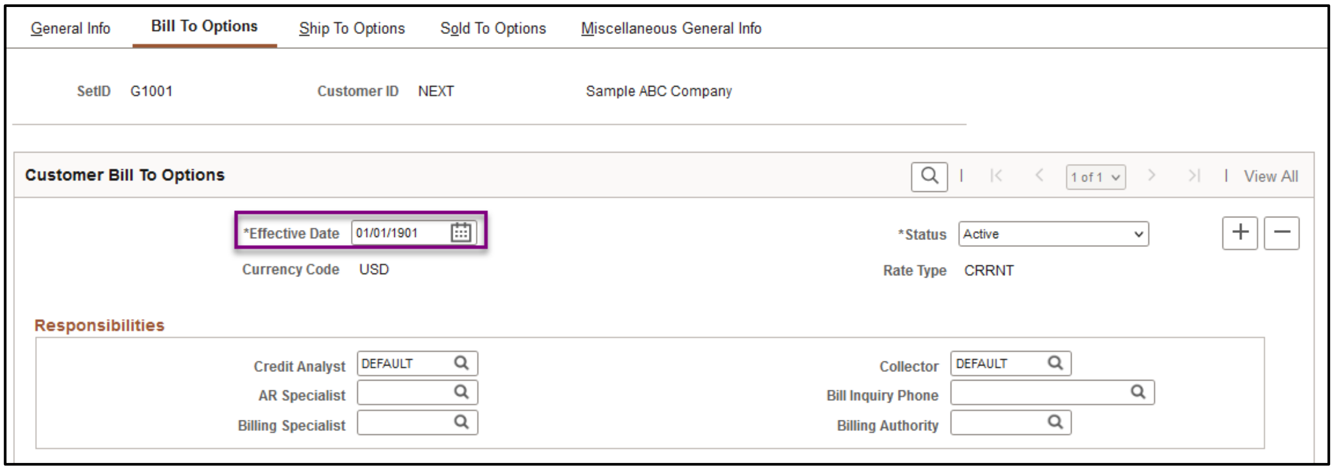
Note: If you select the **Save** button at this point, you will receive an error notifying you that there are required fields that need to be completed on the **Bill To Options** tab. Select the **OK** button and continue to the next step.

Step 3: Complete the Bill To Options Page

You must enter two fields on the **Bill To Options** page. The remaining fields on this page 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. Select 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 page. You cannot invoice the customer with an invoice date earlier than **Date Added**, **Since**, and **Effective Dates**.
***Credit Analyst**	Select the **Lookup** button and select the DEFAULT option.
***Collector**	Select the **Lookup** button and select the DEFAULT option.

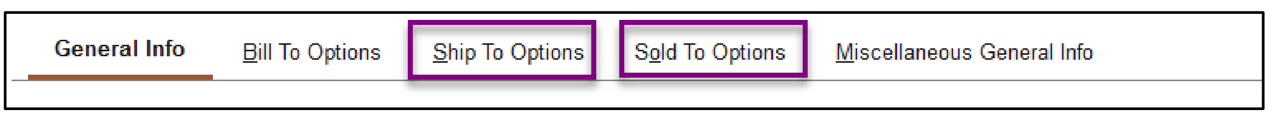


WARNING! All dates entered in customer setup must be earlier than the earliest invoice date for the customer. Prior to saving the customer record, review the dates on the **Bill To Options** tab and the **General Info** tab and ensure they are correct. You cannot change these dates after you save the record. This type of change requires a SWIFT Helpdesk ticket.

2. Select 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.

Step 4. Optionally, enter Ship To Options and Sold To Options Tabs

The fields on the **Ship To Options** and the **Sold To Options** pages 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 for individual bills. Any dates on these pages should match the Effective Date General Info page.



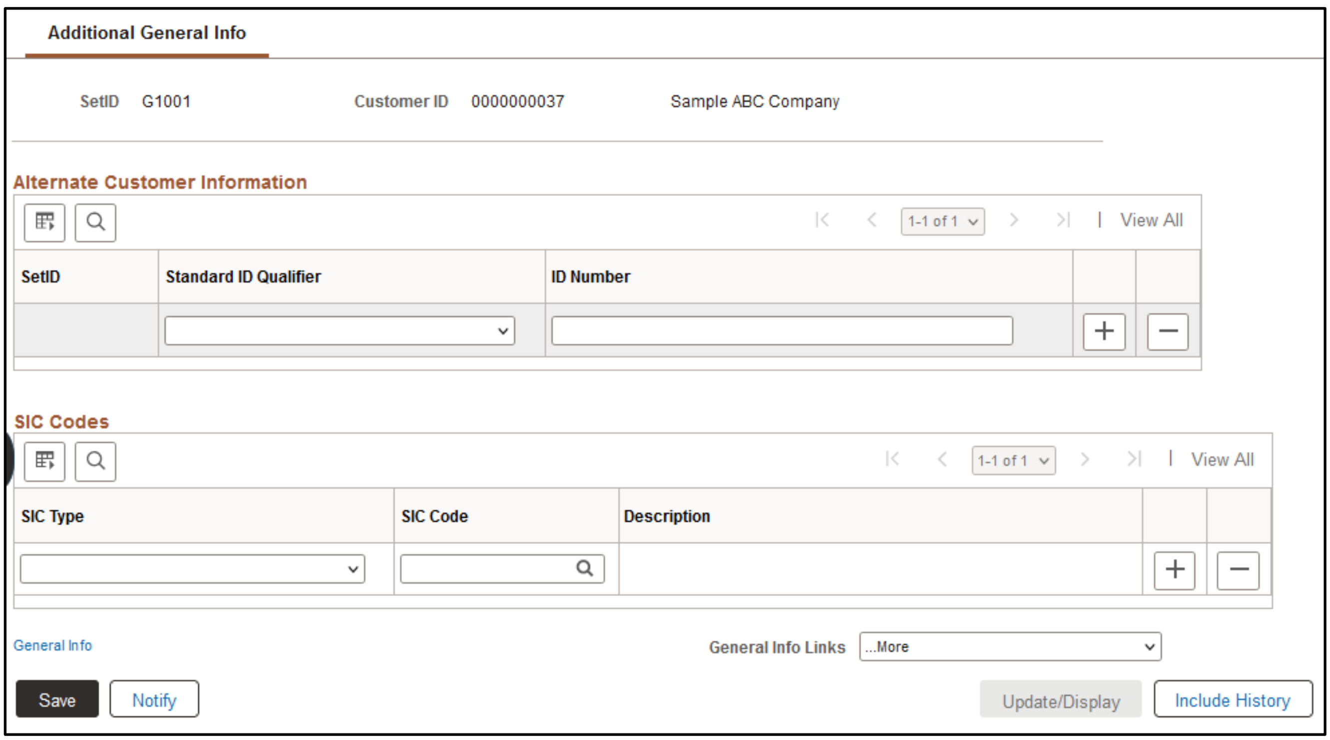
Step 5: Optionally, enter Tax ID information on the Additional General Info Page

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 page. Information on this tab is not private.

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 fields, sections, and additional pages available in this module that are not used in Minnesota. They have been omitted from this guide.