

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

TRIGGER EVENT:

A prospect account places a purchase order.

PURPOSE:

The purpose of this document is to record the SyteLine steps required to setup a new customer account.

PROCESS:

Quote to Cash

PROCESS STEP(s):

Quote, Order

REFERENCE:

- ISO 9001 Quality Management Systems - Requirements
- D0059944 Quote
- D0030848 Customer Orders
- D0053870 Customer Service Training Reference Manual

APPLICABILITY:


Sales and Customer Service

RESPONSIBILITY and ACCOUNTABILITY:

Customer Service Staff is responsible for entering all new Customer Accounts.

DEFINITIONS:

PROCEDURE:

1. Log into SyteLine
2. Open **Customers** form
 - a. International customer only, you must run a Denied Parties Checklist to ensure the account passes.
 - b. To ensure the account is not already set up in SyteLine, in the customer text field and/or city/state/country fields enter partial company information (followed by *).
 - c. Click the Filter in Place  button to see if customer account pulls up. If not begin a new customer account set up.

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

3. To create new account enter, (CTRL + N). All fields must be typed in capital letters.
 - a. Customer field: tab through (Customer number will be system generated once saved)
 - b. Customer text field: Enter customer's name, and the store name or ship to's city
 - c. Address field(s) : Enter billing street address
 - d. City text field: Enter the city for the billing address
 - e. Prov/St field: Enter Province or State location
 - f. Postal/Zip field: Postal or Zip Code
 - g. Country field: From the dropdown menu select country where product will bill to (United States must be typed in, not in the dropdown menu.)
 - h. Currency field: Defaults to USD
 - i. Bank code field: Defaults to current Company bank
 - j. Type field: Dropdown menu click either: 1 = Domestic / 2 = Foreign / 3 = InterCo
 - k. Country Dest. Field: For International accounts only, select final destination country when ship to address is within the United States
 - l. Dist Agreement box: For active International distributors accounts, box must be checked

4. Save form (CTRL + S)
5. Click on the **Ship To** tab
6. Click on Ship Tos button at the bottom of the tab

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

Customer: [dropdown] [input] [checkmark]

Address [1]: [input]
Address [2]: [input]
Address [3]: [input]
Address [4]: [input]

City: [input] Prov/St: [dropdown]
Postal/ZIP: [input] County: [input] EU Code: [input]
Country: [dropdown] Cust Due Period: [input]

Language: [dropdown] Currency: USD Bank Code: WF Customer Bank: [dropdown] Type: [dropdown]

Corporate Cust: [input] Allow Only Authorized Parts Dist Agreement Country Dest: [dropdown]

Customer Orders
Estimate Orders
Interactions
Projects
Contracts
Customer Document Profile
A/R Posted Transaction Detail
Leads
Opportunities
Send Communication
Find CRM Company

Ship To | Credit | Contacts | Codes | Payment History | Corporate Customer | Taxes | Revision/Pay | CRM | Interactions | User Defined

Default Ship To: 0 Ship Method Group: [dropdown]

| Ship To | Name | Address [1] | City |
|---------|------|-------------|------|
|---------|------|-------------|------|

Ship Tos

7. Click on the **Codes** tab

- a. Ship via field: Enter preferred carrier
- b. Salesperson field: From the dropdown menu select the appropriate regional manager
- c. Verify or adjust the Ship Partial and Ship Early check boxes

Customer: 56332 Ship To: 0
Name: ISO TEST

Addresses | **Codes** | Sales Contacts | DIFOT | User Defined | Ship

Ship Site: BET Warehouse: [dropdown] Ship Via: [dropdown] Consignment Warehouse: [dropdown]
Bill Transportation To: Shipper Carrier Account: [input] Carrier Upcharge: 0.00
 Show In Drop-Down Lists Ship Partial Residential Indicator Ship Hold Ship Early Include Orders In Excise Tax Report

b. Salesperson field: Salesperson: [dropdown] Currency: USD Language: [dropdown] Export Type: Non-Export Pref Geo Code: [input] Validate

Tax Code: [dropdown] Tax ID: [input] Branch ID: [input]

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

8. Click on the **Ship** tab
 - a. Freight terms field: Freight terms field: From the dropdown menu select the appropriate freight terms for the account

Customer Ship-Tos (Linked) ×

Customer: 56332 Ship To: 0

Name: ISO TEST

Address Codes Sales Contacts DIFOT User Defined **Ship**

a. Freight terms field → Freight Terms:

Freight Terms ID:

Intermediate ID:

Forwarder ID:

8. Ship tab

9. Save form (CTRL + S)
10. Begin a new record (CTRL + N)
 - a. Customer field: System will default this field to the system generated customer number
 - b. Ship to field: System will default this field to ship to number 1
 - c. Name field: Enter ship to's company name
 - d. Address tab/field(s): Enter the ship to company's street address
 - e. City field: Enter the city for the ship to location
 - f. Prov/St field: Enter province or state for the ship to location
 - g. Postal/Zip field: Enter postal or zip code for the ship to location
 - h. Country field: Enter country for the ship to location
 - i. Contact field: Enter name of contact at ship to location
 - j. Phone field: Enter phone number of contact at ship to location

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

a. Customer field → Customer: [dropdown] Ship To: [dropdown] ← b. Ship to field

c. Name field → Name: [text field]

d. Address field → Address [1]: [text field]

e. City field → City: [text field] Prov/St: [dropdown] ← f. Prov/St field

g. Postal/Zip field → Postal/ZIP: [text field] County: [text field]

h. Country field → Country: [dropdown] EU Code: [checkbox]

i. Contact field → Contact: [text field]

j. Phone field → Phone: [text field]

Other: [text field]

Default Ship To

Ship To E-mail: [text field]

Bill To E-mail: [text field]

11. Click on the **Codes** tab

- Ship Via field: Enter preferred carrier
- Salesperson field: From the dropdown menu select the appropriate regional manager
- Verify or adjust the Ship Partial and Ship Early check boxes

Customer: [dropdown] Ship To: [dropdown]

Name: [text field]

11. Codes tab

Address Codes Sales Contacts DIFOT User Defined Ship

Ship Site: [dropdown] Consignment Warehouse: [dropdown]

Warehouse: [dropdown] Bill Transportation To: [dropdown]

Ship Via: [dropdown] ← a. Ship Via field

Carrier Account: [text field]

Carrier Upcharge: [text field]

Show In Drop-Down Lists → Ship Partial ← c. Ship Partial box

Residential Indicator Ship Hold Ship Early ← c. Ship Early box

Include Orders In Excise Tax Report

b. Salesperson field → Salesperson: [dropdown] Currency: [text field]

Language: [dropdown] Export Type: [dropdown]

Pref Geo Code: [text field] Validate

Tax Code: [dropdown] [text field]

Tax ID: [text field] Branch ID: [text field]

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

12. Click on **Ship** tab

- a. Freight terms field: From the dropdown menu select the appropriate freight terms for the account.

Customer: Ship To:
Name:

Address | Codes | Sales Contacts | DIFOT | User Defined | **Ship** ← 12. Ship tab

Freight Terms: ← a. Freight terms field
Freight Terms ID:
Intermediate ID:
Forwarder ID:

Note: For freight terms of collect, or bill recipient, follow these instructions:

- i. Freight Terms ID field: Right click, select Add option

Customer: Ship To:
Name:

Address | Codes | Sales Contacts | DIFOT | User Defined | **Ship** ← 12. Ship tab

Freight Terms: ← a. Freight terms field
Freight Terms ID: ← i. Freight terms ID
Intermediate ID:
Forwarder ID:

- ii. Address Type field: From the dropdown menu select collect or bill recipient
- iii. Ship Via field: From the dropdown select preferred carrier
- iv. Source field: Dropdown menu select customer option.
- v. Customer ID field: Enter the customer account number followed by an * and hit the dropdown to select customer Ship to 1
- vi. Ship Account # field: Enter the customer's freight carrier account number

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

Customers Customer Ship-Tos (Linked) Shipping Address (Find) ×

Address Type: * ← ii. Address Type field

ID: * Ship Via: * ← iii. Ship Via field

iv. Source field → Source: * Customer ID: * ← v. Customer ID field

Company Name:

Contact Name:

Address[1]:

Address[2]:

Address[3]:

City: Prov/St:

Postal/ZIP:

Country:

Phone:

Email:

Ship Account#: ← vi. Ship Account# field

13. Save form (CTRL + S)

14. Close the **Shipping Address** form

15. Save form (CTRL + S)

16. Close the Ship To form. This will take you back to the **Customers** form.

17. Default Ship to field: Select 1 from the dropdown menu

Customer: ✓

Address [1]: Language:

Address [2]: Currency:

Address [3]: Bank Code:

Address [4]: Customer Bank:

City: Prov/St: Type:

Postal/ZIP: County: Cust Due Period:

Country: EU Code:

Corporate Cust: Dist Agreement

Allow Only Authorized Parts Country Dest:

Customer Orders
Estimate Orders
Interactions
Projects
Contracts
Customer Document Profile
A/R Posted Transaction Detail
Leads
Opportunities
Send Communication
Find CRM Company

Ship To | Credit | Contacts | Codes | Payment History | Corporate Customer | Taxes | Revision/Pay | CRM | Interactions | User Defined

17. Default Ship To Field → Default Ship To:

| Ship To | Name | Address [1] | City |
|---------|------|-------------|------|
|---------|------|-------------|------|

18. Click on **Contacts** tab

a. Enter any applicable, billing and purchasing contact information

- Order Contact field: Enter the name of the order contact
- Phone field: Enter phone number of the order contact
- Fax field: Enter fax number of the order contact

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

- iv. Billing Contact field: Enter the name of the billing contact
- v. Billing Phone field: Enter the phone number of the billing contact

18. Contacts tab

i. Order Contact field

ii. Phone field

iii. Fax field

iv. Billing Contact field

v. Billing Phone field

19. Click on **Codes** tab

- a. Price Code field: From the dropdown menu select the appropriate price code

19. Codes tab

a. Price Code field

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

- 20. Click on Corporate Customer tab, if applicable
 - a. If applicable, type in the Corporate Customer Account Number or select the Corporate Customer Account Number for the dropdown menu
 - b. Save (CTRL + S)

Customer Orders

Ship To

Customer: [Dropdown] [Text] ✓

Address [1]: [Text] Language: [Dropdown]

Address [2]: [Text] Currency: USD

Address [3]: [Text] Bank Code: WF

Address [4]: [Text] Customer Bank: [Dropdown]

City: [Text] Prov/St: [Dropdown] Type: [Dropdown]

Postal/ZIP: [Text] County: [Text] Cust Due Period: [Text]

Country: [Dropdown] EU Code: [Text]

Corporate Cust: [Dropdown] Dist Agreement

Allow Only Authorized Parts Country Dest: [Dropdown]

Ship To | Credit | Contacts | Codes | Payment History | **Corporate Customer** | Taxes | Revision/Pay | CRM | Interactions | User Defined

Corporate Address

Corporate Credit

Corporate Cust: [Dropdown] ← **a. Corp. Cust. Acct #**

20. Corp. Customer

- 21. Click on CRM tab
 - a. Territory field: Dropdown menu select appropriate territory code
 - b. Save form (CTRL + S)

Customer Orders

Ship To

Customer: [Dropdown] [Text] ✓

Address [1]: [Text] Language: [Dropdown]

Address [2]: [Text] Currency: [Dropdown]

Address [3]: [Text] Bank Code: [Dropdown]

Address [4]: [Text] Customer Bank: [Dropdown]

City: [Text] Prov/St: [Dropdown] Type: [Dropdown]

Postal/ZIP: [Text] County: [Text] Cust Due Period: [Text]

Country: [Dropdown] EU Code: [Text]

Corporate Cust: [Dropdown] Dist Agreement

Allow Only Authorized Parts Country Dest: [Dropdown]

Ship To | Credit | Contacts | Codes | Payment History | Corporate Customer | Taxes | Revision/Pay | **CRM** | Interactions | User Defined

21. CRM tab

a. Territory Field → Territory: [Dropdown] [Text] SIC: [Text]

Sales Team: [Dropdown] [Text]

Company Revenue: [Text] Number Of Employees: [Text]

WORK INSTRUCTION

Company Logo Here

DOC NUMBER: D0053764

REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

22. If applicable, click on **Customer Document Profile** button to set up task such as: Order Verification, Order Invoicing/Credit Memo, etc. (Button is located in right hand corner within the various menu option choices) All items highlighted in yellow need to be filled in. (Process will need to be replicated for each task required)

22. Customer Document Profile button

Customer: *atkins* ✓
 Address [1]:
 Address [2]:
 Address [3]:
 Address [4]:
 Language:
 Currency:
 Bank Code:
 Customer Bank:
 Prov/St:
 Type:
 County:
 Cust Due Period:
 Country:
 EU Code:
 Corporate Cust:
 Dist Agreement
 Allow Only Authorized Parts
 Country Dest:

Ship To | Credit | Contacts | Codes | Payment History | Corporate Customer | Taxes | Revision/Pay | **CRM** | Interactions | User Defined

Territory: SIC:
 Sales Team:
 Company Revenue: Number Of Employees:

- a. Ship To field: Select ship to 1 from the drop down menu
- b. Method field: Select appropriate method to be used: Printer, Fax, or E-mail
- c. Destination field: Insert the recipient's printer address, fax number, or e-mail address
- d. Task Name field: Select the appropriate task needed from the dropdown list
- e. Click on the active button (Failure to click on the active button will not allow the task to run in the system)

Customer Document Profile (Linked) ×

Customer: 4805

a. Ship To field → Ship To: [Yellow Highlighted]

b. Method field → Method: [Yellow Highlighted]

c. Destination field → Destination: [Yellow Highlighted]

d. Task Name field → Task Name: [Yellow Highlighted]

Description:

Copies: [Yellow Highlighted]

e. Active button → Active

Cover Sheet Company:
 Cover Sheet Contact:

Doc Task Setup

23. Save form (CTRL + S)

WORK INSTRUCTION

Company Logo Here


DOC NUMBER: D0053764

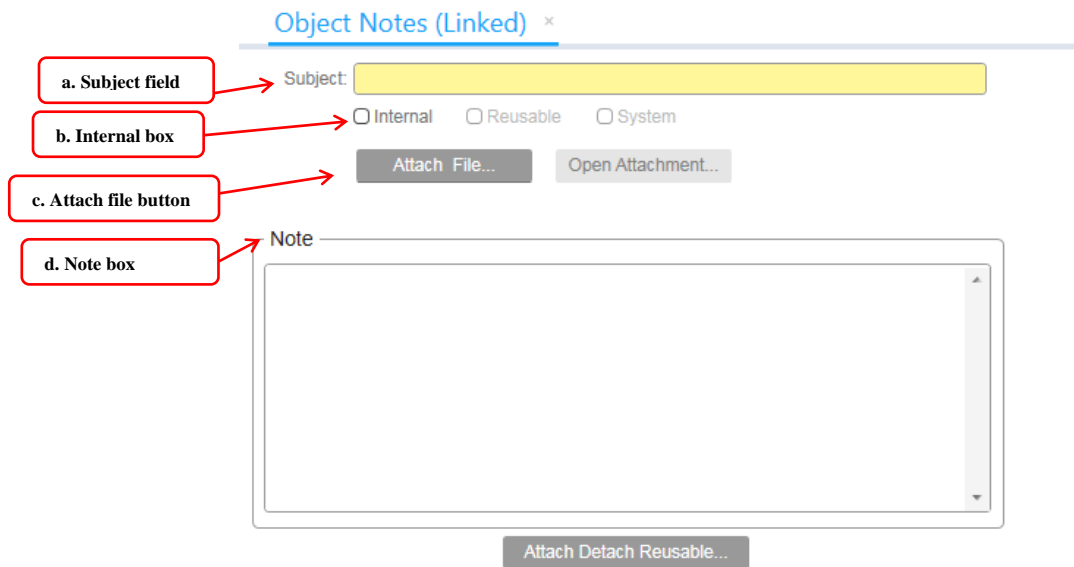
REVISION: A

OWNER: Customer Service

REV. DATE: 04/27/2017

NEW CUSTOMER ACCOUNT SETUP

24. Close out of **Customer Document Profile** form (This will take you back to the **Customers** form)
25. If special instructions are applicable, click on the **Note** icon  on the SyteLine toolbar to set up instructions such as: specific delivery instructions, purchase order requirements, etc.
 - a. Subject field: Type the brief description of the subject that the note is for (i.e.: Customer Note, Change of Billing Address, Shipping Note, etc.).
 - b. Click on Internal box
 - c. If applicable, click on attach file button, and attach specific file
 - d. Note box: Type special instruction(s)



The screenshot shows the 'Object Notes (Linked)' form. It includes a 'Subject' text field, radio buttons for 'Internal', 'Reusable', and 'System', an 'Attach File...' button, an 'Open Attachment...' button, and a large 'Note' text area. A 'Attach Detach Reusable...' button is located at the bottom. Red callout boxes with arrows point to:

- a. Subject field
- b. Internal box
- c. Attach file button
- d. Note box

26. Save form (CTRL + S)
27. Close **Object Notes** form
28. Notify A/R that a New Account has been set up.
 - a. International customers only: Put NT in the tax code
 - b. A/R will determine tax code for all other accounts.
29. Manually scan, browse, or upload any corresponding documentation to the customer service documentation storage (See D0054080 Customer Service Documentation Storage)

| REVISION | DATE | DESCRIPTION OF CHANGE |
|----------|------------|---|
| - | 04/14/2015 | Initial release |
| A | 04/27/2017 | Cosmetic / Formatting / General Editing Changes, Also, changed title of the document, along with adding screen shots to follow in the procedure for SyteLine. |
| | | |