CUSTOMER AND SHIP TO TABLES CHAPTER 2

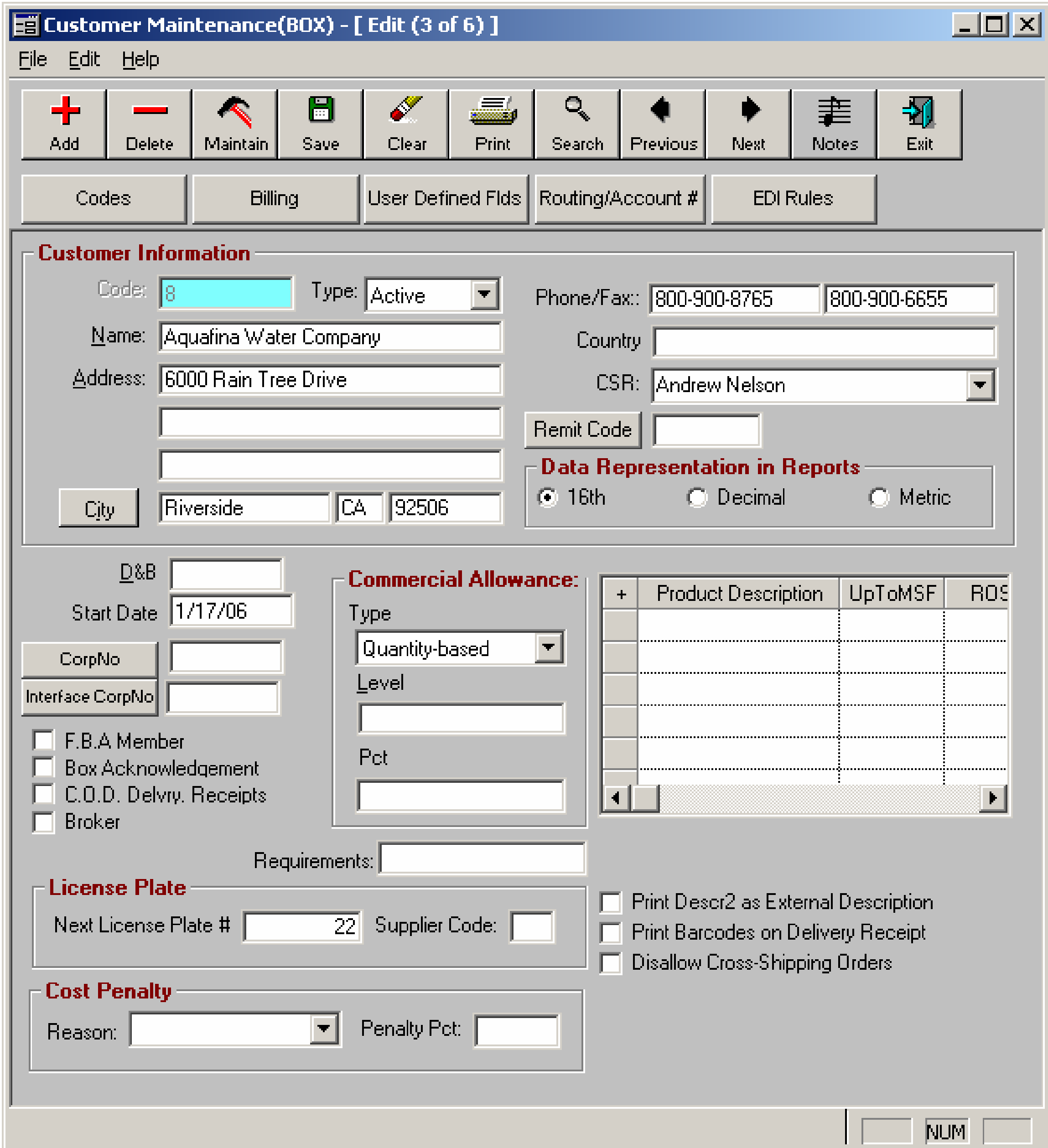
The information in these tables is used extensively in spec building, estimating, order entry, delivery, invoicing, planning so it is critical these tables are built with accurate information. The customer and ship to tables use information from other estimating and non-estimating tables, so make sure all the following tables are built prior to building the customer and ship to tables:

GL Accounts (A/R)
Region
Territory
Remit Maintenance
Sales Agents
Sales Divisions
Tax
Terms
Trade
Company
Plants
User Default Values (Optional, but useful)
Warehouse names
Shipping Zones
Carriers
Stop Class
Pallet Types

There are 2 ways to get to the customer tables to either add a new customer or to edit an existing customer.

1) From the Main Menu, Click on Maintenance, Customer Maintenance.
2) From Customer Service window, click on Actions, Maintain Customer or New Customer.

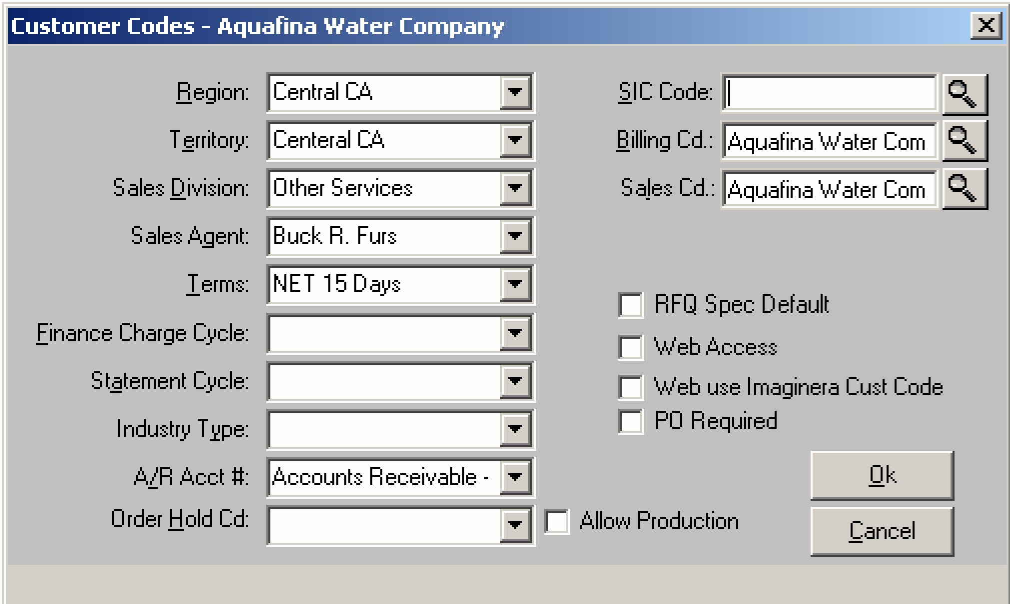
This will bring up the Customer Maintenance Window. To build a new customer, Click the 'ADD' button. This puts you in the add mode to build a new customer. If you want to edit a customer, enter the first few letters of the customer name and click search then highlight to select the customer.



Definition of data fields:
Code - internal code reference for customer record. Can be system generated or user input (set up in company table, More, Auto Generate Customer No.). Cannot be modified once the record is saved.
Name – customer name (note: do not use apostrophes in the name)
Address – billing address of the customer, prints on the invoice.
Phone/Fax – for reference use area code.
Country – leave blank if you don't sell outside the USA.
CSR – select name of customer service rep that handles this account. (must be built in Sales Agents table)

Remit Code – if you have built multiple remit to addresses in the Remit Maintenance table, you can assign that lockbox address to the customer. If your invoice is formatted to do so, this address will print on the invoice, indicating where the customer should send their remittance. Leave blank if you do not have multiple lockbox locations (remit to addresses).
Interface Corp No.
Data Representation in Reports – select how you want the dimensions reported for this customer.
D&B – customer's Dun and Bradstreet number, for reference only (Optional)
Start Date – system generated when you add the customer to the database
CorpNo – enter the customer number assigned from corporate. REQUIRED. This is used to link your invoices to the corporate system.
FBA Member – check here if this customer is a member of the Fiber Box Association. This can then be used to get a report of sales to Association members (Optional)
Box Acknowledgements – check here if you want to be able to print an order acknowledgement in O/P to send back to your customer.
COD Delivery Receipts – check here if the customer is a Cash On Delivery customer.
Broker – check here if this customer is a broker. The customer's name will print as the manufacturer on the load tag and DR, instead of your name.
Commercial Allowance – use this if you want the system to calculate a volume allowance (like a rebate for this customer). It can be quantity, dollar, or MSF based. This will only kick in if you enter a qty (# pieces, dollars or msf) or a percentage.
ROS – (Optional) you can set up ROS % by product code for each customer to use for pricing. If this is left blank, the system will use the default ROS percentage that is set up in the costing constants table.
License Plate- Running total of items moved to finish goods. To be used for Load Tags for special unit Identification bar codes
Supplier Code - Added to the Inventory Bin and Load Tag table. It's a variable on the load Tag and can be printed on load tag.
Print Descr2 as External Description - If selected it will print the Description 2 on Load tags, Invoices and Delivery receipts.
Cost Penalty – Must set up reason code first. Select reason code and enter % penalty to be apply to all direct costs for any item when this customer is costed.

Click Codes (do not save yet) to go into the next window:

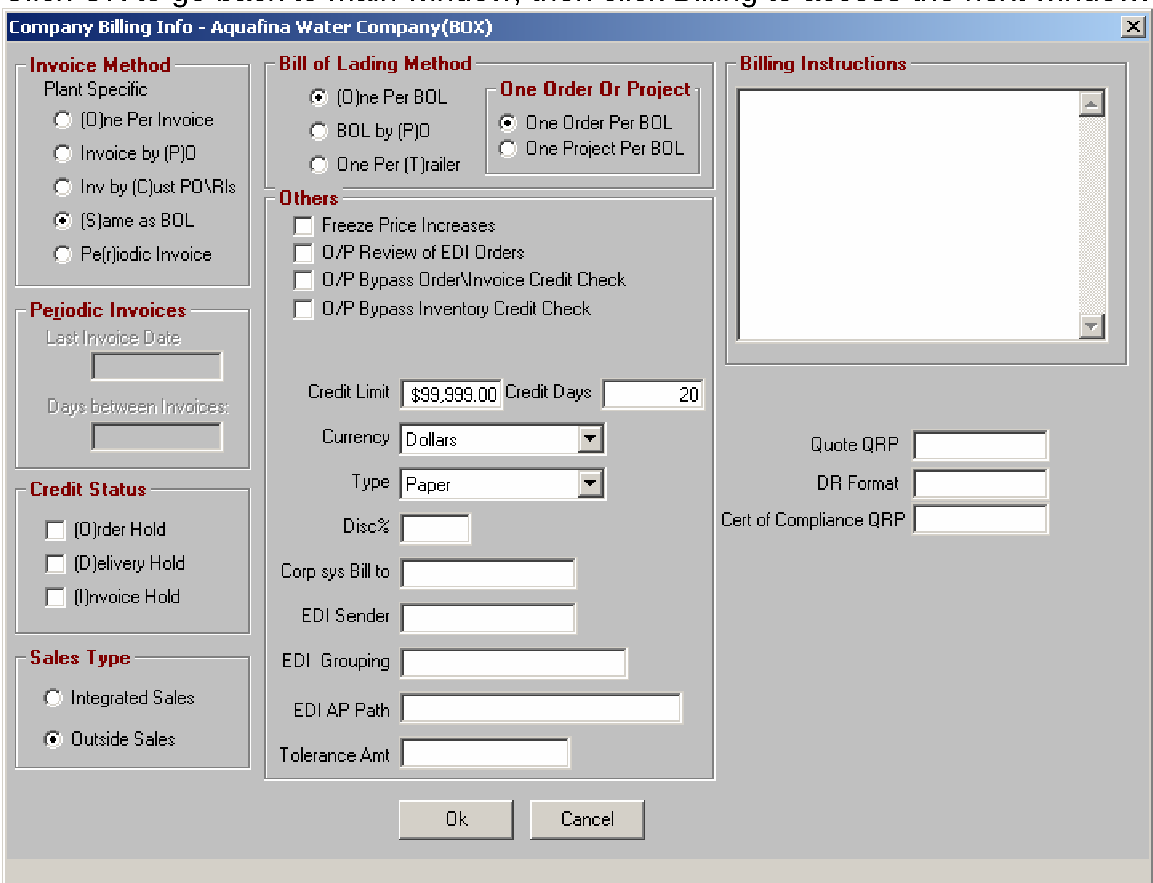


All of these fields are drop downs that pull from various tables previously built. You must select from one of the available options. Note that these fields can be set up with defaults values in the User Default Tables, if you have standard fields you want to always use (for example, A/R acct # is usually the same for all customers).

Region – Select closest region for sales analysis reporting
Territory - Select closest territory for sales analysis reporting outside of Imaginera, not used as a selection on reports.
Sales Division – Select appropriate sales division for sales analysis reporting
Sales Agent – Select sales agent that handles this account from the Sales Agent table. You can change this for the different ship to's if necessary, but it is a required field.
Terms – enter the sales terms for this customer. This will print on the invoice and a terms discount will be calculated for the invoice.
Finance Charge Cycle – applies only if you use the Accounts Receivable module. Enter cycle (period of time) for which to calculated finance charges to the customer for late payment of invoices.
Statement Cycle - applies only if you use the Accounts Receivable module. Enter cycle (period of time) for which to general billing statements for the customer.
Industry Type – do not use
A/R Account # - select the Accounts Receivable account number to be used for this customer in invoicing.
Order Hold Code – The code that shows up in O/P for this customer will always go on hold when orders are entered. If the production box is checked- this allow the item to be produced but that's all, you will not be able to ship.
SIC Code – select the Industry Classification for this customer (Optional). This can be used as a filter in some of the sales analysis reports, if you use it. Our list is not current. You may update from the tables.

Billing Code – leave this blank unless you want the invoices to go to another customer (for example, a parent company). When you save this record, the system will populate this field with the customer name that you have just built.
Sales Code - leave this blank unless you want the sales reporting for this customer to be rolled up with another customer (for example, a parent company). When you save this record, the system will populate this field with the customer name that you have just built.
RFQ Spec Default – only check this if you want all new spec to defaults as RFQ specs for this customer (Request for Quote, will not allow customer service to enter orders on them)
WEB Access – Check only if this customer will be set up to handle Emotion or E2
PO Required – If this is checked, in O/P you must enter a PO in the PO field in order entry.

Click OK to go back to main window, then click Billing to access the next window.



Invoice Method – select appropriate method

One per Invoice – one order per invoice
One Per PO – one invoice per Customer PO
Inv By Cust PO\Rls –Group orders by Customer PO & Customer Release
Same as BOL – invoice same items that are on the Bill of Lading. This is the default (most common).

Periodic Invoice – invoice for shipments over a period of time rather than for each shipment. (Note: must enter Last Invoice date and Days between invoices)
Same as Plant

BOL Method – select appropriate method for Bills of Lading (Delivery Receipts)
One per BOL –one order per BOL
One per PO – one BOL for each PO # loaded on the truck
One per Trailer – one BOL for all items on the trailer (for each ship to location). This is the default (most common).

Periodic invoices – use only if invoice method is periodic Invoice. Enter date of last invoice and number of days between invoices (for example 7 days would be weekly)

Credit Status – defaults to regular, change only to put the customer on hold as follows:
Order Hold – will not allow you to enter order
Delivery Hold – will not allow you to ship (create delivery receipts)
Invoice Hold – will not allow you to invoice this customer

Sales Type – change to integrated only if this customer is a sister plant or subsidiary. This tells the system to charge sales to the integrated GL accounts that are set up in the product code table.

Freeze Price Increases – If checked prices fore this customer will be frozen and not updated if you raise prices.

O/P Review of EDI Orders- In O/P if you select this customer the EDI screen will come up for the person to review and update EDI orders.

Credit Limit – enter the credit limit assigned to this customer. This is used by order entry to put the orders on hold once the customer's open balance plus open orders exceed's the credit limit. (If not using Amtech's A/R application, you must have an interface to load current balances into the tables for this to work correctly.

Credit Days – enter grace period for payment of invoices before assigning finance charges to the customer. (Only use if using Amtech's A/R module)

Currency- Only available if using foreign currency option

Type – this is the type of invoice: Paper, EDI, or fax

Disc % - enter amount of discount only if this customer receives a price discount on their invoices for all orders (note, this is NOT the terms discount). Enter as a whole number (for example, 5 = 5% discount.)

Corp sys bill to – do not use

EDI Sender – if the invoice type is EDI (sent electronically) enter the EDI code here.

EDI AP Path – Path where EDI file will be stored

Tolerance Amt –

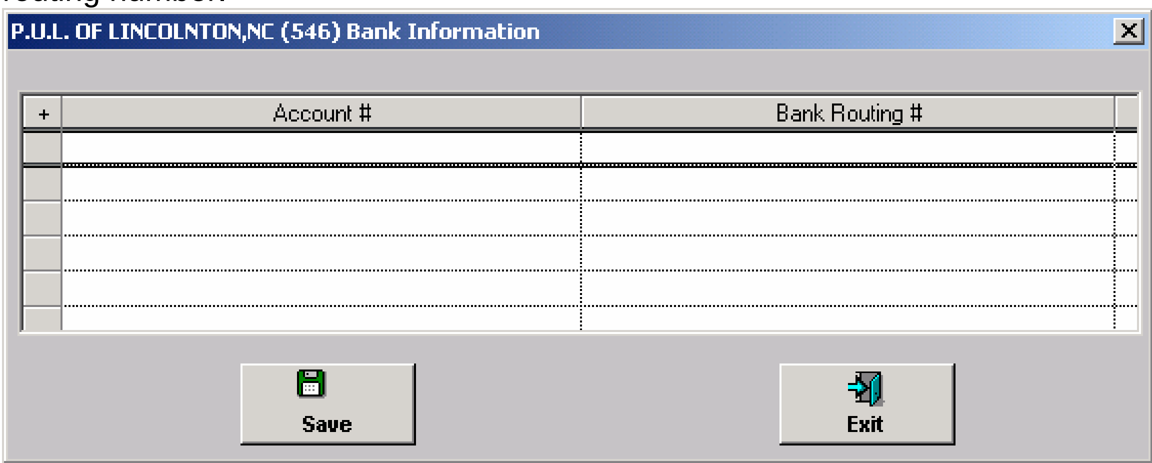
Quote QRP – Enter in the custom Quotation QRP for this customer (quote999.qrp)

DR Format – Enter in the custom Deliver Receipt QRP for this customer (dlvr9999.qrp)

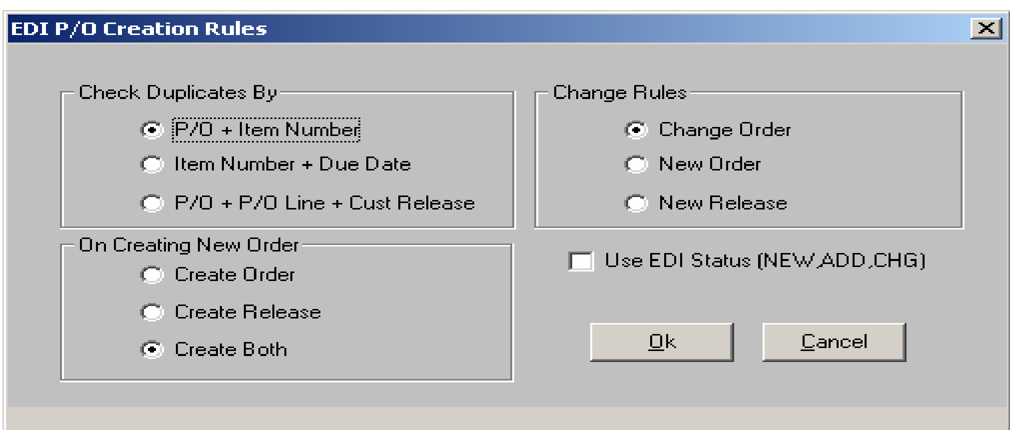
Cert of Compliance QRP – Enter in Certificate of Compliance QRP (cert9999.qrp)

Click OK to go back to main window, then click Routing/Account# Screen

This screen is used to set up ACH transactions. Enter customer's account and routing number.



Click OK to go back to main window, then click EDI Rules

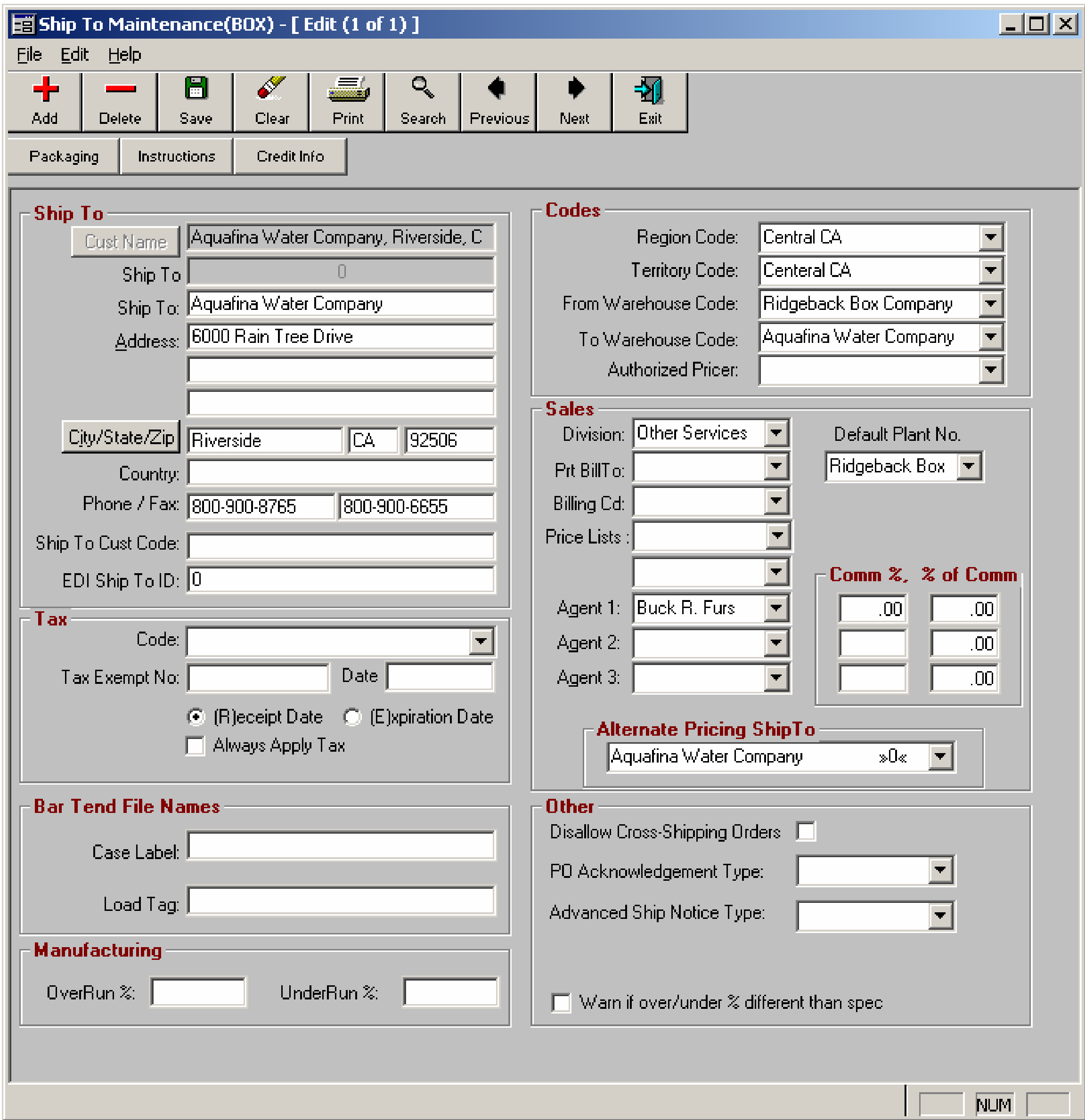


Click OK to go back to Customer Maintenance Window. Click save to save the information in all 5 of these windows. This will bring up the Ship To Maintenance window.

Ship To Tables:
Build a ship to record for each of the customer's ship to locations. Return to the main customer service window, search for and select the customer.

Click Actions, Maintain Ship To's.

This brings up the Ship To Maintenance window with the primary ship to (ship to 0) which is created when you saved the customer file. You want to edit ship to 0 to have the shipping address of your primary ship to. Complete this record, then you can add as many additional ship to's as necessary for this customer.



Ship To:
Customer Name – defaults from the customer file. You can't change this here.

Ship to Code – system assigned (0,1,2,3,etc). **0 is the default ship to in order processing, so it should be your primary shipping address**.
Ship To – enter the name of the shipping location. Will print on the DR.
Address – of the shipping location. Will print on the DR.
Ship to Cust code – not used (designed for corporate interface)
EDI ship to Code – may be necessary if this customer has EDI invoices or ASN's.
Tax:

1. The ship to record needs to have a valid tax code associated with it.
2. The product code needs to be marked taxable
3. The item needs to be marked taxable (spec or inventory item)

OR

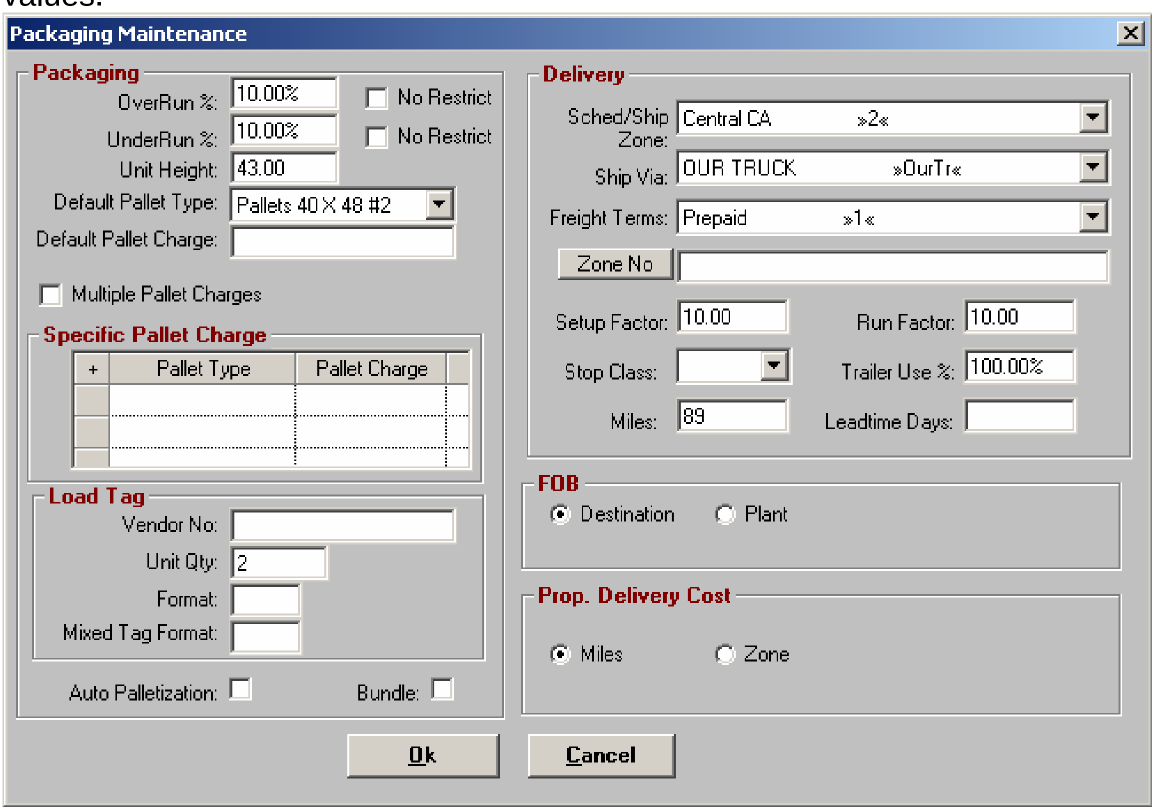
4. The Always apply tax needs to be checked on in the Ship to Record.

ONLY if the three (1,2,3) OR No.4 requirements have been made will tax be applied

Code – select tax rate here if sales to this location is charged a sales tax on the invoice.
Tax exempt No – enter customer's tax exemption number here if available. This is for record keeping only.
Date – enter date Tax # is received or expires (indicate which date it is by radio button selection.)
Always apply tax – turn on if everything sold to this customer is taxable.
Bartend file Names – Not used unless instructed to
Codes:
Region – defaults from customer file. Change if necessary, for sales analysis reports.
Territory - defaults from customer file. Change if necessary, for sales analysis reports.
From Warehouse Code – this field determines the default warehouse for the Move to FG. I.E. where to put the inventory as it comes off the bander. Normally this is set to the plant location. Then it is moved to a remote warehouse with a delivery receipt.
To Warehouse Code – If this ship address uses a warehouse transfer to place inventory prior to shipping you would enter a warehouse code for the transfer.
Authorized Pricer – only use this field if one and only one person can price this account. Otherwise leave it blank.
Sales:
Sales Division - defaults from customer file. Change if necessary, for sales analysis reports.
Prt Bill to – only use this if you want the invoices to go the ship to address instead of the bill to address in the customer file. Normally, this should be left blank.
Billing Cd- only use this if you want the invoices to go the ship to address instead of the bill to address in the customer file. Normally, this should be left blank.
Price lists – assign this ship to location to a price list, which can be created in the price list window (See Chapter on pricing). This is seldom used.

Agent 1,2,3 – assign sales agents to the ship to. Agent 1 defaults from the customer file.
Commission % - Enter % to include in the cost calculation for all estimates to this ship to.
Alternate Pricing Ship To – If you build all your specs to Ship To number zero, on all the other ship to records for this customer you can select the zero ship to as the alternate pricing ship to. Then all the ship tos will have the same quote history. HOWEVER- if the freight is different on each ship to, do not use this.
Other:
PO Acknowledgement Type – defaults to paper. Only change is your customer is set up for EDI acknowledgements.
Advance Ship Notice Type – defaults to paper. Only change is your customer is set up for EDI acknowledgements.
Manufacturing – Over Run % and Under run %. This allows the user to have a different % for manufacturing then shipping % to customer. If these fields are left blank, the manufacturing over and under run % will default to the shipping over and under run %

Before saving this record, Click on Packaging to enter default packaging information to be used in spec building. All information entered here will defaults to the specs, but can be changed at the spec level, so enter your 'most common' values.



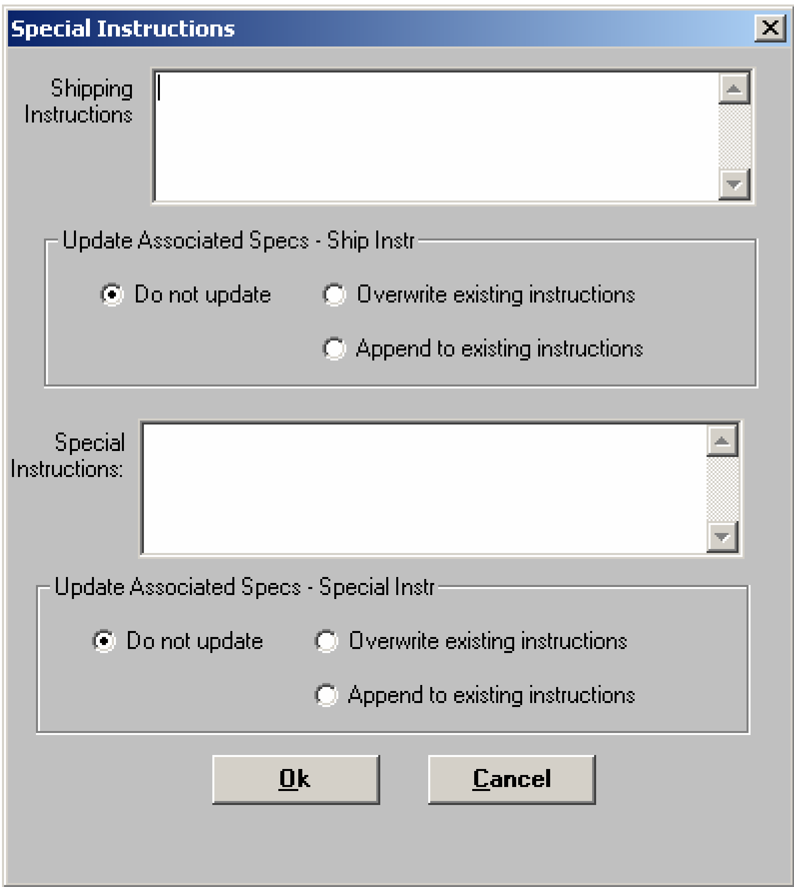
Packaging:
Overrun % - enter acceptable overrun for the ship to (No Restrict checked-Customer will take anything.)

Underrun % - enter acceptable underrun for the ship to (No Restrict checked- Customer will take anything.)
Unit Height – number of inches, including pallet, acceptable by customer. Some customers may have strict requirements.
Default Pallet type – Select most common pallet type for this customer (cost for this pallet will be added to the spec if a cost was entered in the Material Cost Screen).
Default Pallet Charge – only enter a dollar value here if you invoice your customer specifically for pallets. If pallets are included in the price, leave this blank.
Multiple pallet charges – Check here if you need to build more than one pallet charge, based on type of pallet.
Special Pallet charges – enter charges for the different types of pallets you bill to your customer
Load Tag:
Vender No – enter if you need to have this print on a load tag (will require a special load tag format.
Qty – number of tags per unit required.
Format – leave blank if you use your standard load tag for this customer. If a customer requires a special load tag, that format must be created, then the format number gets entered here. Example 02 the QRP would be LTxxxx02.qrp
Auto Palletization – check only if you want the system to calculated pallet patterns and qty per unit in spec building.
Bundle – check if you normally bundle items for the customer. Pulls in cost of bundle ties on specs.

Delivery:
Sched/Ship Zone – select shipping zone for this customer. Used for shipment planning from a table built.
Ship Via – select the carrier to use FOR ESTIMATING PURPOSES. Make sure rates are built for the carrier selected.
Freight Terms – select appropriate terms.
Zone No – select if you use a zone method for freight costs
Set Up Factor – use 10 to apply standard fixed freight costs (recommended).
Stop Class – use 1 to apply standard stop charge (recommended).
Miles – enter one way miles to this ship to. Required to get a freight cost.
Run Factor - use 10 to apply standard variable freight costs (recommended)
Trailer use % - 100% represents full trailer utilization. Modify this only if you never get full trailers or can't double stack for this customer. This will increase your freight costs which are based on trailer capacity.
Leadtime Days – This value will be added to the date returned from the available-to-promise logic, if turned on. If not turned on the leadtime days will be added to the date currently being calculated when due date is left blank.
FOB – select FOB terms (Remember, customer pick up is Plant) Destination- At customer dock FOB YOUR DOCK Plant- At our plant FOB OUR DOCK
Prop. Delivery Cost – leave on miles if freight is calculated by miles, Zone is Freight is calculated by Zone. Miles is most common.

Note: if you have a customer that has both delivered and CPU, it is recommended that you create a separate ship to for CPU. Select a carrier called CPU, with no freight costs, and change FOB to Plant.

Instructions:

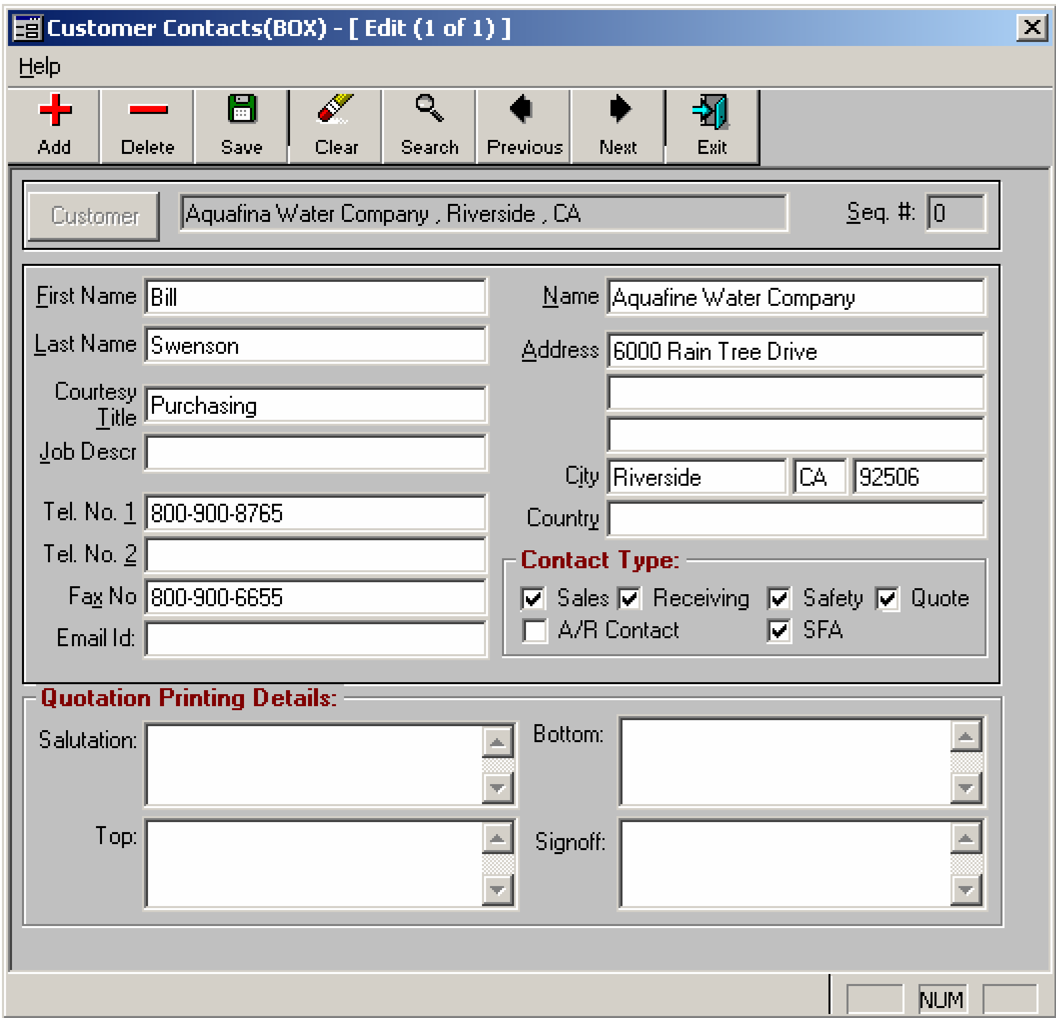


Special Instructions – enter manufacturing instructions that you want on ALL specs. You can enter spec specific instructions as you build specs.
Shipping Instructions - enter shipping instructions that you want on ALL specs. (I.e. 'Call before delivery'). You can enter spec specific instructions as you build specs.
Update Associated Specs –

- Do not update- will not update any current specs but will add notes to any new specs.
- Overwrite existing instructions- Will overwrite all current specs with new information
- Append to existing instructions- will add thses changes to currents specs in system

Customer Contacts:

To build customer contacts to use for sending quotes to or just to have as a handy reference, search as select the customer. From Customer Maintenance, choose the customer, click Maintain, Maintain Contacts. The following window appears:



Click Add, and the primary contact will be seq # 0. Each additional record will become 1,2,3,etc. Add the following data:

First Name – of the person to contact
Last Name – of the person to contact
Courtesy Title – of the person to contact
Job Description – of the person to contact
Tel No 1 – of the person to contact
Tel No 2 – of the person to contact
Fax No – of the person to contact

Name – Enter the customer name, as it should print on the quotes.
Address – this is the quote address. It may be different from the billing address.
Contact type – if quote, you can send a quotation to this person's attention. If AR contact mark as.
Quotation Printing Details:

Salutation – enter default salutation to print on a quotation to this person (i.e. Dear Tom, Dear Mr. Smith)
Top – enter default comments to print before the quotation (i.e. 'Here is the quote you requested').
Bottom - enter default comments to print after the quotation (i.e. 'Please contact me if I can be of further assistance').

Signoff – name of person sending the quote. (i.e. 'Sincerely, Mike Jones')

Save and Add as many contacts as you need, then Exit to return to the Customer Maintenance window.

10 QUICK STEPS APPROACH TO BUILDING CUSTOMER TABLES

1. From Customer Service module, click **ACTIONS, NEW CUSTOMER**. Enter data and review.
2. Click **CODES**, select appropriate codes from the drop downs on each field, then Click OK.
   - Leave the Billing code and sales code blank. When you save, it will be populated with your customer name.
3. Click **BILLING**, enter data and review.
4. To add customer contacts, click **Maintain, Customer Contacts**. Enter all contact information and save. Click ADD to build more than one. Click Save to return to Customer Maintenance.
5. Click **SAVE** on the Customer Maintenance Window to save all of the above information. This brings up the Ship To Maintenance window for you will build your ship to's.
6. Edit ship to 0 to have the PRIMARY ship to address (it defaults to the billing address).
7. Click **PACKAGING**, enter default packaging information for specs. Click OK.
8. Click **INSTRUCTIONS**, enter default shipping and manufacturing instructions for this ship to. These will default to every spec you build for the ship to. Click OK. Click **SAVE** on the Ship To Maintenance window.
9. Click **ADD** if you have more ship to's to build for this customer, then repeat steps 5-8.
10. Click **EXIT** to return to the Customer Service Window. You are in the Add mode, ready to build the next customer.