PENTAGON *2000SQL*
SOFTWARE EMPOWERING THE ENTERPRISE

Version

8.5

Creating a Customer Account

PENTAGON *2000SQL*

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TITLE:	Creating a Customer Account		
PART:	Sales		
MODULE:	Sales		
RESPONSIBILITY:	Procedures Specialist, Pentagon 2000	REVISION:	0
APPROVED BY:	Vice President, Operations, Pentagon 2000	EFFECTIVE DATE:	06/29/2012

Purpose

Customer accounts allow all sales activities to be grouped by customer. The system creates efficiencies by automatically populating many fields that are required in sales documents from defaults that are identified in the customer file. Your organization will have the ability to track which customers are approved and whether any customers are on hold. The customers' ratings and quality information may also be tracked within the customer file. Unlimited bill to, ship to, and remit to addresses and unlimited contacts may be associated with each customer account.

Overview

This procedure outlines the steps for creating a new customer account.

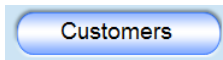**Required Modules**

- Sales

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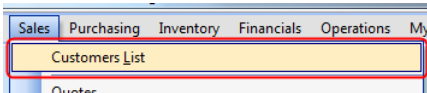SOFTWARE EMPOWERING THE ENTERPRISE

Procedure

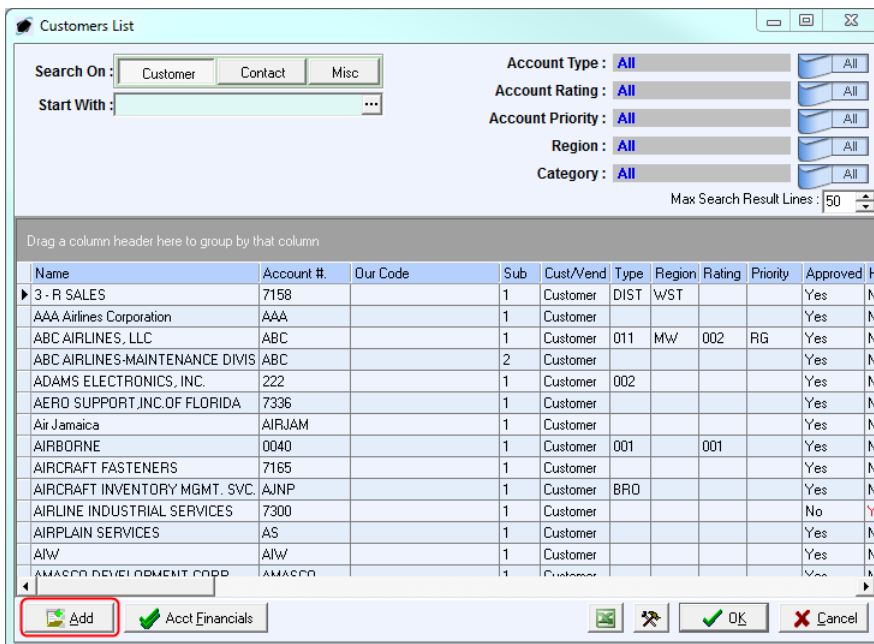1. **Create a New Customer Account Record**

    a.   From the main menu screen, left-click the **Customers** button.

    > *NOTE: Customers may also be accessed from the toolbar. Left-click the **Sales** item from the toolbar and then left-click **Customers List**.*
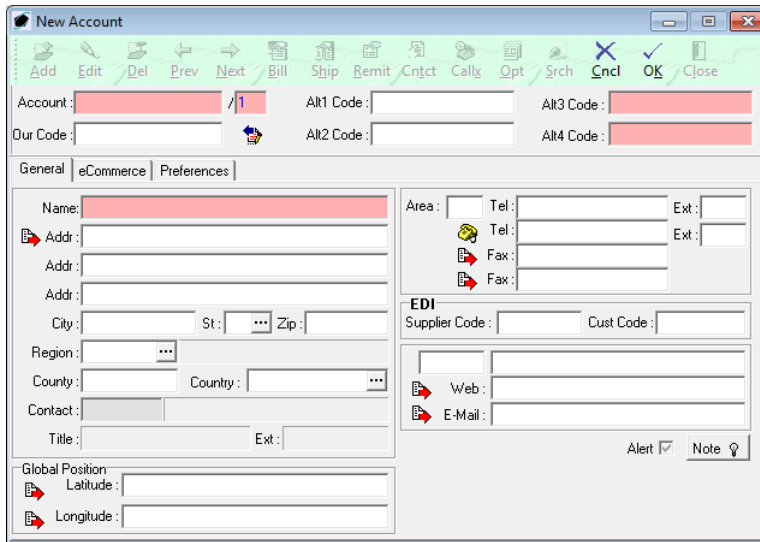
    b.   The **Customers List** search window will appear. Left click the **Add** button.
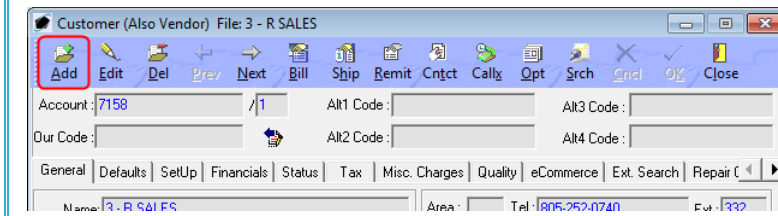
    > *NOTE: Due diligence should be given to ensuring that the customer being added does not already exist in the system. A good practice would be to search with the **Contains** option prior to adding the new customer.*
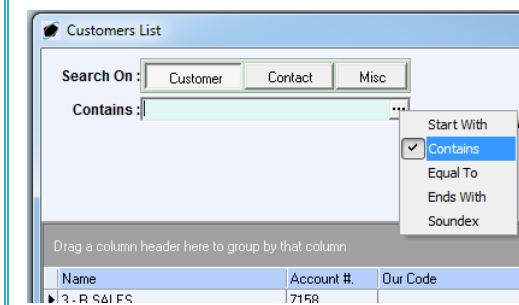
c.   The **New Account** window will appear.

NOTE: If the **Customer** window is open (another customer file is being viewed), the process for creating a new customer can also be initiated by left-clicking the **Add** button on the **Customer** window toolbar.

2. **Header**

a. **Account** - the account number that identifies the customer. This field is mandatory and can never be changed once the record is created. [12-character limit]

   i. If your organization prefers that the system assign account numbers as customers are added, auto numbering will need to be set up in the **Company Setup**.

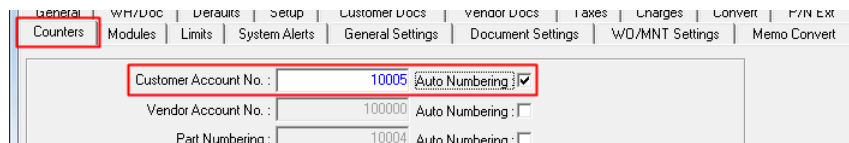   > **NOTE:** If auto numbering is ON, the **Account** field will be inactive (the cursor may be placed into the field, but no characters may be typed) and all account numbers will be numeric only.

   1. Left-click **Administration** from the toolbar.

   2. Go to **System Setup**.

   3. Left-click on **System General Defaults**. The **Company Setup** window will appear. Left-click on the **Counters** tab.

   4. Ensure that the check box to the right of the **Auto Numbering** label on the **Customer Account No** line is marked as "checked" ☑ .

   5. Left-click the cursor and type the number that should be assigned to the first automatically generated customer account number. Each time a customer is added, the system will assign the next consecutive number to the new customer account.

   ii. If your organization prefers to assign account numbers, left-click the cursor into the **Account** field and type the account number.

   > **NOTE:** If auto-numbering is OFF, account numbers may consist of any combination of alphanumeric characters and symbols.

b. **Sub-Account Number** - allows creation of multiple customers that have the same parent company or divisions of a company that may operate independently. [3-character limit]
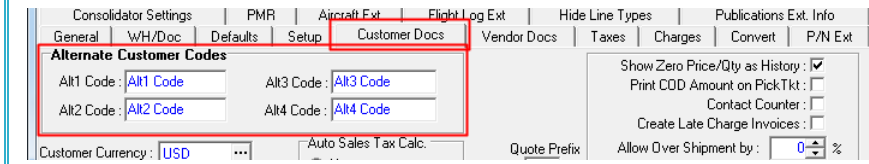
   > **NOTE:** If the sub-account number is utilized, each company having the same parent company or division will have the same account number but different sub-account numbers. This is occasionally useful for accounting and reporting purposes.

   > **NOTE:** If auto numbering is ON, the sub-account number field will be inactive (the cursor may be placed into the field, but no characters may be typed) and each new company will have a sub-account number of 1. To create multiple customers with the same account number, auto-numbering must be OFF.

c. **Our Code** - an alternate customer code that is used internally to your organization (optional). [20-character limit]
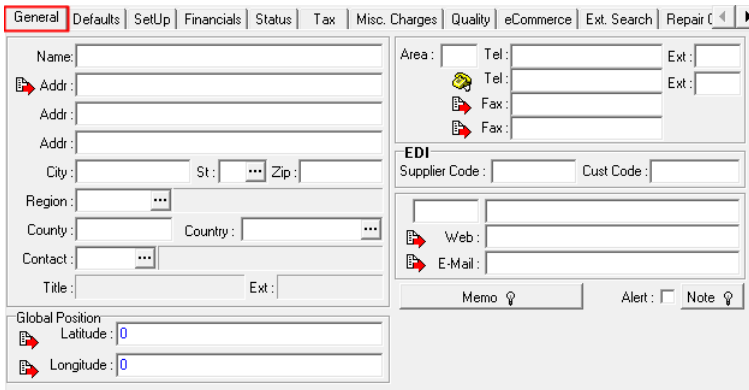
d. Alternate customer codes (**Alt1 Code**, **Alt2 Code**, **Alt3 Code**, **Alt4 Code**) - codes that are assigned by your organization or a third party. [15-character limit]

> **NOTE:** *The four alternate customer code labels may be modified within the **Company Setup**. A common label for one of the alternate customer codes is "Cage Code". To modify the labels for these fields, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Labels may be identified on the **Company Docs** tab.*

3. **General Tab**


a. Address group box

   i. **Name** - Enter the full customer name. This field is mandatory but may be modified at any time. [60-character limit]

   ii. Address fields (**Addr**) - Enter the customer's full primary address (including street, PO Box, suite number, apartment number, etc.). [40-character limit per line]

   iii. **City** - Enter the customer's primary address city. [30-character limit]

   iv. State (**St**) - Identify the customer's primary address state.

   > *NOTE: To complete the **State** field, the appropriate state must be listed in the **State List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **State.***

   1. Left-click the ellipses ⬚ in the **St** field.

   2. The **State List** search window will appear.

   3. Select the appropriate **State** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

   v. **ZIP** - Enter the customer's primary address ZIP Code. [12-character limit]

   vi. **Region** - Identify the region in which the customer's primary address is located (optional).

   > *NOTE: To complete the **Region** field, the appropriate region must be listed in the **Region List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Region.***

   1. Left-click the ellipses ⬚ in the **Region** field.

   2. The **Region List** search window will appear.

   3. Select the appropriate **Region** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

vii.   **County** - Enter the county in which the customer's primary address is located (optional). [20-character limit]

viii.   **Country** - Identify the country in which the customer's primary address is located (optional).

> *NOTE: To complete the **Country** field, the appropriate country must be listed in the **Country List**. To access this table, left-click **Administration** from the toolbar, go to **Tables List by Name**, and left-click **Country/Origin.***

    1.   Left-click the ellipses ⬚ in the **Country** field.

    2.   The **Country List** search window will appear.

    3.   Select the appropriate **Country** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ix.   **Contact** - this field allows a primary contact to be identified for the customer.

> *NOTE: The **Contact** field is inactive until the customer account is saved and placed into **[Editing]** mode. If the **Customer File** window still displays "New Account" in the title bar, left-click the **OK** button in the **Customer File** then left-click the **Edit** button in the **Customer File** window toolbar.*
>
> *NOTE: To complete the **Contact** field, the appropriate contact must be listed in the **Contacts** for the customer. To access this table, left-click the **Cntct** button from the **Customer File** window toolbar.*
>
> *Steps for creating customer contacts may be found in the "Contacts" section of this procedure.*

    1.   Left-click the ellipses ⬚ in the **Contact** field.

    2.   The **Contacts** search window will appear.

    3.   Select the appropriate contact (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

> *NOTE: The **Title** and **Ext** fields will be populated from the **Contacts** when the **Contact** field is completed.*

b.   **Global Position** group box

i.   **Latitude** - Identify the latitude of the customer's primary address in decimal degrees format. (optional)

ii.   **Longitude** - Identify the longitude of the customer's primary address in decimal degrees format. (optional)

c. Phone/fax group box

 i. **Area** - May be used to identify any sort of prefix required for contacting the customer via phone or fax. These prefixes may include country codes, long distance codes, and/or area codes [8-character limit]

> *NOTE: Only use this field if the prefix applies to all phone and fax numbers in the phone/fax group box.*

 ii. **Tel** and **Ext** fields - Identify primary telephone numbers and their corresponding extension numbers for the customer.

> *NOTE: The phone numbers identified on the **General** tab may reflect a main number or switchboard number. Phone numbers associated with each contact may be identified in the **Contact List** discussed later in this procedure.*

 iii. **Fax** fields - Identify primary fax numbers for the customer.

> *NOTE: The fax numbers identified on the **General** tab may reflect a main number. Fax numbers associated with each contact may be identified in the **Contact List** discussed later in this procedure.*

d. **EDI** group box

 i. **Supplier Code** - Identify the customer's 5-character Spec 2000 Supplier Code (if applicable)

 ii. **Cust Code** - Identify the customer's 3-character Spec 2000 Customer Code (if applicable)

e. Computing group box

 i. **SITA** label and field

  1. SITA label - Identify the label that identifies the SITA address [10-character limit]

  2. SITA field - Identify the primary SITA address for the customer.

> *NOTE: The SITA address identified on the **General** tab may reflect a main SITA address. SITA addresses associated with each contact may be identified in the **Bill To, Ship To,** and **Remit To** addresses discussed later in this procedure.*

 ii. **Web** - Identify the URL of the customer's website.

 iii. **E-mail** - Identify the primary e-mail for the customer.

> *NOTE: The email identified on the **General** tab may reflect a main e-mail. E-mail addresses associated with each contact may be identified in the **Contact List** discussed later in this procedure.*
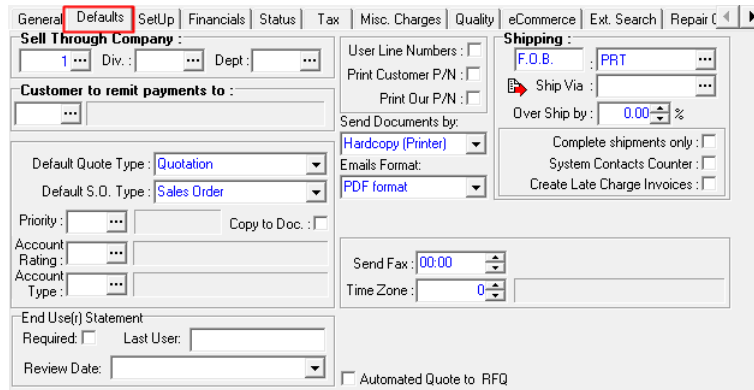
f. **Memo** button

    i. Left-click the **Memo** button.

    ii. The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

    iii. Type the memo.

    iv. Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

    v. When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

g. **Alert** check box and **Note** button

> *NOTE: If the **Alert** check box is marked as "checked", the system will provide the information contained within the **Note** button when any document is created for the customer (quote, sales order, sales receiver, pick ticket, sales invoice or RMA).*

    i. Left-click the **Alert** check box to mark it as "checked."

    ii. If there are specific details related to the alert, left-click the **Note** button next to the **Alert** check box.

    iii. The **Memo Editor** window will appear. Left-click the **Edit** button to add notes related to the **Hold** check box.

    iv. Left-click the **OK** button to save the message.

    v. When a note field is not blank, the light bulb 💡 on that button 💡 will be highlighted in yellow.

4. **Defaults Tab**

a. **Sell Through Company** group box

When the customer is selected in the creation of a document, the company, division, and department identified in these fields will be copied to the document.

i. Company (field is not labeled on the screen) - Identify for which company documents should be assigned when associated with the customer.

   1. Left-click the **Company** field containing the ellipses ⌷.

   2. The **Company List** search window will appear.

   3. Select the appropriate company (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ii. **Div** - Identify for which division documents should be assigned when associated with the customer.

   1. Left-click the **Div** field containing the ellipses ⌷.

   2. The **Division List For Company [X]** search window will appear.

   3. Select the appropriate division (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

iii. **Dept** - Identify for which department documents should be assigned when associated with the customer.

   1. Left-click the **Dept** field containing the ellipses ⌷.

   2. The **Department List For Company [X] - Division [Y]** search window will appear.

   3. Select the appropriate department (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

b. **Customer to remit payments to** - Identify the location that payments should be sent when sales are made to the customer.

> *NOTE: The **Customer to remit payments to** field is associated with a warehouse.*
>
> *NOTE: To complete the **Customer to remit payments to** field, the appropriate warehouse must be listed in the **Warehouse/Address List**. To access this table, left-click **Administration** from the toolbar, go to **Warehouses/Locations**, and left-click **W/H List**. Steps for creating a warehouse may be found in the procedure "Creating a Warehouse" within the Material Management section of this manual.*

   i.   Left-click the **Customer to remit payments to** field containing the ellipses ⊡.

   ii. The **Warehouse/Address List** search window will appear.

   iii. Select the appropriate address (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

c. **Default Quote Type** - Identify they type of quote that will most usually be issued to the customer.

> *NOTE: When a quote is created for the customer, the quote will be of the type identified in this field; however, the type may be changed on the quote after its creation.*
>
> *NOTE: "Quotation" is the default option for new customer accounts.*

   i.   Left-click the drop down arrow ▾ in the **Default Quote Type** field.

   ii. Left-click the appropriate selection from the list of quote types.

d. **Default S.O. Type** - Identify they type of sales order that will most usually be issued to the customer.

> *NOTE: When a sales order is created for the customer, the sales order will be of the type identified in this field; however, the type may be changed on the sales order after its creation.*
>
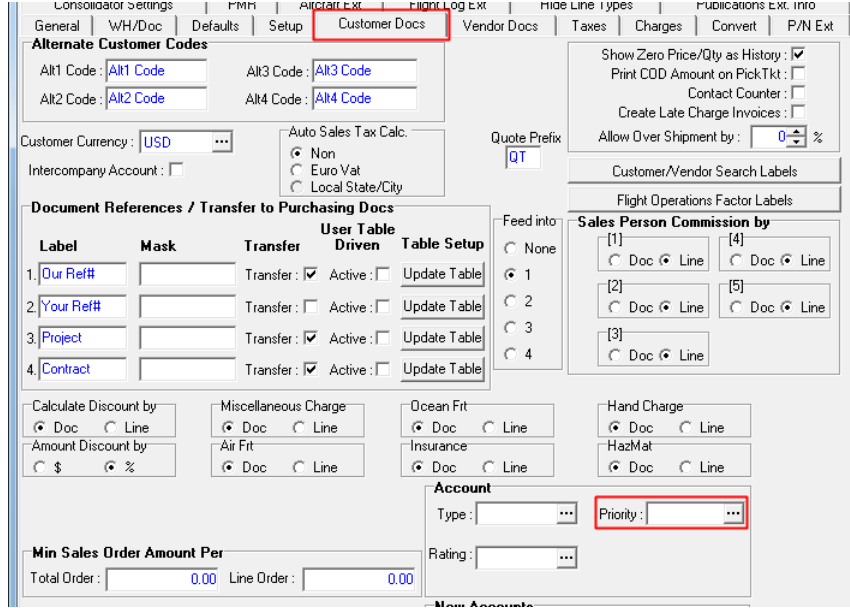> *NOTE: "Sales Order" is the default option for new customer accounts.*

   i.   Left-click the drop down arrow ▾ in the **Default S.O. Type** field.

   ii. Left-click the appropriate selection from the list of sales order types.

e.   **Priority** and **Copy to Doc** check box

i.   **Priority** - Identify the priority that should most usually be associated with documents associated with the customer.

> *NOTE: To complete the **Priority** field, the appropriate priority must be listed in the **Priority List**. To access this table, left-click **Administration** from the toolbar, go to **Document Tables List by Code**, and left-click **Priority Code.***
>
> *NOTE: The default value for the **Priority** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Priority**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Priority** may be identified on the **Customer Docs** tab.*

1.   Left-click the **Priority** field containing the ellipses .

2.   The **Priority List** search window will appear.

3.   Select the appropriate priority (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ii.   **Copy to Doc** check box - Mark the check box as "checked" if the default priority identified in the **Priority** field should be copied to documents associated with the customer.

> **NOTE:** *If the **Copy to Doc** check box is marked as "checked", the default priority will be copied to the **Priority** field on the header of documents associated with the customer.*
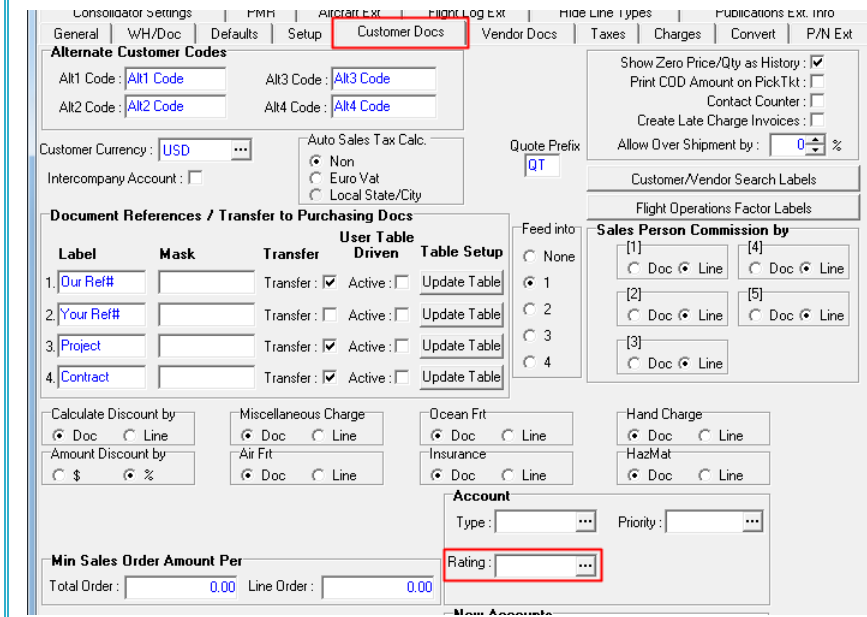>
> *If the **Copy to Doc** check box is not marked as "checked", the default priority will not be copied to the **Priority** field on the header of documents associated with the customer, and instead will be blank.*
>
> *In both situations, the **Priority** on the header of the document may be changed after its creation.*

f.   **Account Rating** - Identify the rating of the customer based upon a rating system outlined by your organization.

> **NOTE:** *To complete the **Account Rating** field, the appropriate rating must be listed in the **Rating List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Account Rating.***
>
> **NOTE:** *The default value for the **Account Rating** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Account Rating**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Rating** may be identified on the **Customer Docs** tab.*

i.   Left-click the **Account Rating** field containing the ellipses [...].

ii.   The **Rating List** search window will appear.

iii.   Select the appropriate rating (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

g. **Account Type** - Identify the type of this customer based upon a classification system outlined by your organization.

> *NOTE: To complete the **Account Type** field, the appropriate type must be listed in the **Account Type List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Account Type.***
>
> *NOTE: The default value for the **Account Type** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Account Type**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Type** may be identified on the **Customer Docs** tab.*

   i.   Left-click the **Account Type** field containing the ellipses ⌐.

   ii.   The **Account Type List** search window will appear.

   iii.   Select the appropriate account type (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

h. **User Line Numbers** check box - Mark the check box as "checked" if users creating or modifying documents associated with the customer should be allowed to assign line numbers to lines on those documents.

> *NOTE: If the check box is marked as "checked", users creating or modifying documents associated with the customer may assign line numbers to lines on those documents.*
>
> *If the check box is not marked as "checked", the users creating or modifying document associated with the customer will not be able to assign line numbers on those documents, but instead the system will generate line numbers for the document.*

i. **Print Customer P/N** check box - Mark the check box as "checked" if the customer's part numbers (if they exist) should be printed on documents associated with the customer instead of the part number identified in the **P/N** field of the part master record.

> *NOTE: The customer part number is identified by creating a cross-reference where the type of cross-reference is "Customer" and the customer is identified. Steps for creating cross-references for part numbers may be found in the procedure "Creating Cross-References for Part Master Records" within the Material Management section of this manual.*

j. **Print Our P/N** check box - Mark the check box as "checked" if the part number identified in the **P/N** field of the parts master record should be printed on documents associated with the customer.

> *NOTE: If both the **Print Customer P/N** and **Print Our P/N** check boxes are checked, the system will print both the customer's part number (if it exists) and the part number identified in the **P/N** field of the part master record on documents associated with the customer.*

k. **Send Documents By** - Identify the method of delivery that is assigned to the **Default** button in the print window for documents associated with the customer.

> *NOTE: A **Print** button, **Fax** button, and **Email** button will appear in the print window regardless of the selection made in the **Send Documents By** field.*
>
> *NOTE: "Hardcopy (Printer)" is the default option for new customer accounts.*

   i. Left-click the drop down arrow in the **Send Documents By** field.

   ii. Left-click the appropriate selection from the list of delivery methods.

l. **Emails Format** - Identify the default format in which email will be sent to the customer.

> *NOTE: "PDF format" is the default option for new customer accounts.*

   i. Left-click the drop down arrow in the **Emails Format** field.

   ii. Left-click the appropriate selection from the list of formats.

m. **Send Fax** and **Time Zone**

   i. **Send Fax** - Identify the time at which all faxes should be transmitted to the customer.

   > *NOTE: If the time is set to "00:00", all faxes will be transmitted to the customer immediately upon the system being instructed send a fax to the customer.*

    ii.   **Time Zone** - Identify the time zone (in relation to the system time) that relates to the **Send Fax** field.

> *EXAMPLE: If all faxes should be sent out at 8:30 PM Eastern time and the system is set to Pacific time, then multiple combinations of data in the **Send Fax** and **Time Zone** fields will provide identical results.*
>
> *If a value of "20:30" is placed in the **Send Fax** field and a value of "3" is placed in the **Time Zone** field, then the system will send out the fax at 20:30 local + 3 hours (or 17:30 + 3 hours local). In this case, no clock time conversion is required, but maintenance of time zone is required.*
>
> *It is possible to achieve the same results using local time by placing a value of "17:30" in the Send Fax field and a value of "0" in the Time Zone field. In this case, clock time conversion is required, but time zone is ignored.*

  n. **Shipping** group box

    i.   Incoterms label (field is not labeled on the screen) - Identify the label that should appear for incoterms on documents associated with the customer.

> *NOTE: When a document is created and associated with a customer, the incoterms label in that document will be copied from the customer file; however, the label may be changed on the document after its creation.*
>
> *NOTE: The default value for the **Incoterms Label** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Incoterms Label**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Incoterms Label** may be identified on the **Setup** tab.*
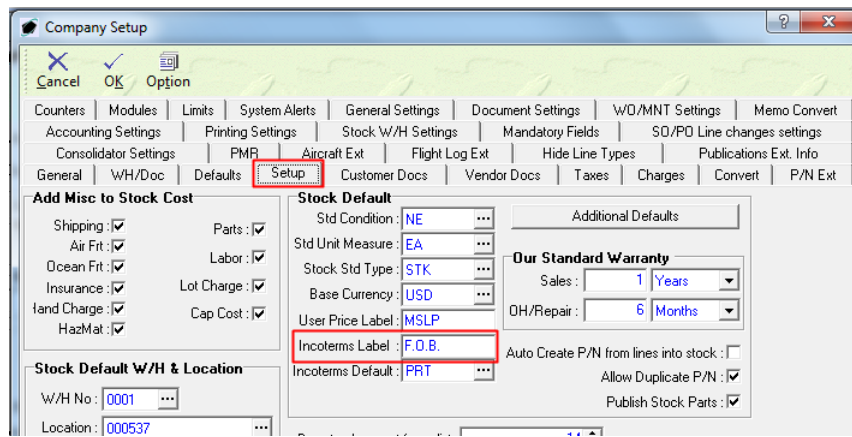

    ii.   Incoterms Default (not labeled on the screen)- Identify the incoterms that should normally exist for documents associated with the customer.

> *NOTE: When a document is created and associated with a customer, the incoterms in that document will be copied from the customer file; however, the incoterms may be changed on the document after its creation.*

*NOTE: To complete the incoterms default field, the appropriate incoterms code must be listed in the **Incoterms (FOB/CIF...) List**. To access this table, left-click **Administration** from the toolbar, go to **Tables List by Name**, and left-click **Incoterms (FOB/CIF...)**.*

*NOTE: The default value for the **Incoterms Default** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Incoterms Default**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Incoterms Default** may be identified on the **Setup** tab.*
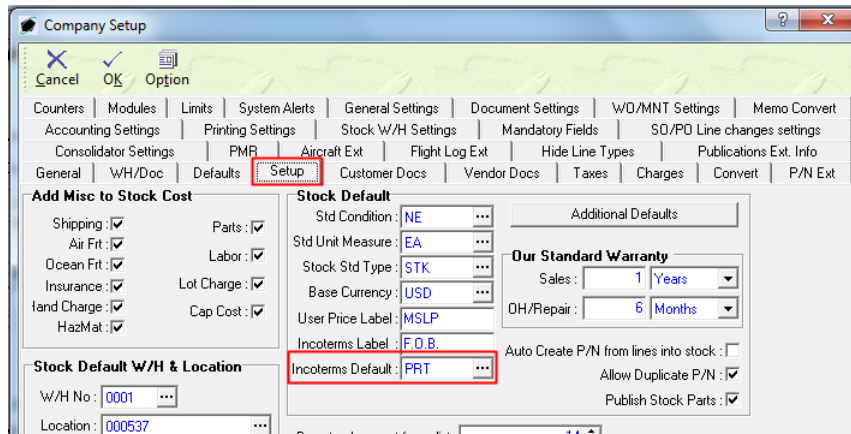
1.   Left-click the incoterms default field containing the ellipses ⊡.

2.   The **Incoterms (FOB/CIF...) List** search window will appear.

3.   Select the appropriate incoterms (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

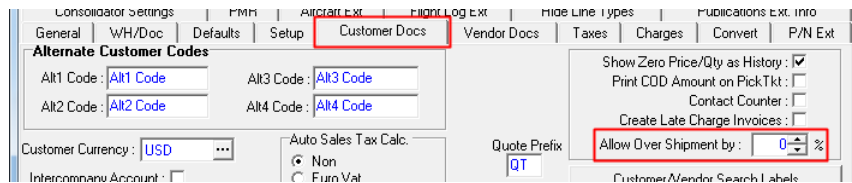iii.   **Ship Via** - Identify the carrier that your organization will use most usually.

*NOTE: To complete the **Ship Via** field, the carrier must be listed in the **Ship Via List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Ship Via**.*

*NOTE: When a document is created and associated with a customer, the **Ship Via** in that document will be copied from the customer file; however, the **Ship Via** may be changed on the document after its creation.*

1.   Left-click the **Ship Via** field containing the ellipses ⊡.

2.   The **Ship Via List** search window will appear.

3.   Select the appropriate carrier (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

iv. **Over Ship by** - Identify the percentage of the ordered quantity that the customer may receive above the quantity ordered if received from your organization. The spinner arrows may also be used to adjust the number in whole number increments.

> *NOTE: The default value for the **Over Ship by** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Over Ship by** percentage, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Over Ship by** may be identified on the **Customer Docs** tab.*
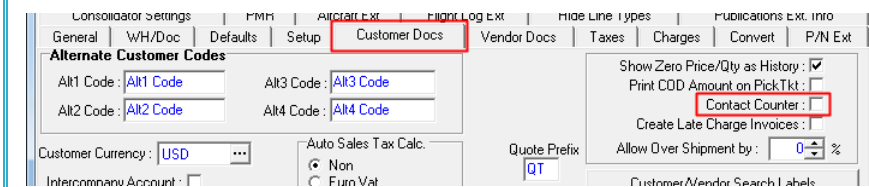>
>
>
> *EXAMPLE: If the **Over Ship By** field is set to 10%, then if a quantity of 100 ea is ordered by the customer, then when the order is picked, up to 110 ea (100 ea + (100 ea * 10%)) may be shipped.*
>
> *If the **Over Ship By** field is set to 0%, then a maximum quantity of 100 ea may be shipped.*

o. **Complete shipments only** check box - Mark the check box as "checked" if your organization is not allowed to fulfill sales orders in partial shipments.

p. **System Contacts Counter** check box - Mark the check box as "checked" if contact numbers should be assigned by the system for contacts associated with the customer.

> *NOTE: If the check box is marked as "checked", each new contact will be assigned the next contact number in the contact counter.*
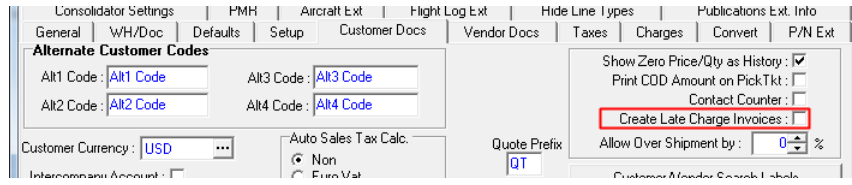>
> *If the check box is not marked as "checked", each new contact will be assigned a contact number by the user.*
>
> *NOTE: The default value for the **System Contacts Counter** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Systems Contacts Counter**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **System Contact Counter** may be identified on the **Customer Docs** tab.*
>
>

q. **Create Late Charge Invoices** check box - Mark the check box as "checked" if late charge invoices should be allowed to be created for the customer.
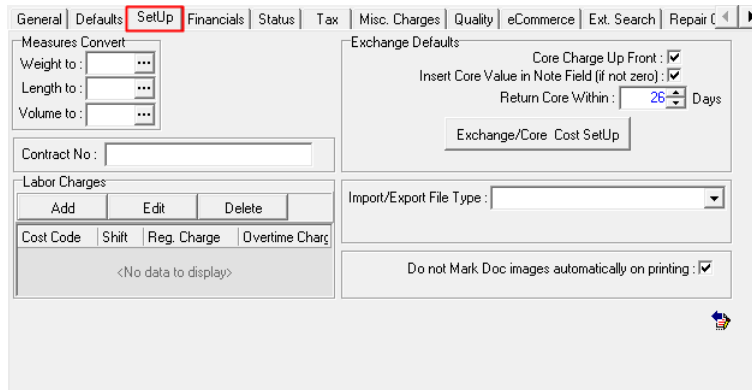
> *NOTE: The default value for the **Create Late Charge Invoices** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Create Late Charge Invoices**, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Create Late Charge Invoices** may be identified on the **Customer Docs** tab.*

r. **End Use(r) Statement** group box - This group box is part of a module which is currently in development, please ignore.

    i. **Required** check box -

    ii. **Last User** -

    iii. **Review Date** -

s. **Automated Quote to RFQ** check box - This check box was created as part of a custom requirement, please ignore.

5. **Setup Tab**

a. **Measures Convert** group box

    i. **Weight to** - identifies the weight unit of measure to which weights on documents associated with the customer will be converted.

> **NOTE:** *To complete the **Weight to** field, the unit of measure must be listed in the **Weight List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Weight.***

        1. Left-click the **Weight to** field containing the ellipses .

        2. The **Weight List** search window will appear.

        3. Select the appropriate unit of measure (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

> **NOTE:** *For weight conversions to be calculated, a weight conversion must exist that includes both the unit of measure that the weight is being converted from and the unit of measure identified in the **Weight to** field.*
>
> *Weight conversions are managed in the **Convert Weight List**. To access this table, left-click **Administration** from the toolbar, go to **Conversion Tables**, and left-click **Weight.***

ii.　**Length to** - identifies the length unit of measure to which lengths on documents associated with the customer will be converted.

> *NOTE:* To complete the ***Length to*** *field, the unit of measure must be listed in the* ***Length/Width/Height List****. To access this table, left-click* ***Administration*** *from the toolbar, go to* ***General Tables List by Code****, and left-click* ***Length/Width/Height.***

1.　Left-click the **Length to** field containing the ellipses ⬚.

2.　The **Length/Width/Height List** search window will appear.

3.　Select the appropriate unit of measure (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

> *NOTE:* For length conversions to be calculated, a length conversion must exist that includes both the unit of measure that the length is being converted from and the unit of measure identified in the ***Length to*** field.
>
> Length conversions are managed in the ***Convert Length List****. To access this table, left-click* ***Administration*** *from the toolbar, go to* ***Conversion Tables****, and left-click* ***Length.***

iii.　**Volume to** - identifies the volume unit of measure to which volumes on documents associated with the customer will be converted.

> *NOTE:* To complete the ***Volume to*** *field, the unit of measure must be listed in the* ***Volume List****. To access this table, left-click* ***Administration*** *from the toolbar, go to* ***General Tables List by Code****, and left-click* ***Volume.***

1.　Left-click the **Volume to** field containing the ellipses ⬚.

2.　The **Volume List** search window will appear.

3.　Select the appropriate unit of measure (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).
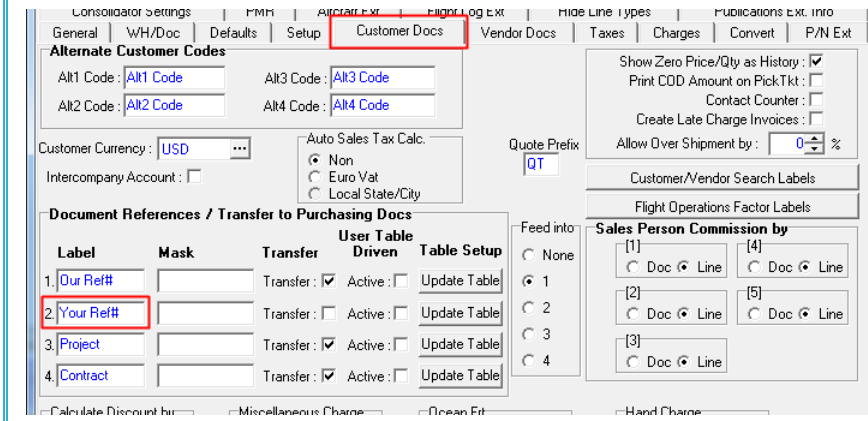
> *NOTE:* For volume conversions to be calculated, a volume conversion must exist that includes both the unit of measure that the volume is being converted from and the unit of measure identified in the ***Volume to*** field.
>
> Volume conversions are managed in the ***Convert Volume List****. To access this table, left-click* ***Administration*** *from the toolbar, go to* ***Conversion Tables****, and left-click* ***Volume.***

b. **Contract No** - Identify the default contract number associated with the customer. [20-character limit]

> *NOTE: The number in the **Contract No** field will be copied to the **REF2** field in the header of all documents associated with the customer.*
>
> *NOTE: The **REF2** field label may be modified in the **Company Setup**. To modify the label for this field, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The label may be identified on the **Customer Docs** tab.*
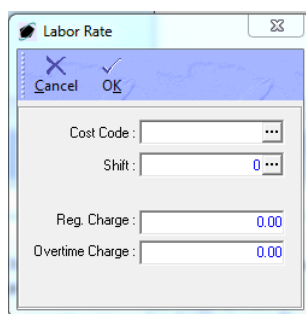
c. **Labor Charges** group box - Identify default labor rates to be applied when labor is performed on component work orders and maintenance work orders for the customer.

   i. Add a default labor rate

      1. Left-click the **Add** button within the **Labor Charges** group box.

      2. The **Labor Rate** window will appear.

         a. **Cost Code** - Identify the cost code associated with the labor rate.

> *NOTE: To complete the **Cost Code** field, the cost code must be listed in the **W.O. Cost Setup**. To access this table, left-click **Administration** from the toolbar, go to **Work Order Tables List**, and left-click **Cost Categories.***
>
> *This table may also be accessed by the following: left-click **Administration** from the toolbar, go to **Heavy Maintenance -XL Tables List**, and left-click **Cost Categories.***

---

b. **Shift** - Identify the shift associated with the labor rate.

> ***NOTE:*** *To complete the **Shift** field, the cost code must be listed in the **Shift List**. To access this table, left-click **Administration** from the toolbar, go to **Work Order Tables List**, and left-click **Shifts.***
>
> *This table may also be accessed by the following: left-click **Administration** from the toolbar, go to **Heavy Maintenance -XL Tables List**, and left-click **Shifts.***

c. **Reg. Charge** - Identify the amount to be charged per regular hour for the labor rate.

d. **Overtime Charge** - Identify the amount to be charged per overtime hour for the labor rate.

3. Left-click the **OK** button in the **Labor Rate** window toolbar to save the labor rate and close the **Labor Rate** window

ii. Edit a default labor rate

1. Left-click the line within the grid to highlight the labor rate that needs to be edited and left-click the **Edit** button; or double-click the line within the grid.

2. The **Labor Rate** window will appear.

3. Make the appropriate changes.

4. Left-click the **OK** button in the **Labor Rate** window toolbar to save the labor rate and close the **Labor Rate** window

iii. Delete a default labor rate - Left-click the line within the grid to highlight the labor rate that needs to be deleted and left-click the **Delete** button.

d. **Exchange Defaults** group box

i. **Core Charge Up Front** check box - Mark the check box as "checked" if the your organization charges the customer for cores in exchange transactions (as if your organization will not receive a core) until the core is actually received by your organization (at which time your organization process a credit or refund for the core).

> *NOTE: The default value for the **Core Charge Up Front** check box (when new accounts are created) is managed within the **Company Setup**. To set up the default **Core Charge Up Front** check box, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Core Charge Up Front** check box may be identified on the **Modules** tab.*
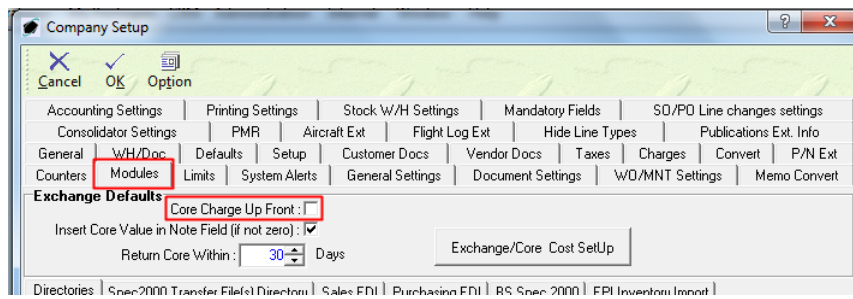
ii. **Insert Core Value in Note Field (if not zero)** check box - Mark the check box as "checked" if the core value should be automatically entered into the **Note** field on documents requiring a core that are associated with the customer.

iii. **Return Core Within** - Identify the number of days that your organization allows the customer to return cores in exchange transactions. The spinner arrows ⬍ may also be used to adjust the number in whole number increments.
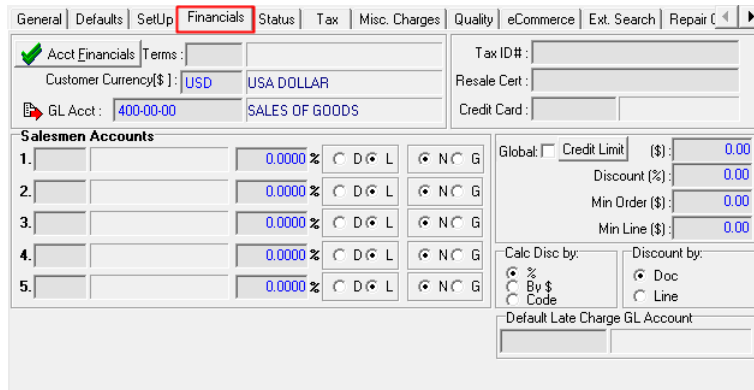
> *NOTE: The default value for the **Return Core Within** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Return Core Within** value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Return Core Within** value may be identified on the **Modules** tab.*
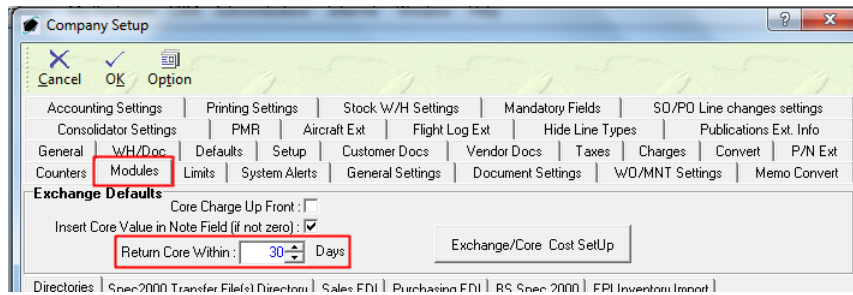
e. **Import/Export File Type** - Identify the type of file that should be looked for when importing files and created when files associated with the customer are exported

    i. Left-click the drop down arrow in the **Import/Export File Type** field.

    ii. Left-click the appropriate selection from the list of file types.

f. **Do not Mark Doc images automatically on printing** check box - Mark the check box as "checked" if attachments linked to documents associated with the customer should not be marked to print automatically in the print window.
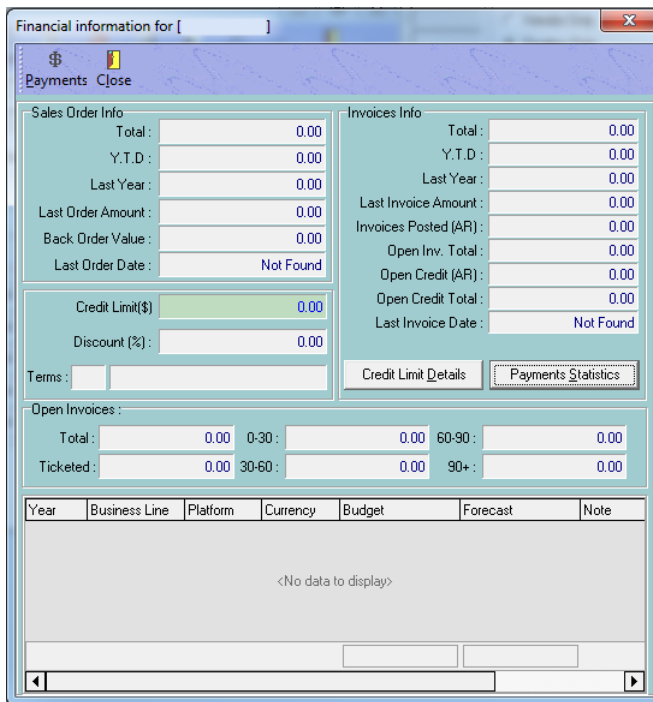
> ***NOTE:*** *It may be necessary that particular images linked to part numbers and/or bin locations are attached to all quotes, sales orders, pick tickets, invoices, component work orders, and/or maintenance work orders when associated with the customer. The list of required images may be populated in the print window automatically within the "Customer Required Image Types" option discussed separately in this procedure.*
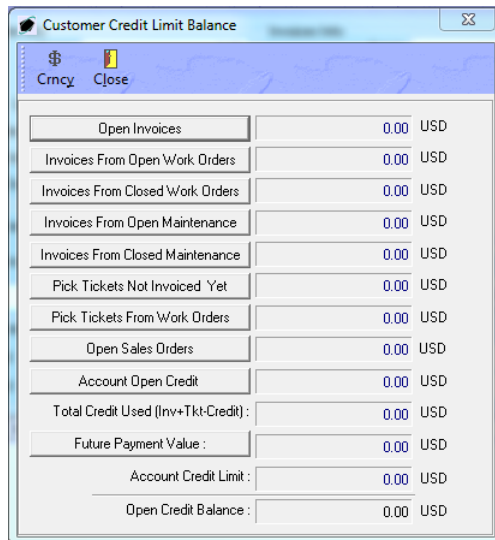
6. **Financials Tab**

a. **Acct Financials** button - Left-click the **Acct Financials** button. The **Financial information for [Customer]** window will appear displaying a predetermined set of information about the customer.

> *NOTE: The information provided in the **Financial information for [Customer]** window and the format in which it is displayed cannot be modified; however, there are multiple canned reports available as well as unlimited custom reporting options.*

i. **Payments** - Left-click the **Payments** button in the **Financial information for [Customer]** window toolbar to view all payments received from the customer.
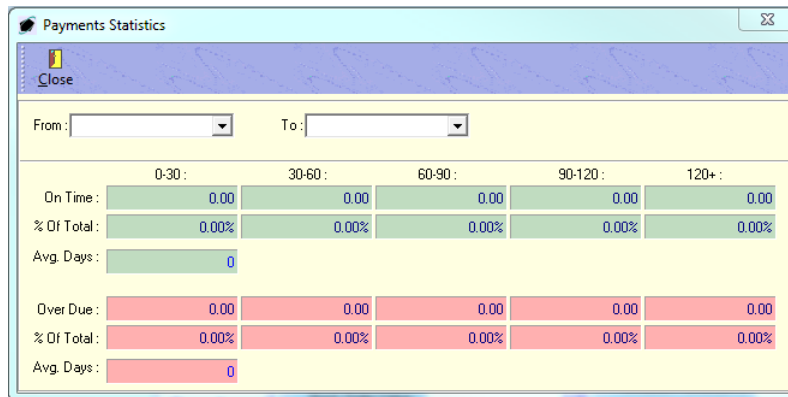
ii. **Credit Limit Details** - Left-click the **Credit Limit Details** button. The **Customer Credit Limit Balance** window will appear displaying the calculated open credit balance.

1. Left-click the **Open Invoices** button on the **Customer Credit Limit Balance** window to view invoices that have not yet been fully paid by the customer.

2. Left-click the **Invoices From Open Work Orders** button on the **Customer Credit Limit Balance** window to view invoices associated with open component work orders that have not yet been paid by the customer.

3. Left-click the **Invoices From Closed Work Orders** button on the **Customer Credit Limit Balance** window to view invoices associated with closed component work orders that have not yet been paid by the customer.

4. Left-click the **Invoices From Open Maintenance** button on the **Customer Credit Limit Balance** window to view invoices associated with open maintenance work orders that have not yet been paid by the customer.

5. Left-click the **Invoices From Closed Maintenance** button on the **Customer Credit Limit Balance** window to view invoices associated with closed maintenance work orders that have not yet been paid by the customer.

6. Left-click the **Pick Tickets Not Invoiced Yet** button on the **Customer Credit Limit Balance** window to view sales order pick tickets that have been not yet been invoiced to the customer.

7. Left-click the **Pick Tickets From Work Orders** button on the **Customer Credit Limit Balance** window to view component work order pick tickets that have been not yet been invoiced to the customer.

8. Left-click the **Open Sales Orders** button on the **Customer Credit Limit Balance** window to view Sales Orders that have been not yet picked or invoiced to the customer.

9. Left-click the **Account Open Credit** button on the **Customer Credit Limit Balance** window to view credits that have been issued to the customer but not yet redeemed.

10. Left-click the **Future Payment Value** button on the **Customer Credit Limit Balance** window to view payments that have been received from the customer, but have not yet been deposited or applied.

iii. **Payments Statistics** - Left-click the **Payments Statistics** button. The **Payment Statistics** window will appear displaying on time and overdue payments by the customer.

> *NOTE: The range for which statistics are displayed may be modified by identifying a start date in the **From** field and/or an end date in the **To** field.*

1. **From** - Identify the date from which the statistics should begin being compiled.

   a. Left-click the drop down arrow ▾ in the **From** field.

   b. The date widget will appear.

   c. Left-click the date that corresponds to the date from which the statistics should begin being compiled.

   > *NOTE: If the **From** field is left blank, statistics will begin upon the first transaction associated with the customer.*

2. **To** - Identify the date to which the statistics should finish being compiled.

   a. Left-click the drop down arrow ▾ in the **To** field.

   b. The date widget will appear.

   c. Left-click the date that corresponds to the date to which the statistics should finish being compiled.

   > *NOTE: If the **To** field is left blank, statistics will finish upon the last transaction associated with the customer.*
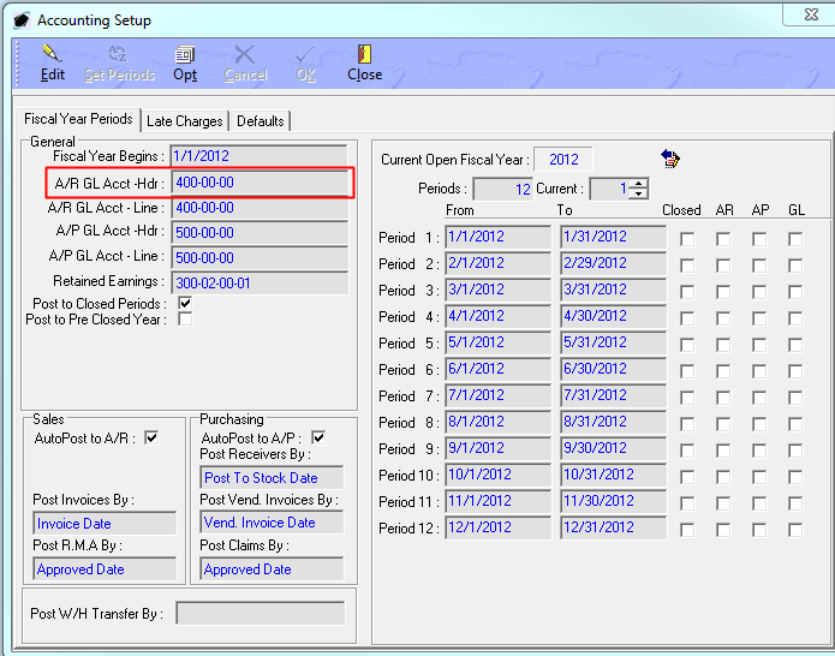
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b. **Customer Currency** - Identify the currency used by the customer.

> **NOTE:** *To complete the **Customer Currency** field, the appropriate currency must be listed in the **Currency List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Name**, and left-click **Currency.***

i. Left-click the ellipses ⊡ in the **Currency** field.

ii. The **Currency List** search window will appear.

iii. Select the appropriate currency (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

c. **GL Acct** - Identify the general ledger account that should be used in sales transactions associated with the customer.

> **NOTE:** *To complete the **GL Acct** field, the appropriate bank must be listed in the **GL Accounts List**. To access this table, left-click **Financials** from the toolbar, go to **Administration**, and left-click **GL Accounts Table**.*
>
> **NOTE:** *The default value for the **GL Acct** field (when new accounts are created) is managed within the **Accounting Setup**. To set up the default **GL Account** value for new customers, left-click **Financials** from the toolbar, go to **Administration**, then left-click on **Accounting Setup**. The **Accounting Setup** window will appear. Default **GL Acct** (for accounts receivable) value may be identified on the **Fiscal Year Periods** tab.*

i. Left-click the **GL Acct** field.

ii. The **Currency List** search window will appear.

iii. Select the appropriate currency (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

d. **Tax ID #** - Identify the customer's tax identification number (optional).

e. **Resale Cert** - Identify the customer's resale certificate number (optional).

f. **Credit Card** - Identify the customer's default credit card for payment (optional).

> *NOTE: To complete the **Credit Card** field, the appropriate credit card must be listed in the customer's **Credit Card List**. To access this table, left-click **Opt** from the **Customer File** window toolbar and left-click **W. Credit Cards**.*

i. Left-click the **Credit Card** field.

ii. The **Credit Card List** search window will appear.

iii. Select the appropriate credit card (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

g. **Salesmen Accounts** group box -

i. **Salesman 1** line - may be used to identify the primary contact within your organization and/or to identify a commission for that primary contact.

1. **Salesman 1** field - Identify the employee who should appear on sales documents as "Our Contact" in the event that the customer needs to contact your organization regarding the document.

> *NOTE: To complete the **Salesman 1** field, the appropriate user must be listed in the **Users List**. To access this table, left-click **Administration** from the tool bar, go to **Pentagon Users and Groups**, and left-click **User List**.*
>
> *Steps for creating a user may be found in the procedure "Creating a User" within the System Administration section of this manual.*

a. Left-click the **Salesman 1** field.

b. The **Users List** search window will appear.

c. Select the appropriate user (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

2. **Percentage** field - Identify the percent commission that the user identified in the **Salesman 1** field should receive for sales to the customer.

3. Document vs. Line radio buttons - Identify whether the commission percentage is based upon the document amount or line amount.

a. **D** - Left-click the radio button to the left of the **D** label to identify that the commission percentage is based upon the document amount.

b. **L** - Left-click the radio button to the left of the **L** label to identify that the commission percentage is based upon the line amount.

4. Net vs Gross radio button - Identify whether the commission is based upon the net amount of the document/line or the gross amount of the document/line.

a. **N** - Left-click the radio button to the left of the **N** label to identify that the commission percentage is based upon the net amount of the document/line.

b. **G** - Left-click the radio button to the left of the **G** label to identify that the commission percentage is based upon the gross amount of the document/line.

> *NOTE: All values identified on the **Salesman 1** line are default values for documents associated with the customer. All values may be changed on the actual document if necessary.*

ii. **Salesman 2 - Salesman 5 lines** - may be used to identify commission for sales employees.

1. **Salesman** field - Identify the employee who will receive commission on sales to the customer.

> *NOTE: To complete the **Salesman** field, the appropriate user must be listed in the **Users List**. To access this table, left-click **Administration** from the tool bar, go to **Pentagon Users and Groups**, and left-click **User List**.*
>
> *Steps for creating a user may be found in the procedure "Creating a User" within the System Administration section of this manual.*

a. Left-click the **Salesman** field.

b. The **Users List** search window will appear.

c. Select the appropriate user (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

2. **Percentage** field - identify the percent commission that the user identified in the **Salesman** field should receive for sales to the customer.

3. Document vs. Line radio buttons - Identify whether the commission percentage is based upon the document amount or line amount.

a. **D** - Left-click the radio button to the left of the **D** label to identify that the commission percentage is based upon the document amount.

b. **L** - Left-click the radio button to the left of the **L** label to identify that the commission percentage is based upon the line amount.

4. Net vs Gross radio button - Identify whether the commission is based upon the net amount of the document/line or the gross amount of the document/line.

a. **N** - Left-click the radio button to the left of the **N** label to identify that the commission percentage is based upon the net amount of the document/line.

b. **G** - Left-click the radio button to the left of the **G** label to identify that the commission percentage is based upon the gross amount of the document/line.

> *NOTE: All values identified on the **Salesman 2 - Salesman 5** lines are default values for documents associated with the customer. All values may be changed on the actual document if necessary.*

h. **Global** check box and **Credit Limit** field

i. **Global** check box - Mark the check box as "checked" if the credit limit identified in the **Credit Limit** field applies to all customer files with the same account number combined (i.e. sub-account numbers will be ignored).
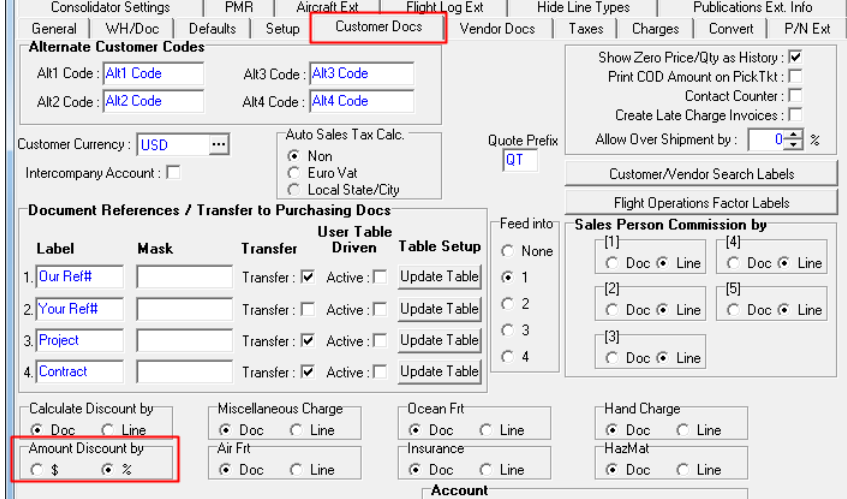
> *NOTE: If the **Global** check box is marked on multiple customers who have the same account number but different sub-account numbers, the global credit limit will be set at the sum of the values identified in the **Credit Limit** field for those customer files.*

ii. **Credit Limit** field - Identify the amount of credit that your organization is willing to extend to the customer.

i. **Calc Disc by** radio buttons and **Discount** field

> *NOTE: Values identified concerning discounts are default values for documents associated with the customer. All values may be changed on the actual document if necessary.*
>
> *NOTE: The default value for the **Calc Disc by** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Calc Disc by** value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Calc Disc by** value may be identified on the **Customer Docs** tab.*

i. To identify that the standard discount is calculated based upon a percentage:

1. **Calc Disc by** radio button - left-click the radio button to the left of the **%** label to identify that the default discount is calculating using a percentage.

2.   **Discount** field - identify the percentage of the default discount.

ii.   To identify that the standard discount is a fixed amount:

1.   **Calc Disc by** radio button - left-click the radio button to the left of the **By $** label to identify that the default discount is a fixed amount.

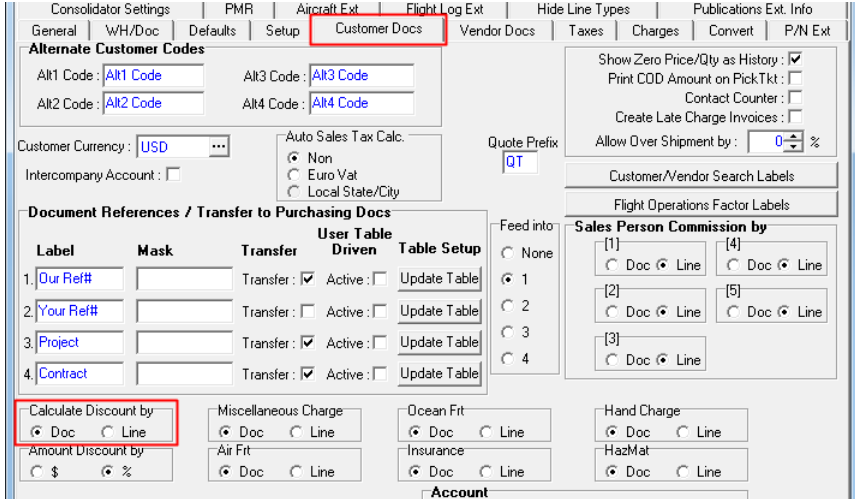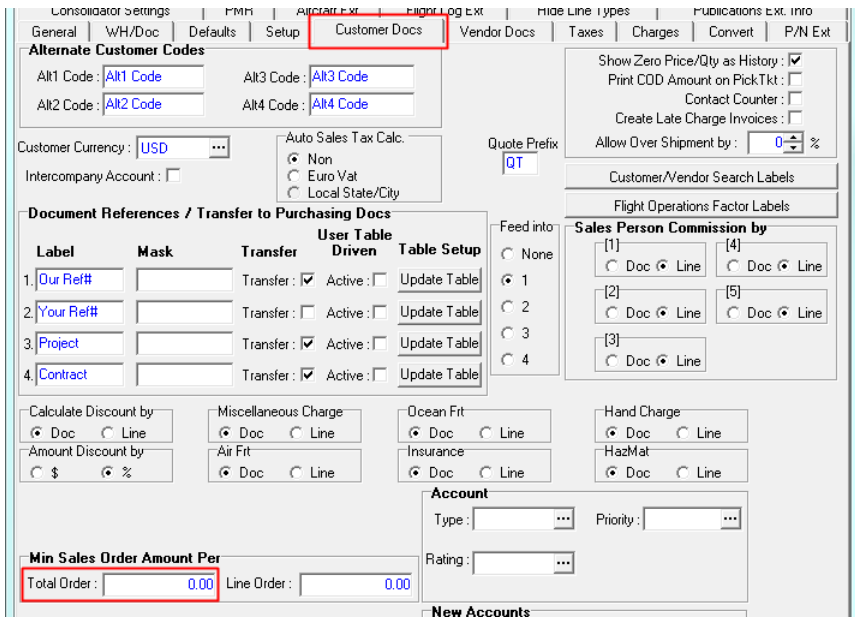2.   **Discount** field - identify the amount of the default discount.

iii.   To identify that the standard discount is based upon a standard discount code:

1.   **Calc Disc by** radio button - left-click the radio button to the left of the **Code** label to identify that the default discount is based upon a standard discount code.

2.   **Discount** field - identify the amount of the default discount.

> *NOTE: To complete the **Discount** field when the **Code** radio button is selected in the **Calc Disc by** group box, the appropriate currency must be listed in the **Discount Code List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Name**, and left-click **Discount Code.**

a.   Left-click the **Discount** field.

b.   The **Discount Code List** search window will appear.

c.   Select the appropriate code (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

j. **Discount by** radio button

i. **Doc** - Left-click the radio button to the left of the **Doc** label to identify that the discount is based upon the document amount.

ii. **Line** - Left-click the radio button to the left of the **Line** label to identify that the discount is based upon the line amount.
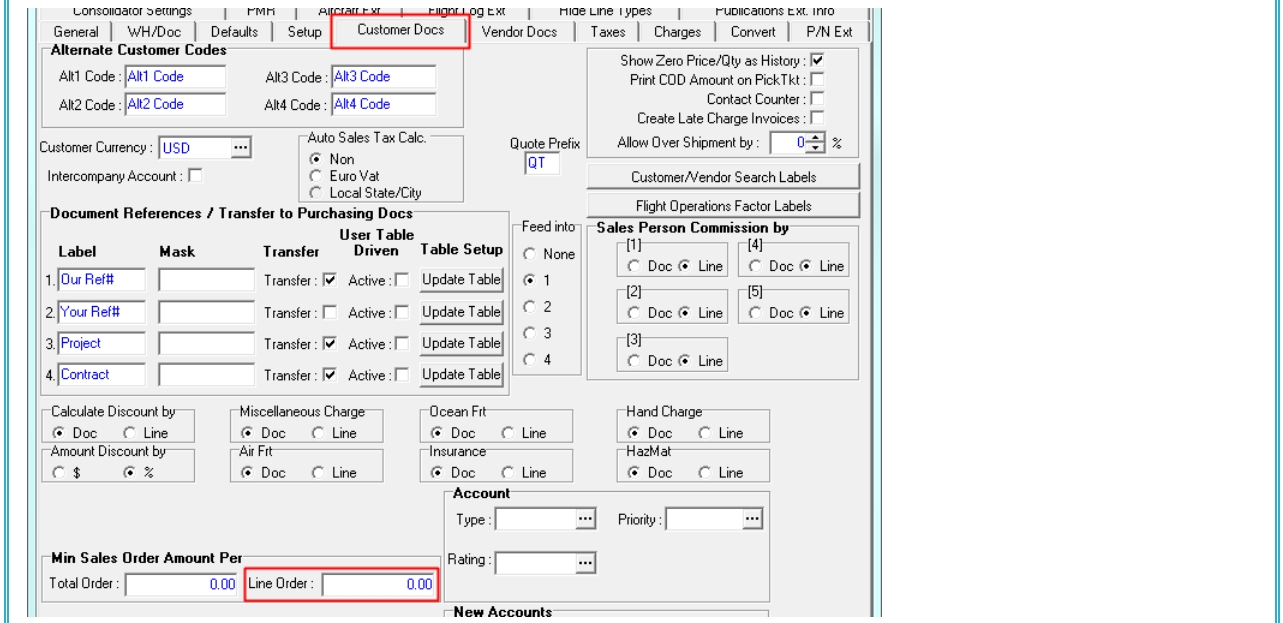
> *NOTE: The default value for the **Discount by** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Discount by** value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Discount by** value may be identified on the **Customer Docs** tab.*

k. **Min Order** - Identify the minimum document amount that your organization allows on sales documents to the customer.

> *NOTE:* *The default value for the* *Min Order* *field (when new accounts are created) is managed within the* *Company Setup*. *To set up the default* *Min Order* *value, left-click* *Administration* *from the toolbar, go to* *System Setup*, *then left-click on* *System General Defaults*. *The* *Company Setup* *window will appear. Default* *Min Order* *value may be identified on the* *Customer Docs* *tab.*

l. **Min Line** - Identify the minimum line amount that your organization allows on sales documents to the customer.

> *NOTE: The default value for the **Min Line** field (when new accounts are created) is managed within the* ***Company Setup***. *To set up the default **Min Line** value, left-click **Administration** from the toolbar, go to* ***System Setup***, *then left-click on **System General Defaults***. *The **Company Setup** window will appear.* *Default **Min Line** value may be identified on the **Customer Docs** tab.*
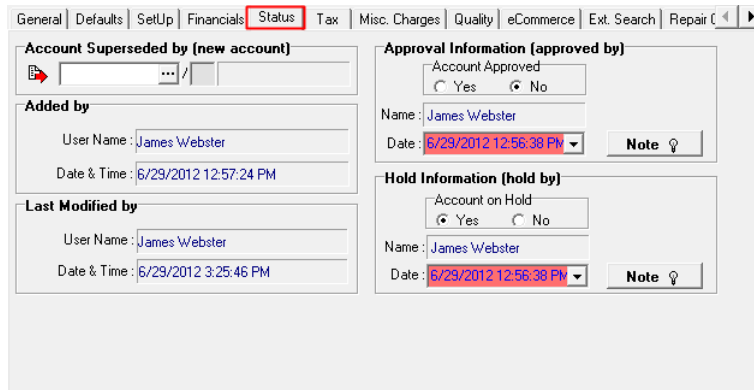
7. **Status Tab**

a. **Account Superseded by (new account)** - Identify the customer account that supersedes the customer account (if applicable).

> *NOTE: If a customer account has been superseded, a **Confirm** dialog box will appear indicating that the customer account that was selected has been superseded. The user may continue to associate a superseded customer with any document.*

b. **Added by** - Displays the user who created the customer account.

c. **Last Modified By** - Displays the user who last modified the customer account.

d.   **Approval Information (approved by)** group box

> *NOTE: An account that is not approved may not normally be associated with documents. However, each user may be given the right to send quotes to customers whose accounts are not approved if their user account is setup properly.*
>
> *To allow a user to send quotes to customers whose accounts are not approved, left-click **Administration** from the toolbar, go to **Pentagon Users & Groups**, then left-click **Users List**. The **Users List** search window will appear. Left-click the line that corresponds to the user for whose settings are to be adjusted and left-click the **OK** button or double-click the line that corresponds to the user for whose settings are to be adjusted. The user's **User/Employee Information window** will appear.*
>
> *The user may be given rights to send quotes to customers whose accounts are not approved by marking the check box labeled "Allow to Quote Customers on Hold or Not Approved" on the **Doc Security** tab as "checked".*
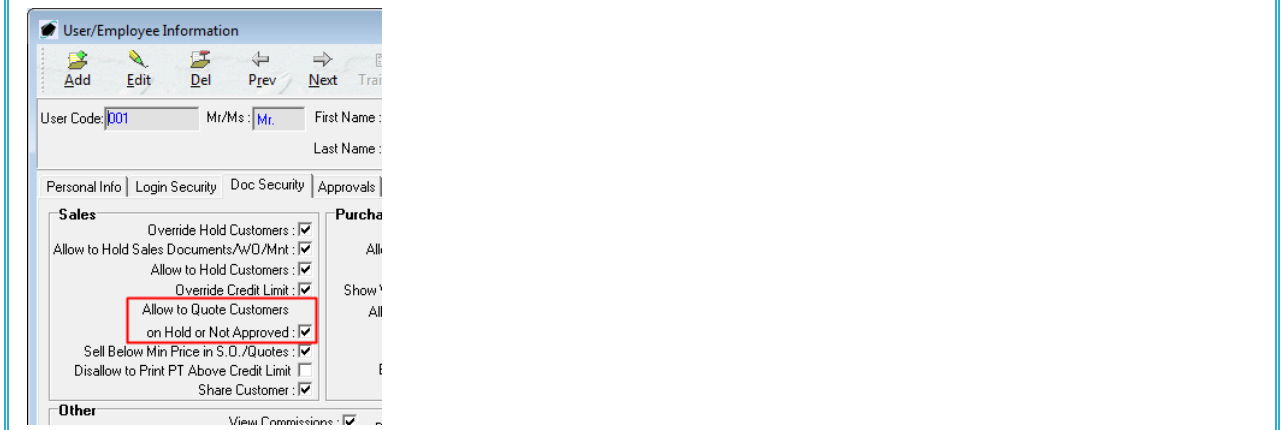
i. **Account Approved** - Identify the approval status of the customer account.

> *NOTE: The default value for the **Account Approved** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Account Approved** value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Account Approved** value may be identified on the **Customer Docs** tab.*
>
>
>
> *If the **Customer Approved** check box is marked as "checked", then the **Account Approved** will be marked as "Yes" for all new customer accounts.*
>
> *If the **Customer Approved** check box is not marked as "checked", then the **Account Approved** will be marked as "No" for all new customer accounts.*

  1. **Yes** - the customer account is approved for use.

  2. **No** - the customer account is not approved for use.

ii. **Name** - displays the user who last modified the approval status of the customer account.

> *NOTE: Any user may approve a customer account.*

iii. **Date** - displays the date and time the approval status of the customer account was modified.

iv. **Note** button -

  1. Left-click the **Memo** button.

  2. The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

  3. Type the memo.

4. Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

5. When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

e. **Hold Information (hold by)** group box

> **NOTE:** An account that is on hold may not normally be associated with documents. However, each user may be given the right to send quotes to customers whose accounts are on hold if their user account is setup properly.
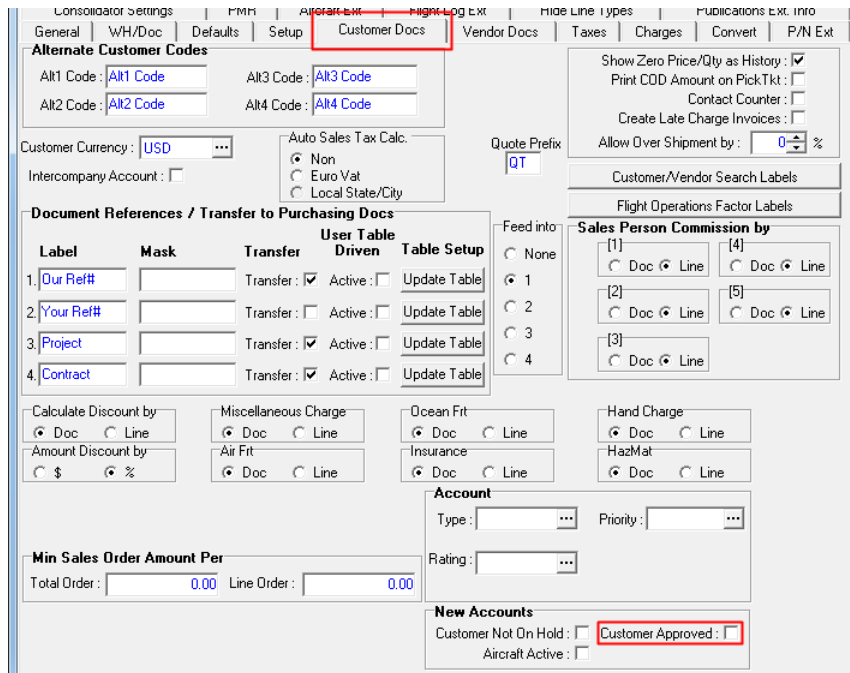>
> To allow a user to send quotes to customers on hold, left-click **Administration** from the toolbar, go to **Pentagon Users & Groups**, then left-click **Users List**. The **Users List** search window will appear. Left-click the line and left-click the **OK** button (or double-click the line) that corresponds to the user for whose settings are to be adjusted. The user's **User/Employee Information window** will appear.
>
> The user may be given rights to send quotes to customers whose accounts are on hold by marking the check box labeled "Allow to Quote Customers on Hold or Not Approved" on the **Doc Security** tab as "checked".
>
>

i. **Account on Hold** - Identify the hold status of the customer account.

> *NOTE: The default value for the **Account on Hold** field (when new accounts are created) is managed within the **Company Setup**. To set up the default **Account on Hold** value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Default **Account on Hold** value may be identified on the **Customer Docs** tab.*
>
>
>
> *If the **Customer Not On Hold** check box is marked as "checked", then the **Account on Hold** will be marked as "No" for all new customer accounts.*
>
> *If the **Customer Not On Hold** check box is not marked as "checked", then the **Account on Hold** will be marked as "Yes" for all new customer accounts.*

1. **Yes** - the customer account is on hold.

2. **No** - the customer account is not on hold.

ii.   **Name** - displays the user who last modified the hold status of the customer account.

NOTE: Only particular users may change the hold status of a cutomer account.

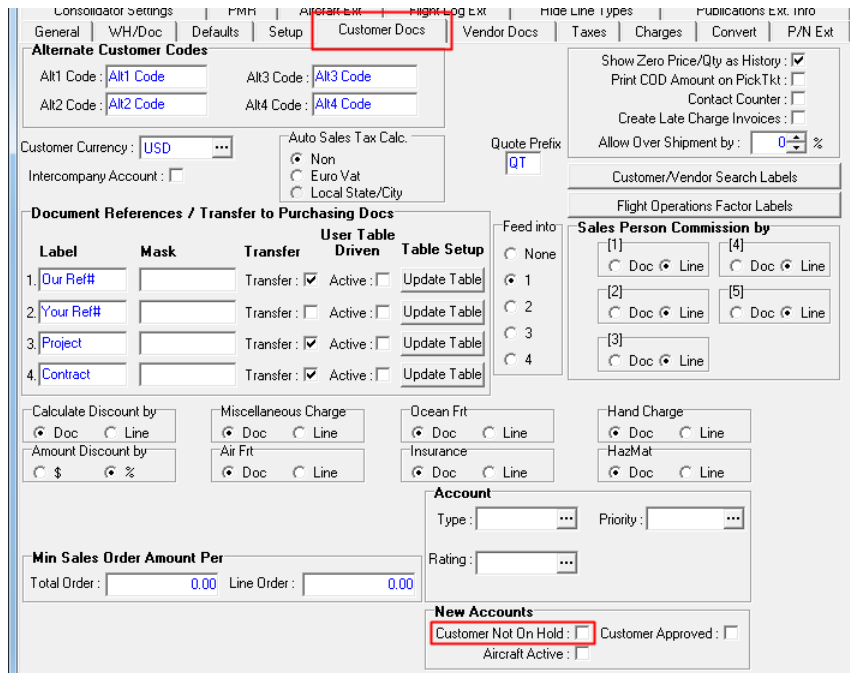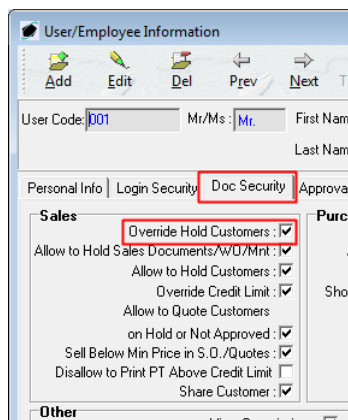*To allow a user to remove the hold status from customer accounts, left-click **Administration** from the toolbar, go to **Pentagon Users & Groups**, then left-click **Users List**. The **Users List** search window will appear. Left-click the line and left-click the **OK** button (or double-click the line) that corresponds to the user for whose settings are to be adjusted. The user's **User/Employee Information window** will appear.*

*The user may be given rights to remove the hold status from customer accounts by marking the check box labeled "Override Hold Customers" on the **Doc Security** tab as "checked".*
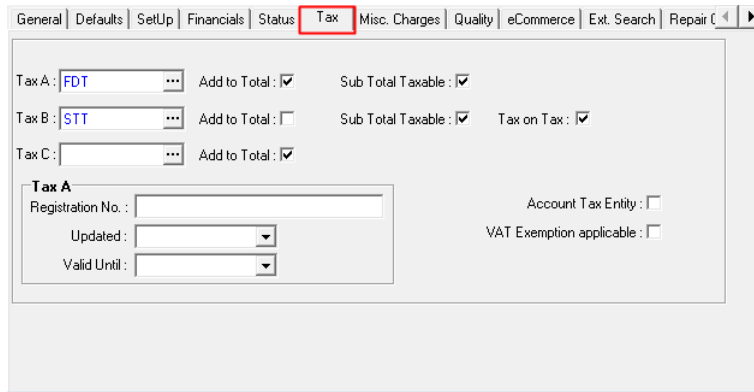
*To allow a user to place a hold status on customer accounts, left-click **Administration** from the toolbar, go to **Pentagon Users & Groups**, then left-click **Users List**. The **Users List** search window will appear. Left-click the line and left-click the **OK** button (or double-click the line) that corresponds to the user for whose settings are to be adjusted. The user's **User/Employee Information window** will appear.*

*The user may be given rights to place a hold status on customer accounts by marking the check box labeled "Allow to Hold Customers" on the **Doc Security** tab as "checked".*
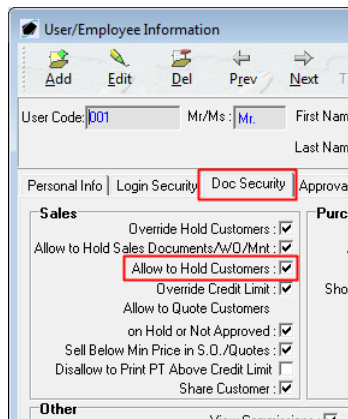
iii.   **Date** - displays the date and time the hold status of the customer account was modified.

iv.   **Note** button -

     1.   Left-click the **Memo** button.

     2.   The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

     3.   Type the memo.

     4.   Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

     5.   When the **Memo** field is not blank, the light bulb on the appropriate button will be highlighted in yellow .

8. **Tax Tab**

a. **Tax A** line
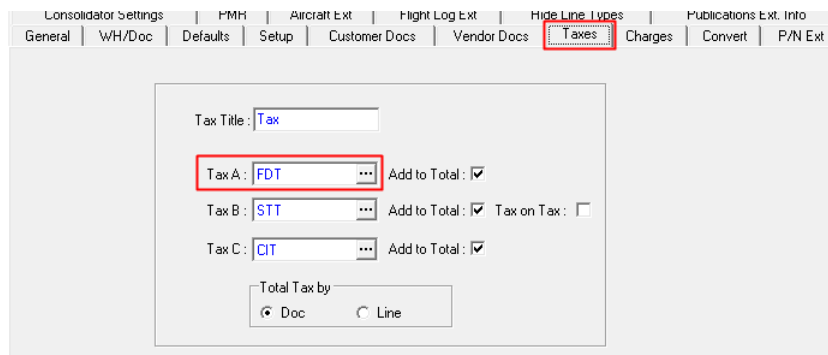
> **NOTE:** If there is no primary tax applied to sales to the customer, all fields on the **Tax A** line may be ignored except to ensure the **Add to Total** check box is not marked as "checked".
>
> **NOTE:** All values identified on the **Tax A** line are default values for documents associated with the customer. All values may be changed on the actual document if necessary.

i. **Tax A** - identify the primary tax that is applied to sales to the customer.

> **NOTE:** To complete the **Tax A** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.**
>
> **NOTE:** The default **Tax A** field value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default **Tax A** value may be identified on the **Taxes** tab.
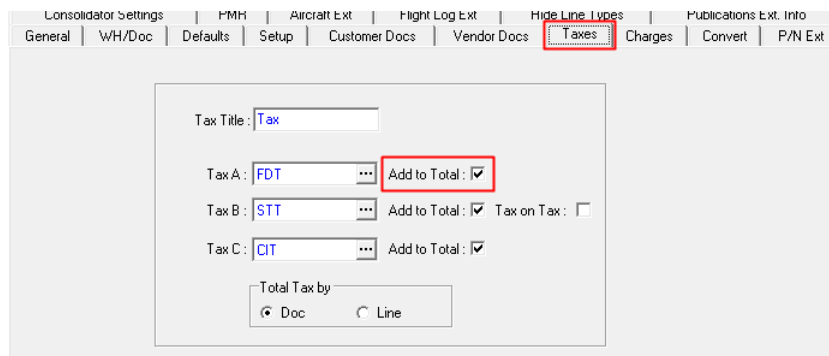
ii. **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax A** field should be applied to sales to the customer.

> *NOTE:* *If the **Add to Total** check box is marked as "checked", the tax identified in the **Tax A** field will be applied to sales to the customer.*
>
> *If the **Add to Total** check box is not marked as "checked", the tax identified in the **Tax A** field will not be applied to sales to the customer.*
>
> *NOTE:* *The default Tax A **Add to Total** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax A **Add to Total** check box value may be identified on the **Taxes** tab.*
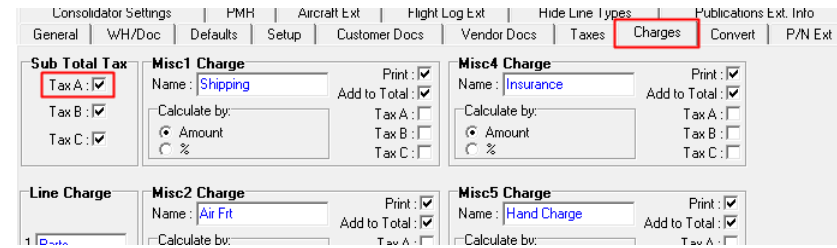
iii. **Sub Total Taxable** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE: If the **Sub Total Taxable** check box is marked as "checked", the tax identified in the **Tax A** field will be applied to sales to the customer before miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer plus the tax applied to that sale.*
>
> *If the **Sub Total Taxable** check box is not marked as "checked", the tax identified in the **Tax A** field will be applied to sales to the customer after miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer not including the tax applied to that sale.*
>
> *NOTE: The default Tax A **Sub Total Taxable** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax A **Sub Total Taxable** check box value may be identified on the **Charges** tab.*

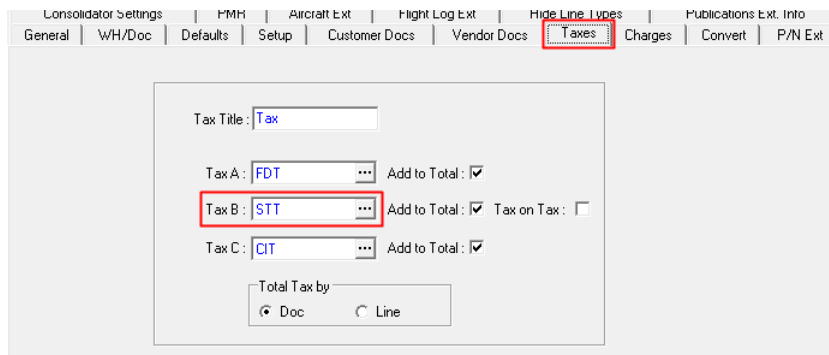b. **Tax B** line

> *NOTE: If there is no secondary tax applied to sales to the customer, all fields on the **Tax B** line may be ignored except to ensure the **Add to Total** check box is not marked as "checked".*
>
> *NOTE: All values identified on the **Tax B** line are default values for documents associated with the customer. All values may be changed on the actual document if necessary.*

i.   **Tax B** - identify the secondary tax that is applied to sales to the customer.

> **NOTE:** *To complete the **Tax B** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.***
>
> **NOTE:** *The default **Tax B** field value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default **Tax B** value may be identified on the **Taxes** tab.*
>
>

ii. **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax B** field should be applied to sales to the customer.

> **NOTE:** *If the **Add to Total** check box is marked as "checked", the tax identified in the **Tax B** field will be applied to sales to the customer.*
>
> *If the **Add to Total** check box is not marked as "checked", the tax identified in the **Tax B** field will not be applied to sales to the customer.*
>
> **NOTE:** *The default Tax B **Add to Total** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax B **Add to Total** check box value may be identified on the **Taxes** tab.*
>
>

iii. **Sub Total Taxable** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE: If the **Sub Total Taxable** check box is marked as "checked", the tax identified in the **Tax B** field will be applied to sales to the customer before miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer plus the tax applied to that sale.*
>
> *If the **Sub Total Taxable** check box is not marked as "checked", the tax identified in the **Tax B** field will be applied to sales to the customer after miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer not including the tax applied to that sale.*
>
> *NOTE: The default Tax B **Sub Total Taxable** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setu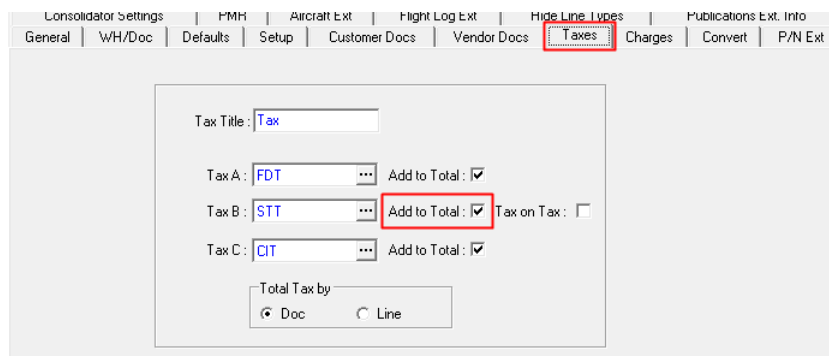p** window will appear. The default Tax B **Sub Total Taxable** check box value may be identified on the **Charges** tab.*

iv.   **Tax on Tax** check box - Mark the check box as "checked" if **Tax B** is to be applied after **Tax A** is applied and inclusive of **Tax A**.

> *NOTE: If the **Tax on Tax** check box is marked as "checked", the tax identified in the **Tax B** field will be applied to sales to the customer after **Tax A** is applied. In other words, **Tax B** will be based upon the sale to the customer plus the **Tax A** applied to that sale.*
>
> *If the **Tax on Tax** check box is not marked as "checked", the tax identified in the **Tax B** field will be applied to sales to the customer before **Tax A** is applied. In other words, **Tax B** will be based upon the sale to the customer not including the **Tax A** applied to that sale.*
>
> *NOTE: The default Tax B **Tax on Tax** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax B **Tax on Tax** check box value may be identified on the **Taxes** tab.*
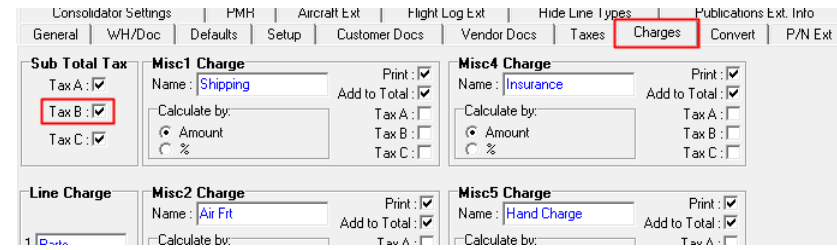>
>

c.   **Tax C** line

> *NOTE: If there is no third tax applied to sales to the customer, all fields on the **Tax C** line may be ignored except to ensure the **Add to Total** check box is not marked as "checked".*
>
> *Also, **Tax C** is only applicable to transactions where taxes are applied by line as a fixed amount per quantity. Setup of **Tax C** is necessary only if taxes are applied by line as a fixed amount per quantity on documents associated with the customer.*
>
> *NOTE: All values identified on the **Tax C** line are default values for documents associated with the customer. All values may be changed on the actual document if necessary.*
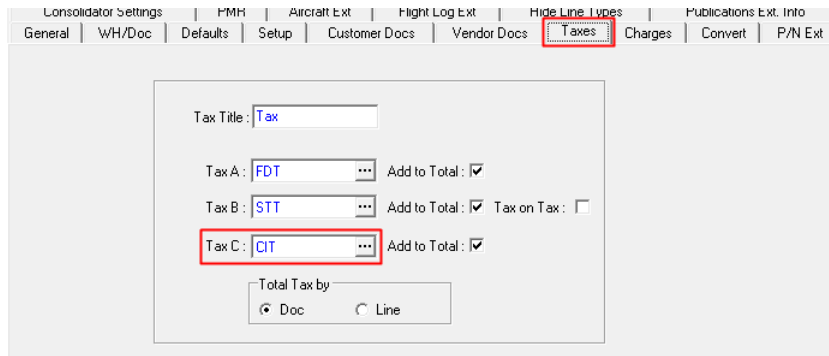
i. **Tax C** - identify the tax that is applied to sales to the customer.

> **NOTE:** *To complete the **Tax C** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.***
>
> **NOTE:** *The default **Tax C** field value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default **Tax C** value may be identified on the **Taxes** tab.*
>
>
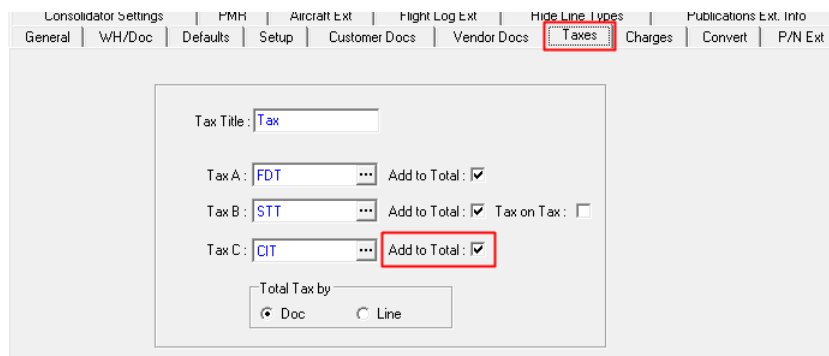
ii. **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax C** field should be applied to sales to the customer.

> **NOTE:** *If the **Add to Total** check box is marked as "checked", the tax identified in the **Tax C** field will be applied to sales to the customer.*
>
> *If the **Add to Total** check box is not marked as "checked", the tax identified in the **Tax C** field will not be applied to sales to the customer.*
>
> **NOTE:** *The default Tax C **Add to Total** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax C **Add to Total** check box value may be identified on the **Taxes** tab.*
>
>

iii. **Line Sub Total Taxable** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE:* If the **Sub Total Taxable** check box is marked as "checked", the tax identified in the **Tax A** field will be applied to sales to the customer before miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer plus the tax applied to that sale.
>
> If the **Sub Total Taxable** check box is not marked as "checked", the tax identified in the **Tax A** field will be applied to sales to the customer after miscellaneous charges are applied. In other words, miscellaneous charges that are applied as a percentage will be based upon the sale to the customer not including the tax applied to that sale.
>
> *NOTE:* The default Tax C **Line Sub Total Taxable** check box value for new customer accounts is managed within the **Company Setup**. To set up the default value, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. The default Tax C **Line Sub Total Taxable** check box value may be identified on the **Charges** tab.

d. **Tax A** group box

i. **Registration No** -
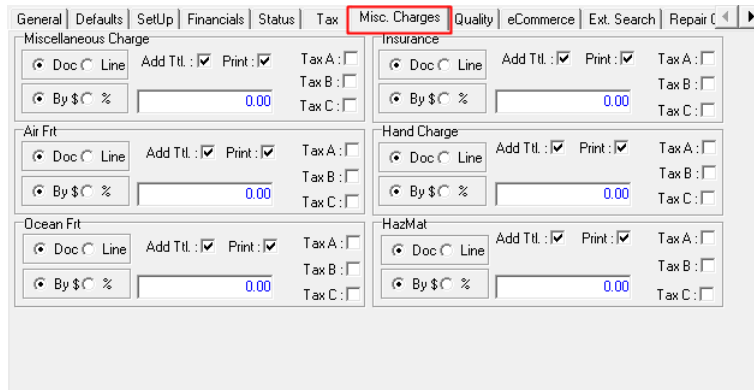
ii. **Updated** -

iii. **Valid Until** -

e. **Account Tax Entity** check box -

f. **VAT Exemption applicable** check box -
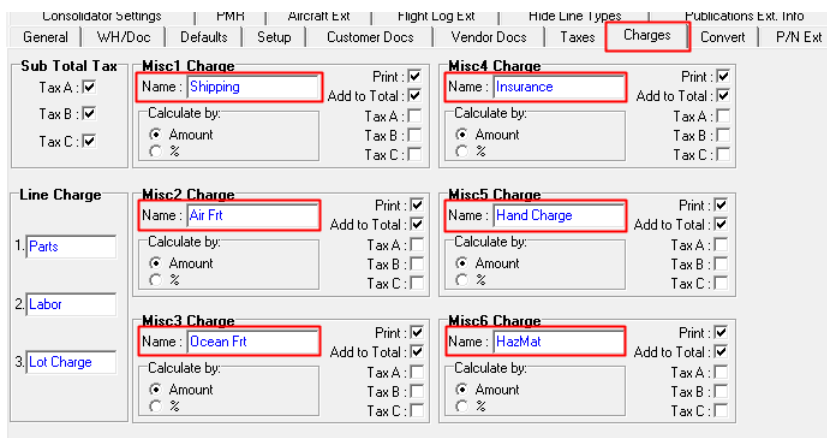
9. **Misc. Charges Tab**

a. **System Defaults for New Customer Accounts**
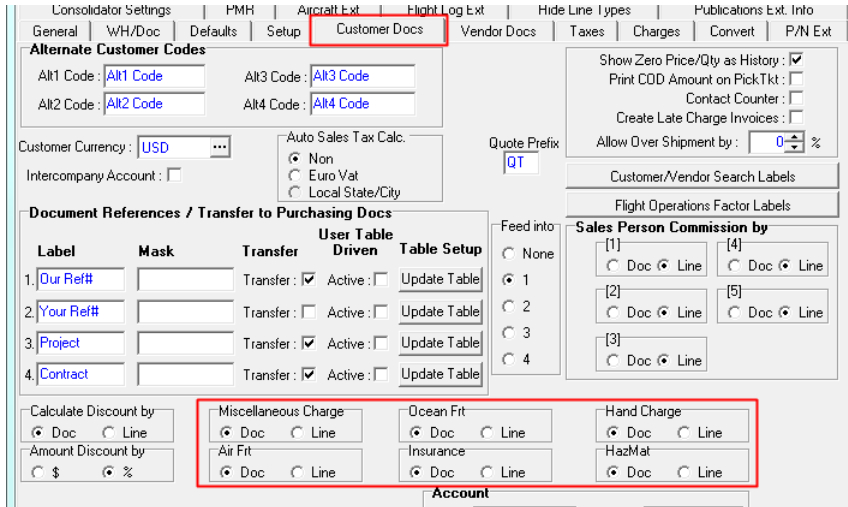
This section describes the default values and settings for each miscellaneous charge that are managed within the **Company Setup**. These values and settings are copied to new customer accounts when they are created; however, all of these values and settings may be changed within the customer file (except the labels) if necessary. To set up the default values and settings, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear.

i. **Name** - The label associated with each miscellaneous charge can be modified on the Charges tab of the **Company Setup** window.

NOTE: The miscellaneous charges labels will be applied in all windows where miscellaneous charges appear and will be labeled identically in reference to both customers and vendors.

ii.   **Document or Line** - Identifies whether the miscellaneous charge should calculated based upon the document as a whole or each individual line of the document. This default setting is managed on the **Customer Docs** tab of the **Company Setup** window.
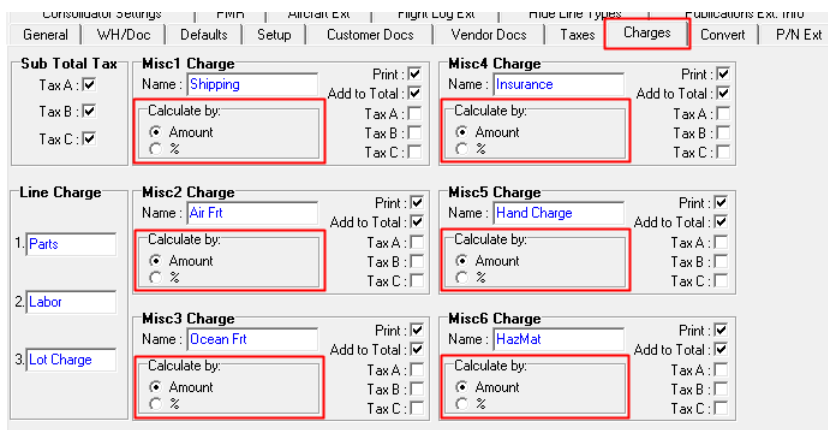
> **NOTE:** *The labels for miscellaneous charges mentioned previously will appear on this tab, but not until settings are saved by left-clicking the **OK** button in the **Company Setup** window toolbar and re-opening the **Company Setup**.*
>
> **NOTE:** *This default setting applies only to customer documents. A similar default setting is made on the **Customer Docs** tab for customer documents.*

iii.   **By $ or %** - Identifies whether the miscellaneous charge should be a fixed amount that is applied or a percentage that is calculated. This default setting is managed on the **Charges** tab of the **Company Setup** window.

> **NOTE:** *The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*

iv. **Add Ttl** - Identifies whether the miscellaneous charge should be added to the total of documents. This default setting is managed on the **Charges** tab of the **Company Setup** window.

> **NOTE:** *The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*

v. **Print** - Identifies whether the miscellaneous charge (if greater than $0.00) should be printed on documents.

> **NOTE:** *The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*

vi.   **Tax A** - Identifies whether **Tax A** should be applicable to the miscellaneous charge.
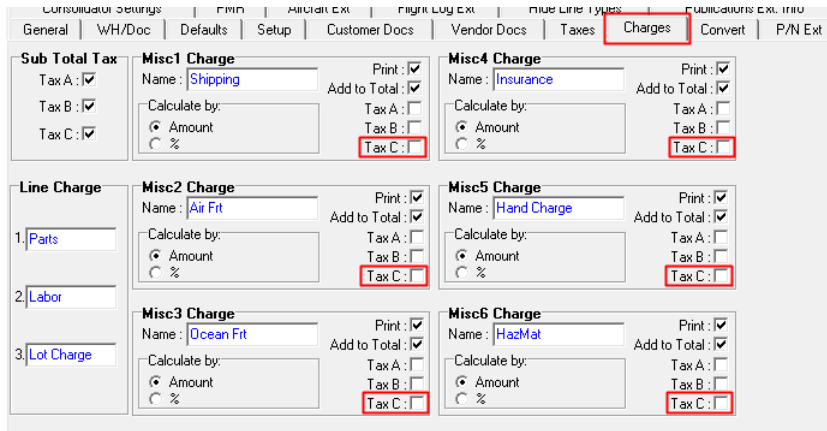
> *NOTE: The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*

vii.   **Tax B** - Identifies whether **Tax B** should be applicable to the miscellaneous charge.

> *NOTE: The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*
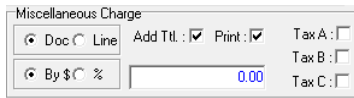
viii. **Tax C** - Identifies whether **Tax C** should be applicable to the miscellaneous charge.

> **NOTE:** *The default for each miscellaneous charge will be applied identically in reference to both customers and vendors.*
>
> **NOTE: Tax C** *is only applicable when the miscellaneous charge is calculated based upon the individual line of the document.*

b.   **Document Defaults for Documents Associated with the Customer**
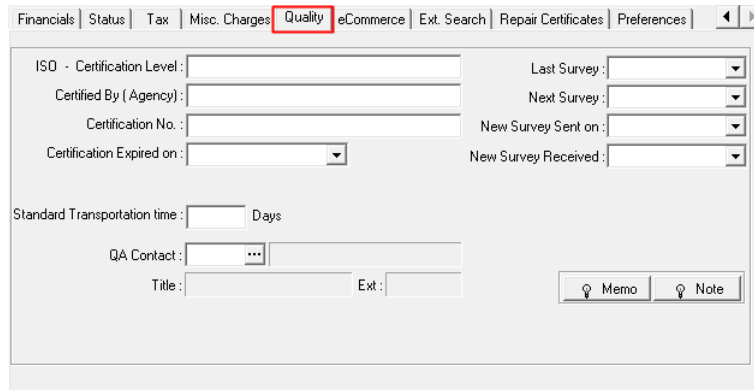
This section describes the default values and settings for each miscellaneous charge that are managed within the customer account. These values and settings are copied to documents associated with the customer when they are created; however, all of these values and settings may be changed within the document if necessary.

> *NOTE: This procedure will discuss the set up of a single miscellaneous charge. The remaining miscellaneous charges are set up in an identical manner.*

i.   **Document or Line** radio button- Identifies whether the miscellaneous charge should calculated based upon the document as a whole or each individual line of the document.

ii.   **By $ or %** radio button - Identifies whether the miscellaneous charge should be a fixed amount that is applied or a percentage that is calculated.

iii.   **$ or %** field

1.   If the "$" is selected in the **By $ or %** radio button, identify the fixed amount of the miscellaneous charge.

2.   If the "%" is selected in the **By $ or %** radio button, identify the percentage that should be used to calculate the miscellaneous charge.

iv.   **Add Ttl** check box - Identifies whether the miscellaneous charge should be added to the total of documents.

v.   **Print** check box - Identifies whether the miscellaneous charge (if greater than $0.00) should be printed on documents.

vi.   **Tax A** check box - Identifies whether **Tax A** should be applicable to the miscellaneous charge.

vii.   **Tax B** check box - Identifies whether **Tax B** should be applicable to the miscellaneous charge.

viii.   **Tax C** check box - Identifies whether **Tax C** should be applicable to the miscellaneous charge.

10. **Quality Tab**

a. **ISO Certification** - This information is associated with third-party ISO certification.

    i. **ISO - Certification Level** - Identify the standard for which the customer is certified.

    ii. **Certified By (Agency)** - Identify the agency that certified the customer.

    iii. **Certification No** - Identify the certification number issued by the certifying agency.

    iv. **Certification Expired on** - Identify the date that the certification will expire for the customer.

b. **Survey Information** - This information is associated with quality surveys of the customer conducted by your organization.

    i. **Last Survey** - Identify the date on which the last survey was accepted (received from the customer and reviewed for compliance). Left-click the **Last Survey** field. The date widget will appear. Left-click the date that corresponds to the date on which the last survey was conducted.

    ii. **Next Survey** - Identify the date on which the next survey should be conducted. Left-click the **Next Survey** field. The date widget will appear. Left-click the date that corresponds to the date on which the next survey should be conducted.

    iii. **New Survey Sent on** - Identify the date on which the last survey not accepted was sent to the customer. Left-click the **Next Survey** field. The date widget will appear. Left-click the date that corresponds to the date on which the last survey not accepted was sent to the customer.

NOTE: This field should be blank if the most recent survey has been received from the customer and found to be compliant.

    iv. **New Survey Received on** - Identify the date on which the last survey not accepted was received from the customer. Left-click the **Next Survey** field. The date widget will appear. Left-click the date that corresponds to the date on which the last survey not accepted was received from the customer.

NOTE: This field should be blank if the most recent survey has been received from the customer and found to be compliant.

c.   Other Quality Information

  i.   **Standard Transportation time** - Identify the standard number of days that it takes a carrier to transport products from your organization to the customer.

  ii.   **QA Contact** - this field allows a quality control contact to be identified for the customer.

> *NOTE: The **QA Contact** field is inactive until the customer account is saved and placed into **[Editing]** mode. If the **Customer File** window still displays "New Account" in the title bar, left-click the **OK** button in the **Customer File** then left-click the **Edit** button in the **Customer File** window toolbar.*
>
> *NOTE: To complete the **QA Contact** field, the appropriate contact must be listed in the **Contacts** for the customer. To access this table, left-click the **Cntct** button from the **Customer File** window toolbar.*
>
> *Steps for creating customer contacts may be found in the "Contacts" section of this procedure.*

  1.   Left-click the ellipses ⊡ in the **QA Contact** field.

  2.   The **Contacts** search window will appear.

  3.   Select the appropriate contact (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

> *NOTE: The **Title** and **Ext** fields will be populated from the **Contacts** when the **QA Contact** field is completed.*
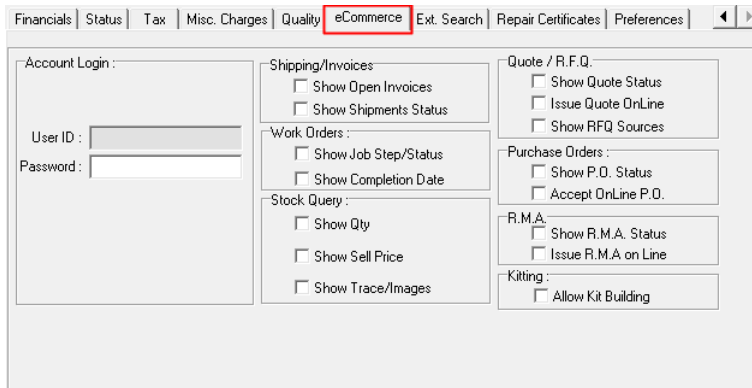
  iii.   **Memo** button

  1.   Left-click the **Memo** button.

  2.   The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

  3.   Type the memo.

  4.   Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

  5.   When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

  iv.   **Note** button

  1.   Left-click the **Note** button.

  2.   The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

  3.   Type the note.

  4.   Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

  5.   When the **Note** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.
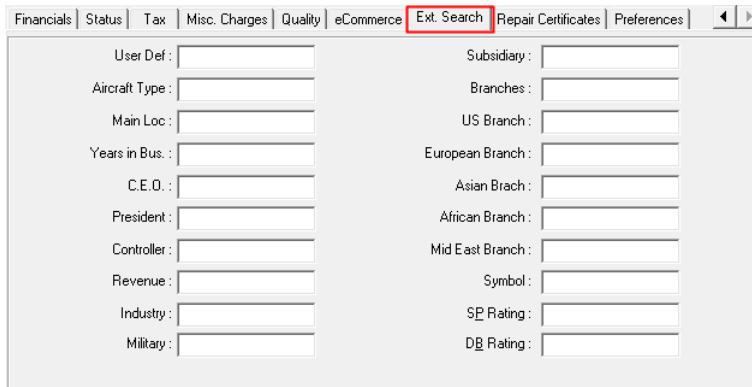
11. **eCommerce Tab**

The **eCommerce** tab contains setup information for the SilverHawk E-Commerce module.

NOTE: Instructions on setup and use of the SilverHawk E-Commerce module in the procedure "SilverHawk E-Commerce Module" within the General System section of this manual.
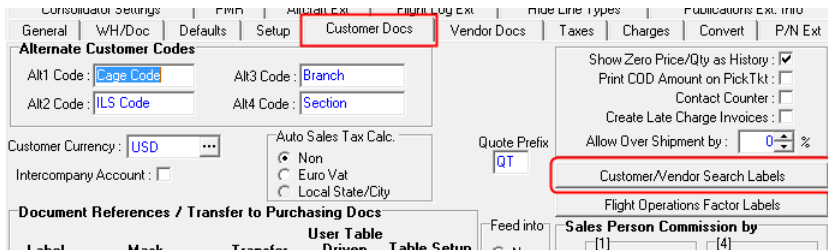
12. **Ext. Search Tab**
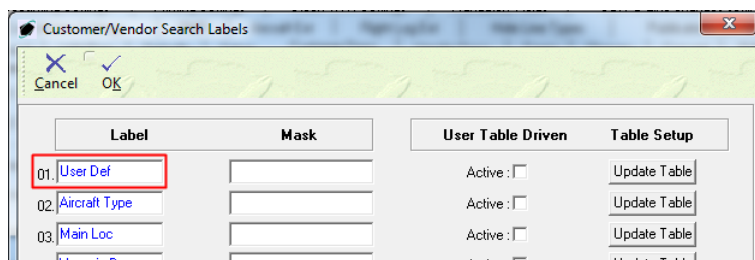
The fields located on the **Ext. Search** tab are user defined. The labels may be changed and each field may be set up as a simple character field or as a table driven field.

> **NOTE:** *This procedure will describe the setup of a single user defined field on the **Extended Info** tab. This procedure applies identically to all fields on the tab.*

> **NOTE: Ext. Search** *field labels are managed within the **Company Setup**. To modify the field label, left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Left-click the **Customer/Vendor Search Labels** button on the **Customer Docs** tab.*
>
>
>
> **Ext. Search** *field labels may be identified in the **Customer/Vendor Search Labels** Window.*
>
>
>
> *Left-click the cursor into the appropriate field in the **Label** column and type the label that should appear on the **Ext. Search** tab.*

NOTE: *A mask may be set up to allow any alphanumeric character or limit to a number only for each character position and mandate what punctuation and spacing must appear in the data within the field.*
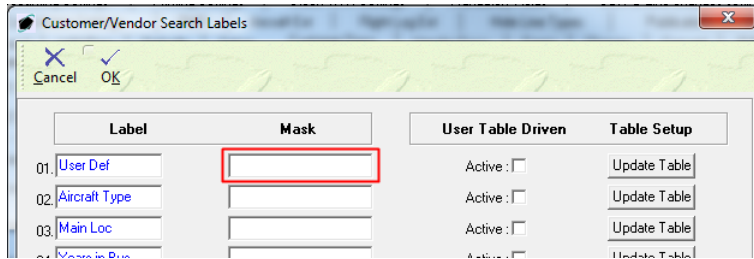
*Left-click the cursor into the appropriate field in the **Mask** column and identify the mask using "A" or "a" for alphanumeric, "9" for number only, and any punctuation and/or spaces (i.e. 99-999-9999, AA 99.99, A9/AA9999).* **NOTE:** *In this procedure, it is assumed the label for the table driven field on the **Extended Info** tab is "User Def."*

a.   If the field is a simple character field, left-click in the field and type the value.

> **NOTE:** *If a mask is applied to the field, the punctuation that was entered in the mask in the **Company Setup** will appear when the cursor is placed in the field. A single underline will appear for each alphanumeric character or number that was entered in the mask in the **Company Setup**.*

b.   If the field is table driven:

> **NOTE:** *In this procedure, it is assumed the label for the table driven field on the **Ext. Search** tab is "User Def."*
>
> **NOTE:** *Any of the fields on the **Ext. Search** tab may be set up as table driven.*
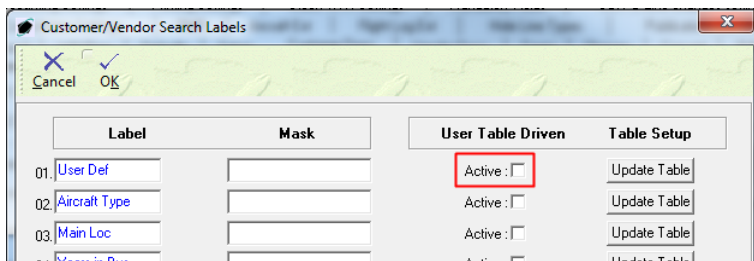
*Left-click the check box in the **User Table Driven** column associated with the appropriate field to mark it as "checked." If the check box is marked as "checked," a table of codes and associated descriptions may be setup for use in that field.*

> **NOTE:** *To complete the **User Def** field, the appropriate code must be listed in the **User Def List**. To access this table, left-click **Administration** from the toolbar, go to **Table Driven List**, go to **Customer/Vendor Search Labels List** and left-click **User Def**.*

*The **User Def List** may also be managed within the **Company Setup**. Left-click **Administration** from the toolbar, go to **System Setup**, then left-click on **System General Defaults**. The **Company Setup** window will appear. Left-click the **Customer/Vendor Search Labels** button on the **Customer Docs** tab and left-click the **Update Table** button associated with the **User Def** field.*
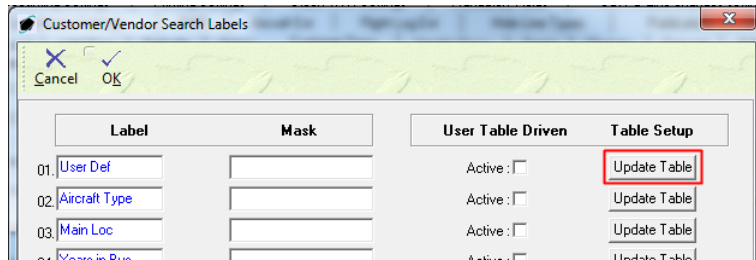
i.   Left-click the **User Def** field (table driven fields will have an ellipses 🔲 in them).

ii.   The **User Def List** search window will appear.

iii.   Select the appropriate code (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

13. **Repair Certificates**

The information on the **Repair Certificates** tab identifies the types of certificates that your organization may issue with the parts that are sold to the customer.

*NOTE: To complete the **MFG/Repair Certificates** tab, the appropriate certificate(s) must be listed in the **JAR/EASA/FAR Certificate List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List By Code**, and left-click **JAR/EASA/FAR Certificate List**.*

a. Add certificates

    i. Left-click the **Add** button at the top of the **Repair Certificates** tab.

    ii. The **JAR/EASA/FAR Certificate List** search window will appear.

    iii. Select the appropriate certificate (left-click the line(s) within the search screen and left-click **OK**; or double-click the line within the search screen).

b. Identify the preferred certificate

    i. Left-click the certificate on the **Repair Certificates** tab that should be the preferred (default) certificate.

    ii. Left-click the **Preferred** button. The check box in the Preferred column will be marked as "checked".

NOTE: Only one certificate may be marked as preferred.

c. Delete certificates

    i. Left-click the certificate on the **Repair Certificates** tab that needs to be deleted.

    ii. Left-click the **Delete** button at the top of the **Repair Certificates** tab.

14. **Preferences Tab**

The check boxes on this tab are associated with the Pentagon Parts Network module.

NOTE: As of Build 8.5.54.82, the Pentagon Parts Network module was in development and unavailable for distribution. The value of the check boxes does not affect the system in any way.

a. **Do not receive messages via Email** check box

b. **Receive RFQ/PO as SMS** check box

15. **Contacts**

The system maintains a list of contacts for each customer.

> *NOTE: If a customer is also a vendor, the contact list will be applicable to both the customer file and the vendor file.*

a. **Creating a New Contact.**

i. Left click the **Cntct** button on the **Customer File** window toolbar.
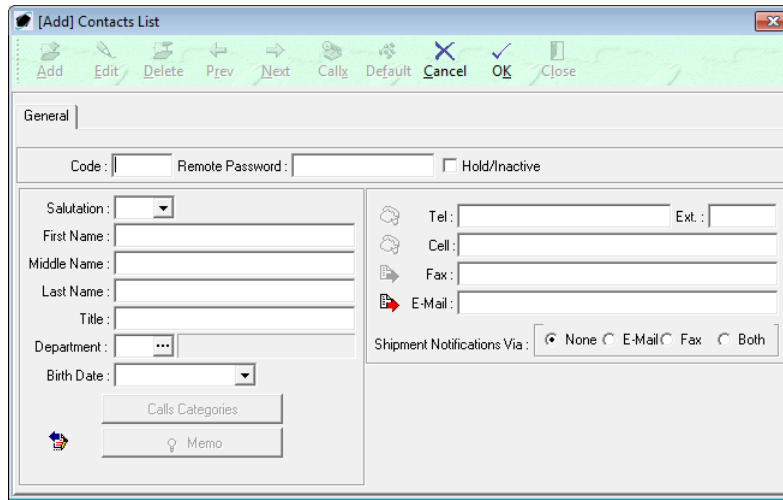
ii. The **Contacts** search window will appear. Left-click the **Add** button.
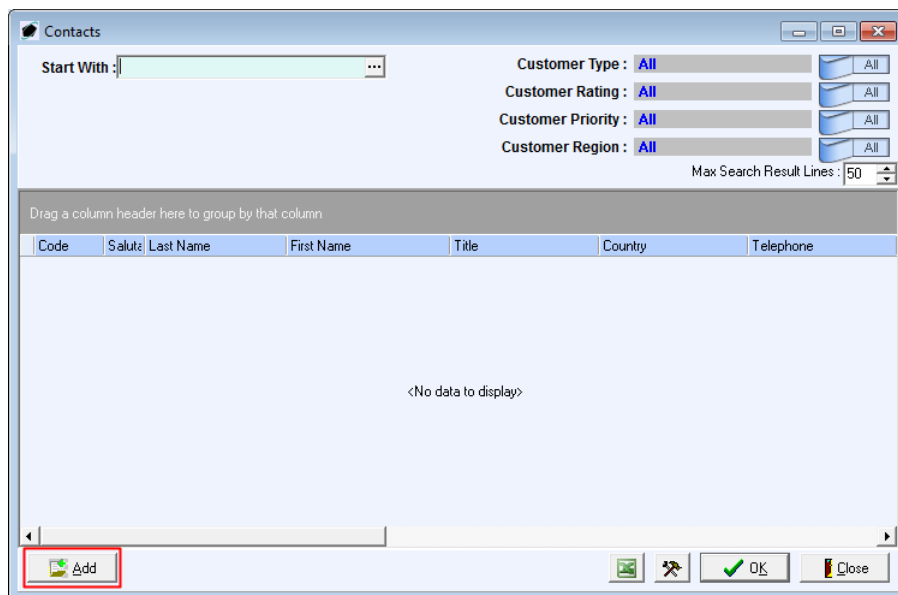
> *NOTE: If the **Contacts List** window is open (another contact is being viewed), the process for creating a new contact can also be initiated by left-clicking the **Add** button on the **Contacts List** window toolbar.*
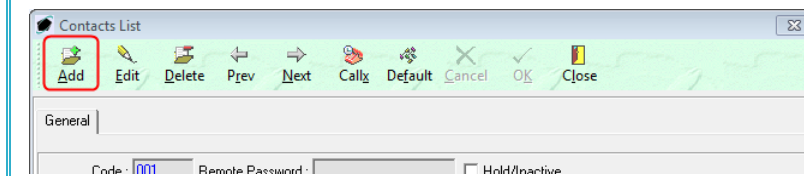
iii.   The [Add] Contacts List window will appear.

iv.   **General** tab

1.   **Code** - identify the contact with a code that is used internally to your organization (mandatory). [4-character limit]

> *NOTE: The most common values used for the **Code** field are consecutive whole numbers (with or without leading zeros).*

2.   **Remote Password** - will be used to give the contact access to the SilverHawk E- Commerce module.

> *NOTE: As of Build 8.5.54.82, individual contact access to the SilverHawk E-Commerce module was in development; therefore, no value is required in the **Remote Password** field, nor does a value being placed in that field affect the system in any way.*

3.   **Hold/Inactive** check box - identify whether the contact is active with the customer/vendor.

> *NOTE: This field will also affect SilverHawk E-Commerce module. If the **Hold/Inactive** check box is marked as "checked", then the contact account will be locked.*
>
> *A contact on hold or inactive will also not appear in the contact list for selection on the **General** tab or the **Quality** tab of the **Customer File** window.*

4.   **Note** - If the Hold/Inactive check box is marked as "checked", the Note field will appear. Identify the reason why the contact is on hold or inactive (optional). [30-character limit]

5.   **Salutation** - Identify the salutation of the contact.

> *NOTE: To complete the **Salutation** field, the appropriate salutation must be listed in the **Salutation Code List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Salutation**.*
>
> *The salutations will appear in ascending code number order.*

a. Left-click the drop down arrow ⏷ in the **Salutation** field.

b. Left-click the appropriate selection from the list of salutations.

6. **First Name** - Identify the first name of the contact (mandatory). [25-character limit]

7. **Middle Name** - Identify the middle name or initial of the contact (optional). [10-character limit]

8. **Last Name** - Identify the last name (or surname) of the contact (optional). [25-character limit]

9. **Title** - Identify the title of the contact. [30-character limit]

10. **Department** - Identify the department that the contact works in for the customer.

*NOTE: To complete the **Department** field, the appropriate department must be listed in the **Department Code List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Department.***

a. Left-click the ellipses ⋯ in the **Department** field.

b. The **Department Code List** search window will appear.

c. Select the appropriate code (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

11. **Birth Date** - Identify the birth date of the contact (optional).

a. Left-click the **Birth Date** field. The date widget will appear.

b. Left-click the date that corresponds to the date on which the last survey was conducted.

12. **Calls Categories** button - Identify the categories that apply to the contact (optional).

NOTE: The calls category may used to filter contacts when creating customer or vendor labels for marketing (or other) purposes in the Label Master module. This filtering is the only purpose for the Calls Categories button.

a. Left-click the **Calls Categories** button.

b. The **Contact Calls Categories** window will appear.
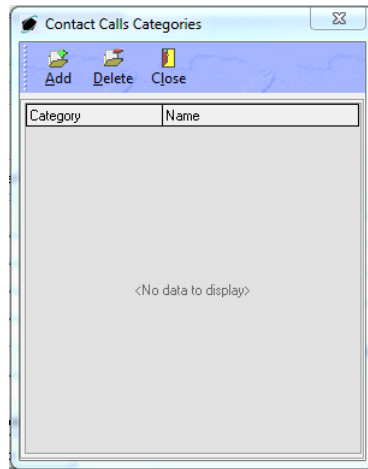
c. Add a call category

> **NOTE:** *To add a call category, the appropriate category must be listed in the* **Calls Category List**. *To access this table, left-click* **Administration** *from the toolbar, go to* **General Tables List by Code,** *and left-click* **Call Tracking.**

   i. Left-click the **Add** button on the **Contact Calls Categories** window toolbar.

   ii. The **Calls Category List** will appear

   iii. Select the appropriate category (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

d. Delete a call category

   i. Left-click the category on the **Contact Calls Categories** grid that needs to be deleted.

   ii. Left-click the **Delete** button on the **Contact Calls Categories** window toolbar.

e. Left-click the **Close** button on the **Contact Calls Categories** window toolbar to save the categories and close the **Contact Calls Categories** window.

13. **Memo** button -

a. Left-click the **Memo** button.

b. The **Memo** window will appear.

c. Type the memo.

d. Left-click the **Close** button in the **Memo** window toolbar to save the message.

e. When the **Memo** field is not blank, the light bulb on the appropriate button will be highlighted in yellow.

14. **Tel** and **Ext** fields - Identify the telephone number and the corresponding extension number for the contact.

15. **Cell** - Identify the cellular telephone number for the contact.

16. **Fax** - Identify the fax number for the contact.

17. **E-Mail** - Identify the e-mail address for the contact

18. **Shipment Notifications Via** radio button- Identify how this contact should be notified when sales pick tickets (for customers) and purchase shippers (for vendors) are closed.

    a. **None** - no notification.

    b. **E-Mail** - email notification to the address identified in the E-Mail field.

    c. **Fax** - fax notification to the fax number identified in the Fax field.

    d. **Both** - email notification to the address identified in the E-Mail field and fax notification to the fax number identified in the Fax field.

v. Left-click the **OK** button on the **Contacts List** window toolbar to save the contact information.

vi. Left-click the **Close** button to close the **Contacts List** window.

b.   **Select Default Contacts for Documents**

i.   Left-click the Default button on the Contacts List window toolbar.

Default

ii.   The **Default contact per document** window will appear.
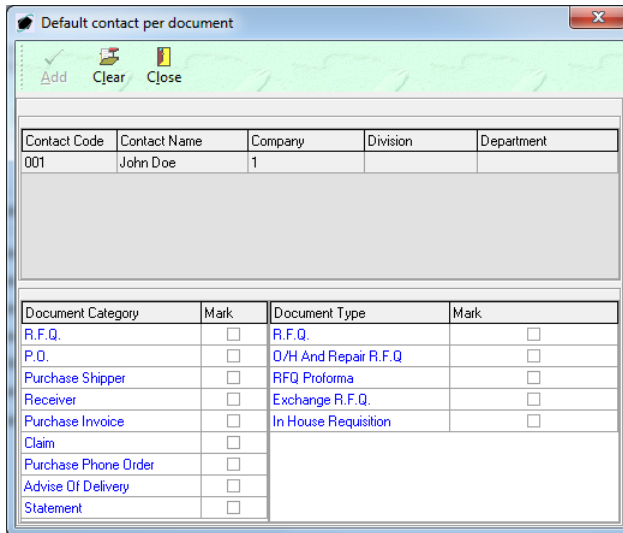
iii.   Identify the documents for which the contact is the default point of contact for the customer/vendor.

> **NOTE:** The list on the left is the document category. If the contact is the default contact for any document type within the category (the list on the right), the check box applicable to that category must be checked.
>
> For example, there are five (5) document types in the document category "R.F.Q." For the contact to be identified as the default contact for an "O/H And Repair R.F.Q", both the check box for the document category and the check box for the document type must be marked as "checked".
>
> Marking the document type as "checked" while leaving the document category not marked as "checked" will not set the contact as the default contact for that document.

1.   Left-click the document category name (in the left column) to view the document types that are associated with that category (in the right column).

2.   Left-click the check box next to the document category on which the contact should be the default contact to mark the check box as "checked".

3.   Left-click the check box next to the document type on which the contact should be the default contact to mark the check box as "checked".

iv. Left-click the **Clear** button to clear all selections for the contact.

> *NOTE:* The clear button will ensure that all check boxes are not marked as "checked" for the contact.

v. Left-click the Close button to save the default contact settings for the contact and close the **Default contact per document** window.

c.   **Deleting a Contact**

i.   Left-click the **Delete** button on the **Contacts** window toolbar.

ii.   A **Confirm** dialog box will appear and will ask "Delete Contact?" Left-click the **Yes** button
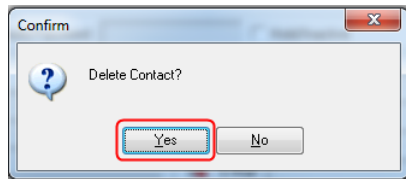
16. **Bill To Addresses**

Bill To addresses associated with customers will be used to indicate the location to send invoices for sales.

a. **Creating a new bill to address**

i. Left-click the **Bill** button in the **Customer File** toolbar.

ii. The **Bill To** list search window will appear. Left-click the **Add** button.
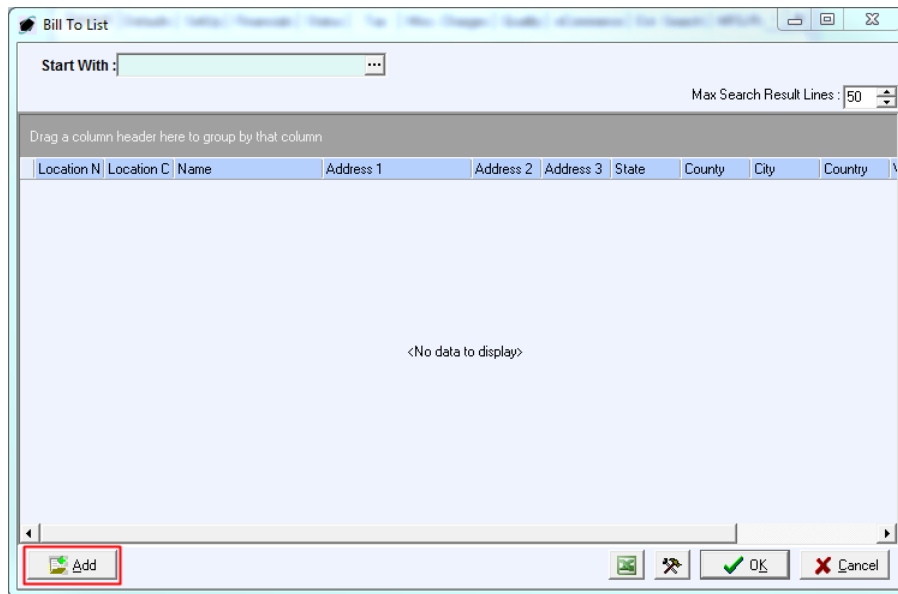
iii. The **Bill to File** window will appear.
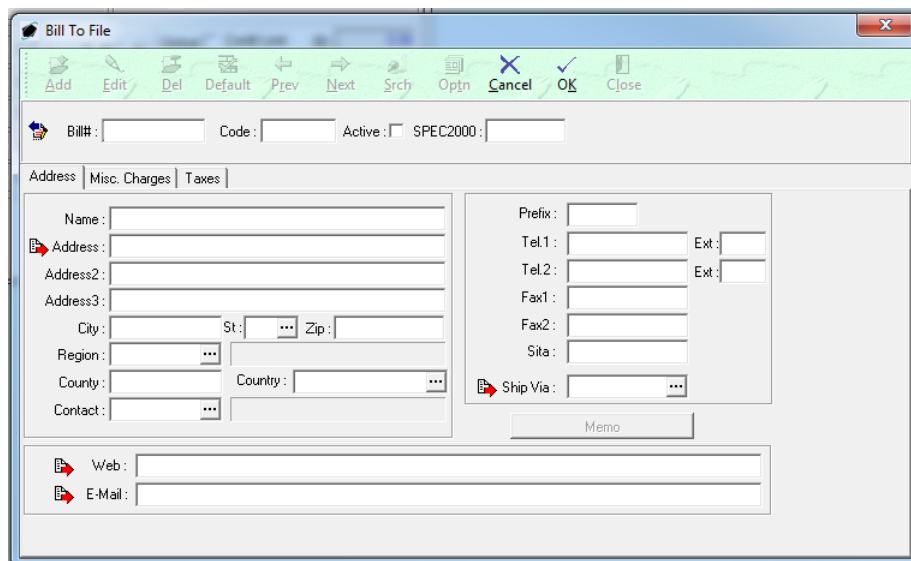
b.   **Header**

   i.   **Bill#** - Identify the **Bill To** address with a code that is used internally to your organization (mandatory). [4-character limit]

> *NOTE: The system will assign the next available consecutive whole number automatically when **Bill To** addresses are created; however, that number may be changed at any time prior to saving the **Bill To** address.*
>
> *NOTE: The most common values used for the **Bill#** field are consecutive whole numbers (with or without leading zeros).*

   ii.   **Code** - The **Code** field is used only for customers that require that a DD250 accompany sales orders.
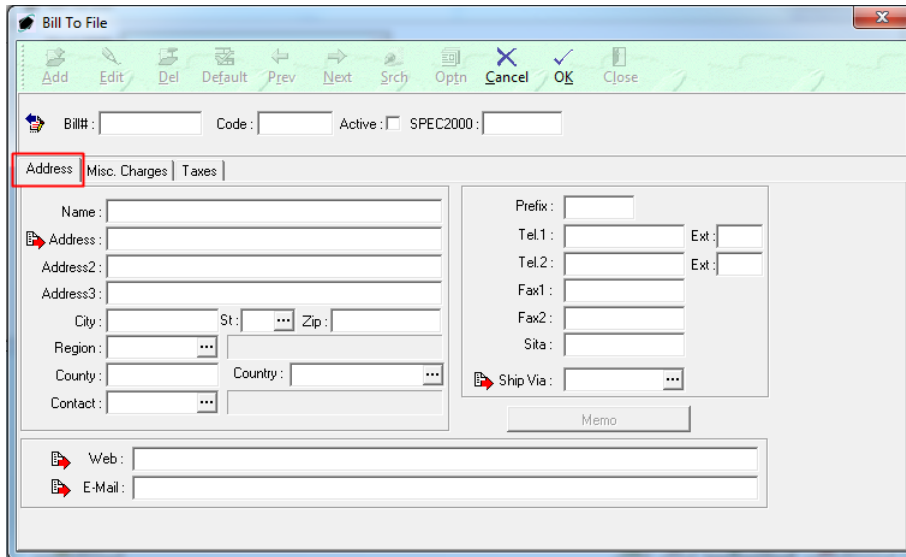
> *NOTE: The **Code** field associated with the **Bill To** address will print in Block 12 of the DD250 when the pick ticket is associated with the customer.*

   iii.   **Active** check box - Left-click the **Active** check box to mark it as "checked" and identify that the **Bill To** address is active.

> *NOTE: If the **Active** check box is not marked as "checked", then the **Bill To** address will not be available for selection on claims documents.*

   iv.   **SPEC2000** - As of build 8.5.54.82, this field may be ignored on **Bill To** addresses.

c. **Address Tab**

i. Address group box

> **NOTE:** *All fields within the address group box will be copied from the primary address group box on the **General** tab of the customer file.*

1. **Name** - Enter the full customer name. This field is mandatory but may be modified at any time. [60-character limit]

2. Address fields (**Address, Address2, Address3**) - Enter the customer's full bill to address (including street, PO Box, suite number, apartment number, etc.). [40-character limit per line]

3. **City** - Enter the customer's bill to address city. [30-character limit]

4. State (**St**) - Identify the customer's bill to address state.

> **NOTE:** *To complete the **State** field, the appropriate state must be listed in the **State List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **State.***

   a. Left-click the ellipses ⋯ in the **St** field.

   b. The **State List** search window will appear.

   c. Select the appropriate **State** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

5. **ZIP** - Enter the customer's bill to address ZIP Code. [12-character limit]

6. **Region** - Identify the region in which the customer's bill to address is located (optional).

> *NOTE: To complete the **Region** field, the appropriate region must be listed in the **Region List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Region.***

    a.   Left-click the ellipses ⊡ in the **Region** field.

    b.   The **Region List** search window will appear.

    c.   Select the appropriate **Region** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

7. **County** - Enter the county in which the customer's bill to address is located (optional). [20-character limit]

8. **Country** - Identify the country in which the customer's bill to address is located (optional).

> *NOTE: To complete the **Country** field, the appropriate country must be listed in the **Country List**. To access this table, left-click **Administration** from the toolbar, go to **Tables List by Name**, and left-click **Country/Origin.***

    a.   Left-click the ellipses ⊡ in the **Country** field.

    b.   The **Country List** search window will appear.

    c.   Select the appropriate **Country** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

9. **Contact** - this field allows an accounts payable contact to be identified for the customer.

> *NOTE: To complete the **Contact** field, the appropriate contact must be listed in the **Contacts** for the customer. To access this table, left-click the **Cntct** button from the **Customer File** window toolbar.*
>
> *Steps for creating customer contacts may be found in the "Contacts" section of this procedure.*

    a.   Left-click the ellipses ⊡ in the **Contact** field.

    b.   The **Contacts** search window will appear.

    c.   Select the appropriate contact (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

  ii.   Phone/fax group box

> *NOTE: All fields within the phone/fax group box will be copied from the primary address group box on the **General** tab of the customer file (except the **Sita** and **Ship Via** fields).*

1. **Prefix** - May be used to identify any sort of prefix required for contacting the customer via phone or fax. These prefixes may include country codes, long distance codes, and/or area codes [8-character limit]

   > *NOTE: Only use this field if the prefix applies to all phone and fax numbers in the phone/fax group box.*
   >
   > *NOTE: The **Prefix** field is copied from the **Area** field on the **General** tab of the customer file.*

2. **Tel** and **Ext** fields - Identify accounts payable telephone numbers and their corresponding extension numbers for the customer.

3. **Fax** fields - Identify accounts payable fax numbers for the customer.

4. **Sita** - Identify the SITA address for the customer's bill to address.

5. **Ship Via** - Identify the carrier that your organization should use to send sales documentation.

iii. **Memo** button

1. Left-click the **Memo** button.

2. The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

3. Type the memo.

4. Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

5. When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

iv. Computing group box

1. **Web** - Identify the URL of the customer's website.

2. **E-mail** - Identify the accounts payable e-mail for the customer.

d.   **Misc. Charges Tab**

> *NOTE: As of Build 5.4.54.82, these values and settings are not copied to documents regardless of process; therefore, this tab may be ignored. Modification of the values and settings will not affect the operation of the system in any way.*

e. **Taxes Tab**

> *NOTE:* *As of Build 5.4.54.82, these values and settings are not copied to documents regardless of process; therefore, this tab may be ignored. Modification of the values and settings will not affect the operation of the system in any way.*
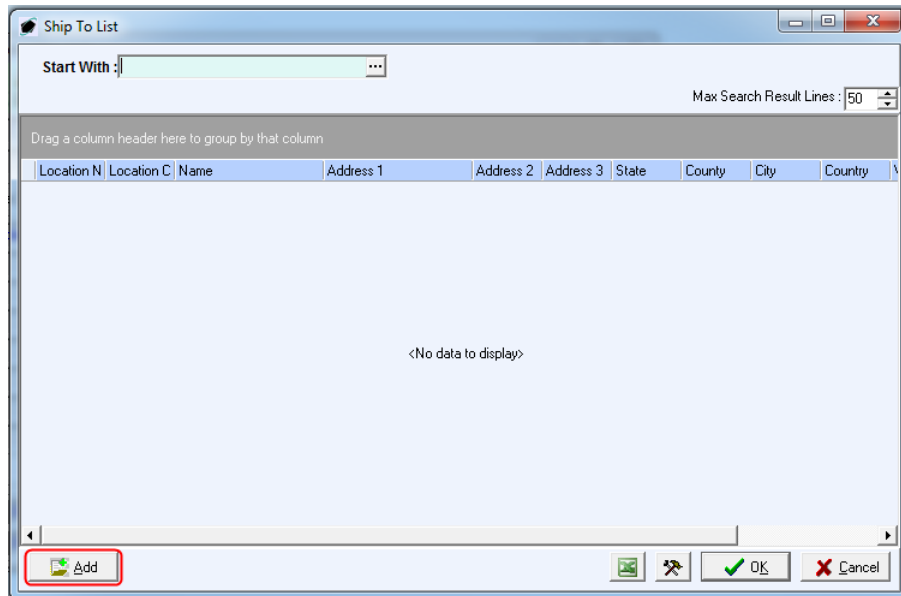
17. **Ship To Addresses**

Ship To addresses associated with customers will be used to indicate the location to ship sales orders.

a. **Creating a new ship to address**

i. Left-click the **Ship** button in the **Customer File** toolbar.
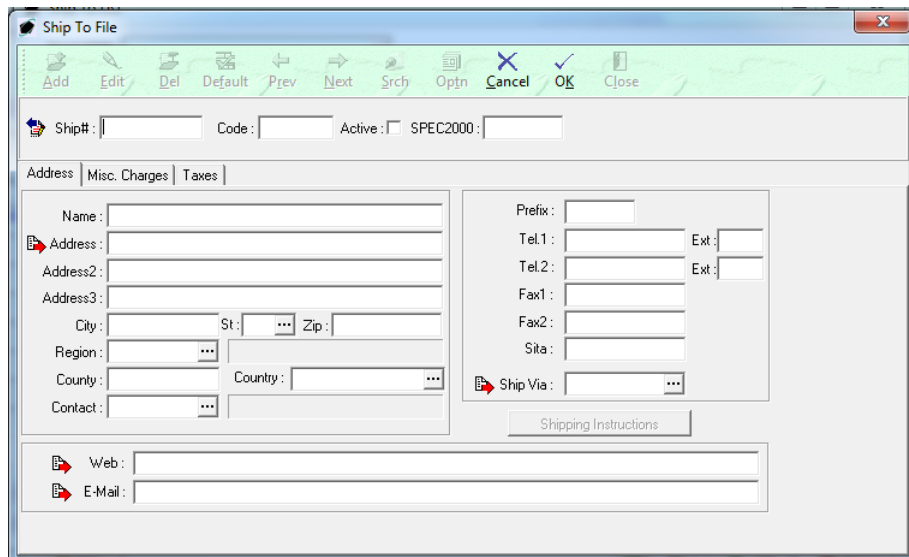
ii. The **Ship To** list search window will appear. Left-click the **Add** button.

iii. The **Ship To File** window will appear.

b.   **Header**

i.   **Ship#** - Identify the **Ship To** address with a code that is used internally to your organization (mandatory). [4-character limit]

> *NOTE: The system will assign the next available consecutive whole number automatically when **Ship To** addresses are created; however, that number may be changed at any time prior to saving the **Ship To** address.*
>
> *NOTE: The most common values used for the **Ship#** field are consecutive whole numbers (with or without leading zeros).*

ii.   **Code** - The **Code** field is used only for customers that require that a DD250 accompany sales orders.
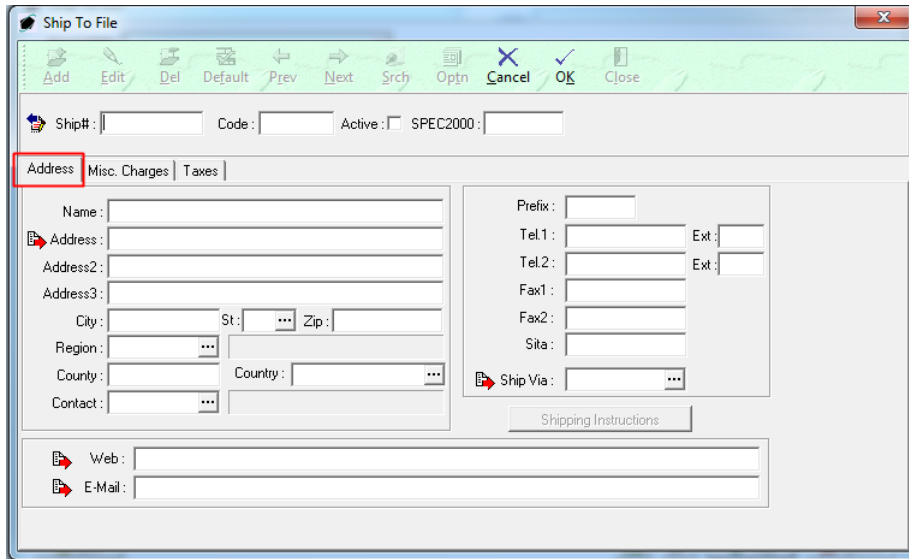
> *NOTE: The **Code** field associated with the **Ship To** address will print in Block 13 of the DD250 when the pick ticket is associated with the customer.*

iii. **Active** check box - Left-click the **Active** check box to mark it as "checked" and identify that the **Ship To** address is active.

> *NOTE: If the **Active** check box is not marked as "checked", then the **Ship To** address will not be available for selection on pick tickets.*

iv.   **SPEC2000** - As of build 8.5.54.82, this field may be ignored on **Ship To** addresses.

c.   **Address Tab**

i.   Address group box

> **NOTE:** *All fields within the address group box will be copied from the primary address group box on the **General** tab of the customer file.*

1. **Name** - Enter the full customer name. This field is mandatory but may be modified at any time. [60-character limit]

2. Address fields (**Address, Address2, Address3**) - Enter the customer's full ship to address (including street, PO Box, suite number, apartment number, etc.). [40-character limit per line]

3. **City** - Enter the customer's ship to address city. [30-character limit]

4. State (**St**) - Identify the customer's ship to address state.

> **NOTE:** *To complete the **State** field, the appropriate state must be listed in the **State List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **State.***

   a.   Left-click the ellipses ⋯ in the **St** field.

   b.   The **State List** search window will appear.

   c.   Select the appropriate **State** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

5. **ZIP** - Enter the customer's ship to address ZIP Code. [12-character limit]

6. **Region** - Identify the region in which the customer's ship to address is located (optional).

> *NOTE: To complete the **Region** field, the appropriate region must be listed in the **Region List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Region.***

   a. Left-click the ellipses ⋯ in the **Region** field.

   b. The **Region List** search window will appear.

   c. Select the appropriate **Region** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

7. **County** - Enter the county in which the customer's ship to address is located (optional). [20-character limit]

8. **Country** - Identify the country in which the customer's ship to address is located (optional).

> *NOTE: To complete the **Country** field, the appropriate country must be listed in the **Country List**. To access this table, left-click **Administration** from the toolbar, go to **Tables List by Name**, and left-click **Country/Origin.***

   a. Left-click the ellipses ⋯ in the **Country** field.

   b. The **Country List** search window will appear.

   c. Select the appropriate **Country** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

9. **Contact** - this field allows a receiving department contact to be identified for the customer.

> *NOTE: To complete the **Contact** field, the appropriate contact must be listed in the **Contacts** for the customer. To access this table, left-click the **Cntct** button from the **Customer File** window toolbar.*
>
> *Steps for creating customer contacts may be found in the "Contacts" section of this procedure.*

   a. Left-click the ellipses ⋯ in the **Contact** field.

   b. The **Contacts** search window will appear.

   c. Select the appropriate contact (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ii. Phone/fax group box

> *NOTE: All fields within the phone/fax group box will be copied from the primary address group box on the **General** tab of the customer file (except the **Sita** and **Ship Via** fields).*

1. **Prefix** - May be used to identify any sort of prefix required for contacting the customer via phone or fax. These prefixes may include country codes, long distance codes, and/or area codes [8-character limit]

   NOTE: Only use this field if the prefix applies to all phone and fax numbers in the phone/fax group box.

   *NOTE: The **Prefix** field is copied from the **Area** field on the **General** tab of the customer file.*

2. **Tel** and **Ext** fields - Identify receiving department telephone numbers and their corresponding extension numbers for the customer.

3. **Fax** fields - Identify receiving department fax numbers for the customer.

4. **Sita** - Identify the SITA address for the customer's ship to address.

5. **Ship Via** - Identify the carrier that your organization should most usually use to ship items to the customer.

iii. **Memo** button

1. Left-click the **Memo** button.

2. The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

3. Type the memo.

4. Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

5. When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

iv. Computing group box

1. **Web** - Identify the URL of the customer's website.

2. **E-mail** - Identify the receiving department e-mail for the customer.

d.   **Misc. Charges Tab**

This section describes the default values and settings for each miscellaneous charge that are managed within the ship to address.

> *NOTE: All fields on the **Misc. Charges** tab will be copied from the **Misc. Charges** tab of the customer file (except the fields within the **Doc Sub Total** group box).*

i.   **Doc. Sub Total** group box

1.   **Tax A** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE: The value of the **Tax A** check box will be copied from the **Sub Total Taxable** check box associated with **Tax A** on the **Taxes** tab of the customer file.*

2.   **Tax B** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE: The value of the **Tax B** check box will be copied from the **Sub Total Taxable** check box associated with **Tax B** on the **Taxes** tab of the customer file.*
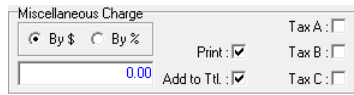
3.   **Tax C** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

> *NOTE: The value of the **Tax C** check box will be copied from the **Line Sub Total Taxable** check box associated with **Tax C** on the **Taxes** tab of the customer file.*

ii.   Miscellaneous Charges
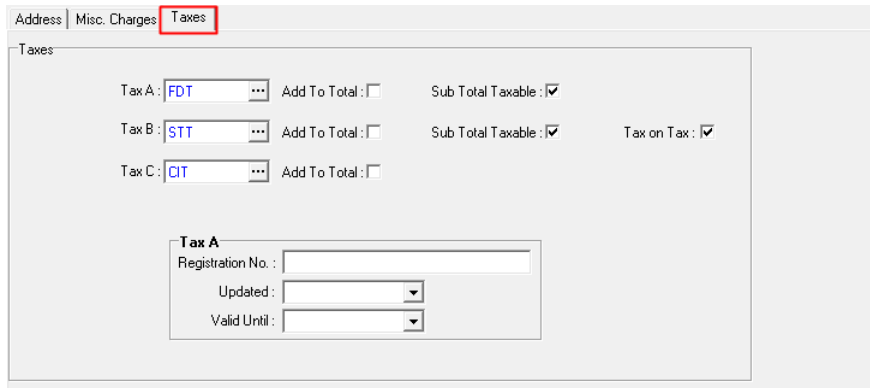
> *NOTE: This procedure will discuss the set up of a single miscellaneous charge. The remaining miscellaneous charges are set up in an identical manner.*

1. **By $ or %** radio button - Identifies whether the miscellaneous charge should be a fixed amount that is applied or a percentage that is calculated.

2. **$ or %** field

   a. If the "$" is selected in the **By $ or %** radio button, identify the fixed amount of the miscellaneous charge.

   b. If the "%" is selected in the **By $ or %** radio button, identify the percentage that should be used to calculate the miscellaneous charge.

3. **Print** check box - Identifies whether the miscellaneous charge (if greater than $0.00) should be printed on documents.

4. **Add Ttl** check box - Identifies whether the miscellaneous charge should be added to the total of documents.

5. **Tax A** check box - Identifies whether **Tax A** should be applicable to the miscellaneous charge.

6. **Tax B** check box - Identifies whether **Tax B** should be applicable to the miscellaneous charge.

7. **Tax C** check box - Identifies whether **Tax C** should be applicable to the miscellaneous charge.

e.   **Taxes Tab**

i.   **Tax A** line

1.   **Tax A** - identify the primary tax that is applied to sales to the customer.

> *NOTE: To complete the **Tax A** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.***

2.   **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax A** field should be applied to sales to the customer.

3.   **Sub Total Taxable** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

ii.   **Tax B** line

1.   **Tax B** - identify the secondary tax that is applied to sales to the customer.

> *NOTE: To complete the **Tax B** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.***

2.   **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax B** field should be applied to sales to the customer.

3.   **Sub Total Taxable** check box - Mark the check box as "checked" if the tax is to be applied to sales to the customer before miscellaneous charges are applied.

4.   **Tax on Tax** check box - Mark the check box as "checked" if **Tax B** is to be applied after **Tax A** is applied and inclusive of **Tax A**.

iii. **Tax C** line

1. **Tax C** - identify the tax that is applied to sales to the customer.

> *NOTE:* *To complete the **Tax C** field, the appropriate tax must be listed in the **Tax List**. To access this table, left-click **Administration** from the toolbar, go to **Documents Tables List by Code**, and left-click **Tax List.***

2. **Add to Total** check box - Mark the check box as "checked" if the tax identified in the **Tax C** field should be applied to sales to the customer.

iv. **Tax A** group box

1. **Registration No** -

2. **Updated** -

3. **Valid Until** -

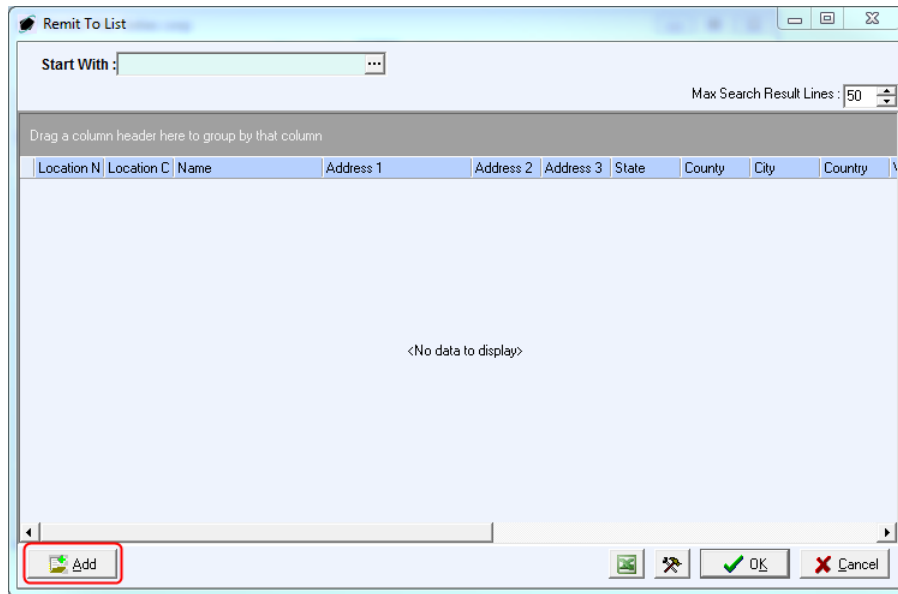18. **Remit To Addresses**

Remit To addresses associated with customers will be used to indicate the location to send credit memos or refunds for RMAs.

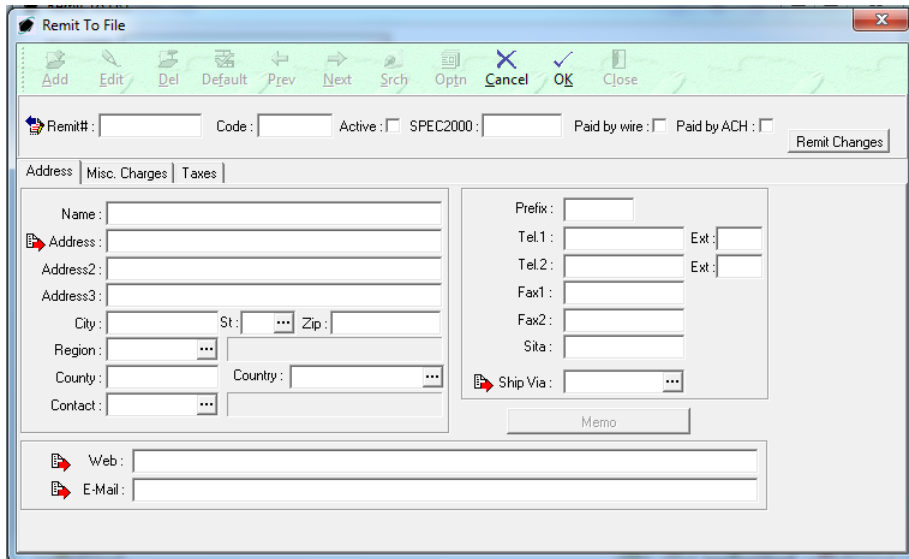a. **Creating a new remit to address**

i. Left-click the **Remit** button in the **Customer File** toolbar.

Remit

ii. The **Remit To** list search window will appear. Left-click the **Add** button.

iii. The **Remit to File** window will appear.

b. **Header**

    i.   **Remit#** - Identify the **Remit To** address with a code that is used internally to your organization (mandatory). [4-character limit]

> *NOTE: The system will assign the next available consecutive whole number automatically when **Remit To** addresses are created; however, that number may be changed at any time prior to saving the **Remit To** address.*
>
> *NOTE: The most common values used for the **Remit#** field are consecutive whole numbers (with or without leading zeros).*

    ii.   **Code** - As of build 8.5.54.82, this field may be ignored on **Remit To** addresses.

    iii.   **Active** check box - Left-click the **Active** check box to mark it as "checked" and identify that the **Remit To** address is active.

> *NOTE: If the **Active** check box is not marked as "checked", then the **Remit To** address will not be available for selection on RMAs.*

    iv.   **SPEC2000** - As of build 8.5.54.82, this field may be ignored on **Bill To** addresses.

    v.   **Paid by wire** check box - Mark the check box as "checked" to identify that the remit to file is setup to send payments to the customer via a wire transfer transaction.

> *NOTE: When the **Paid by wire** check box is marked as "checked", the **Bank Information** tab will appear. Instructions on completing the **Bank Information** tab are provided in this procedure.*

    vi.   **Paid by ACH** check box - Mark the check box as "checked" to identify that the remit to file is setup to send payments to the customer via an Automated Clearing House transaction.
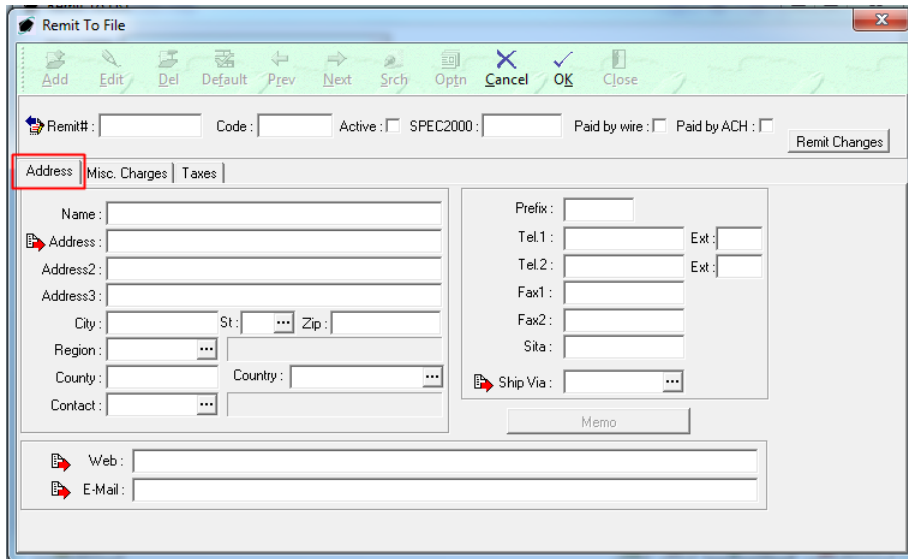
> *NOTE: When the **Paid by ACH** check box is marked as "checked", the **ACH Information** tab will appear. Instructions on completing the **ACH Information** tab are provided in this procedure.*
>
> *NOTE: The **Paid by wire** and **Paid by ACH** check boxes cannot both be marked at the same time.*

c. **Address** Tab

i. Address group box

> *NOTE: All fields within the address group box will be copied from the primary address group box on the **General** tab of the customer file.*

1. **Name** - Enter the full Customer name. This field is mandatory but may be modified at any time. [60-character limit]

2. Address fields (**Address, Address2, Address3**) - Enter the customer's full remit to address (including street, PO Box, suite number, apartment number, etc.). [40-character limit per line]

3. **City** - Enter the customer's remit to address city. [30-character limit]

4. State (**St**) - Identify the customer's remit to address state.

> *NOTE: To complete the **State** field, the appropriate state must be listed in the **State List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **State**.*

   a. Left-click the ellipses [⋯] in the **St** field.

   b. The **State List** search window will appear.

   c. Select the appropriate **State** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

5. **ZIP** - Enter the customer's remit to address ZIP Code. [12-character limit]

6. **Region** - Identify the region in which the customer's remit to address is located (optional).

> *NOTE: To complete the **Region** field, the appropriate region must be listed in the **Region List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Code**, and left-click **Region.***

    a.   Left-click the ellipses in the **Region** field.

    b.   The **Region List** search window will appear.

    c.   Select the appropriate **Region** (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

7. **County** - Enter the county in which the customer's remit to address is located (optional). [20-character limit]

8. **Country** - Identify the country in which the customer's remit to address is located (optional).

> *NOTE: To complete the **Country** field, the appropriate country must be listed in the **Country List**. To access this table, left-click **Administration** from the toolbar, go to **Tables List by Name**, and left-click **Country/Origin.***

    a.   Left-click the ellipses in the **Country** field.

    b.   The **Country List** search window will appear.

    c.   Select the appropriate country (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

9. **Contact** - this field allows a claims contact to be identified for the customer.

> *NOTE: To complete the **Contact** field, the appropriate contact must be listed in the **Contacts** for the customer. To access this table, left-click the **Cntct** button from the **Customer File** window toolbar.*
>
> *Steps for creating customer contacts may be found in the "Contacts" section of this procedure.*

    a.   Left-click the ellipses in the **Contact** field.

    b.   The **Contacts** search window will appear.

    c.   Select the appropriate contact (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ii.   Phone/fax group box

> **NOTE:** *All fields within the phone/fax group box will be copied from the primary address group box on the **General** tab of the customer file (except the **Sita** and **Ship Via** fields).*

1.   **Prefix** - May be used to identify any sort of prefix required for contacting the customer via phone or fax. These prefixes may include country codes, long distance codes, and/or area codes [8-character limit]

> **NOTE:** *Only use this field if the prefix applies to all phone and fax numbers in the phone/fax group box.*
>
> **NOTE:** *The **Prefix** field is copied from the **Area** field on the **General** tab of the customer file.*

2.   **Tel** and **Ext** fields - Identify seller or accounts receivable telephone numbers and their corresponding extension numbers for the customer.

3.   **Fax** fields - Identify seller or accounts receivable fax numbers for the customer.

4.   **Sita** - Identify the SITA address for the customer's remit to address.

5.   **Ship Via** - Identify the carrier that your organization should use to send credit memos and payments to the customer.

iii.   **Memo** button

1.   Left-click the **Memo** button.

2.   The **Memo Editor** window will appear. Left-click the **Edit** button to add notes.

3.   Type the memo.

4.   Left-click the **OK** button in the **Memo Editor** window toolbar to save the message.

5.   When the **Memo** field is not blank, the light bulb 💡 on the appropriate button will be highlighted in yellow 💡.

iv.   Computing group box

1.   **Web** - Identify the URL of the customer's website.

2.   **E-mail** - Identify the seller or accounts receivable e-mail for the customer.

d.   **Misc. Charges Tab**

> **NOTE:** *As of Build 5.4.54.82, these values and settings are not copied to documents regardless of process; therefore, this tab may be ignored. Modification of the values and settings will not affect the operation of the system in any way.*

e.   **Taxes Tab**

> ***NOTE:*** *As of Build 5.4.54.82, these values and settings are not copied to documents regardless of process; therefore, this tab may be ignored. Modification of the values and settings will not affect the operation of the system in any way.*

f. **Bank Information Tab**

i.   **Bank** - Identify the bank to which the wire transfer will be sent when the remit to address is selected on RMAs.

> *NOTE: To complete the **Bank** field, the appropriate bank must be listed in the **General Banks List**. To access this table, left-click **Financials** from the toolbar, go to **Administration**, and left-click **General Banks List**.*
>
> *NOTE: The **Address, City, St, Zip, Country, ISO Code, National Bank ID**, and **Swift Code** fields will be populated from the information within the **General Banks List**.*
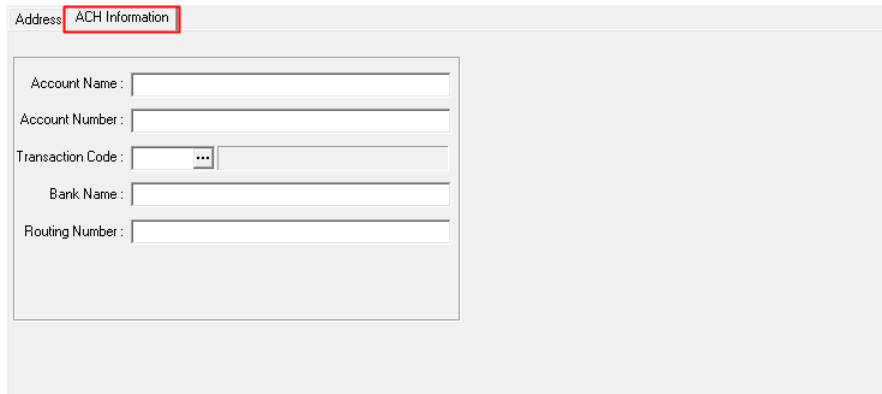
1. Left-click the ellipses ⬚ in the **Bank** field.

2. The **General Banks List** search window will appear.

3. Select the appropriate bank (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

ii. **Bank Account** group box

1. **GIRO (Netherlands)** check box - Mark the check box as "checked" if the transaction is a giro transfer.

2. **Account No** - Identify the account number into which funds should be transferred when the remit to address is selected on RMAs.

iii. **IBAN** - Identify the international bank account number for the account into which funds should be transferred when the remit to address is selected on RMAs.

iv. **Currency** - Identify the currency in which funds should be deposited into the customers's bank account.

> *NOTE: To complete the **Currency** field, the appropriate currency must be listed in the **Currency List**. To access this table, left-click **Administration** from the toolbar, go to **General Tables List by Name**, and left-click **Currency**.*

1. Left-click the ellipses ⬚ in the **Currency** field.

2. The **Currency List** search window will appear.

3. Select the appropriate currency (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

g.   **ACH Information Tab**

i.   **Account Name** - Identify the name of the account where the ACH payment will be sent when the remit to address is selected on RMAs.

ii.   **Account Number** - Identify the account number of the account where the ACH payment will be sent when the remit to address is selected on RMAs.

iii. **Transaction Code** - Identify the ACH transaction code.

> *NOTE: To complete the **Transaction Code** field, the appropriate code must be listed in the **ACH Payment Transaction Code List**. To access this table, left-click **Financials** from the toolbar, go to **Administration**, go to **ACH Payment Setup**, and left-click **Transaction Code**.*

1.   Left-click the ellipses in the **Transaction Code** field.

2.   The **ACH Payment Transaction Code List** search window will appear.

3.   Select the appropriate code (left-click the line within the search screen and left-click **OK**; or double-click the line within the search screen).

iv.   **Bank Name** - Identify the name of the bank where the ACH payment will be sent when the remit to address is selected on RMAs.

v.   **Bank Name** - Identify the routing number associated with the bank where the ACH payment will be sent when the remit to address is selected on RMAs.