ICE Business System

Customers - Customer Master File

(Version 1.1)

Learning Unit Guide

Signature Software

Table of Contents

I : Introduction

This Learning Unit Guide is reference-based, in that most of the information for the tasks can be found in the **Signature Learning Centre**.

This guide is designed as a workbook to be used during facilitator led learning.

It includes instructional materials, descriptions of business processes and details of demonstrations to be undertaken by the facilitator.

There are references to **menu paths** for accessing the functions within **ICE** application and **SLC References** for locating additional information in the **Signature Learning Centre**.

II : Objectives

Ensure correct use and provide regular maintenance of the Customer Master File to provide optimal use within the ICE Business System.

III : Target Audience

Administration or sales staff responsible for the maintenance of Customer details.

IV : Prerequisites

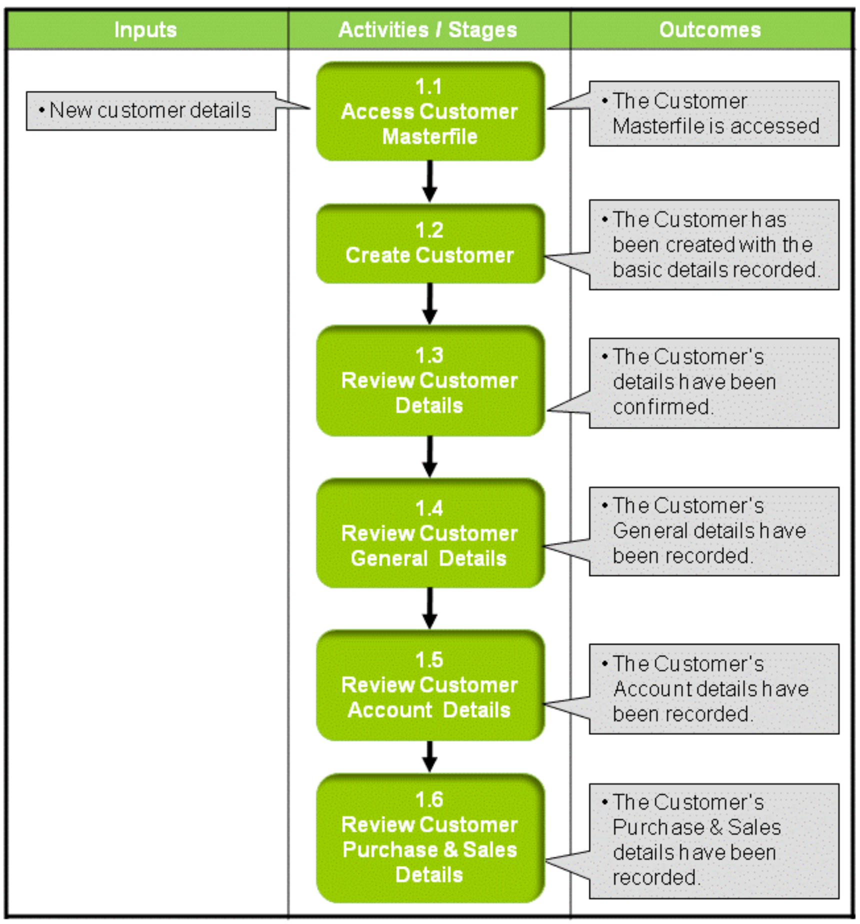
- Customers Setup Activities
- Customers Processing Activities

V : Scenarios

V.1 : Add a Customer - Standard

Workflow

Workflow :	Add a Customer- Standard
Scenario 1:	A Customer is to be created in the ICE Business System.



Scenario 1: Add a Customer - Standard

A Customer is to be created in the ICE Business System.

1.1: Access Customer Master File

Objectives:
• *View the Customer's Master File*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Access **Customer Master File.** Select menu path: **Admin > Customer** or **The [Customer] icon**
Screen: Customer Master File > Browse tab
2. Select the **Browse** tab.
3. Before creating a new **Customer**, the Master File should first be searched to ensure the **Customer** does not already exist. Search for the **Customer** by typing in any of the searchable fields.
4. Press **F12** to retrieve the search results and locate the **Customer** on the **Browse** tab.
5. If the Customer does not exist, press **F9** or the **Green "+"** button to insert a new Customer.

Outcomes:
• *The Customer is ready to be created.*
Notes:
• *N/A*

1.2: Create Customer

Objectives:
• *Record the basic details of the Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > Insert a new Customer
1. Select the **Customer Type** of either Corporation or Individual. 2. Enter the Customer Name in the **Customer's Trading Name** field. **Note:** *As search fields are case sensitive and Customer Lists appear in the case they were created, in it is recommended that all Customer details be created in upper case and Caps Lock be left on.* 3. Selecting **Tab** or clicking in the **Account Code** field will automatically populate a Customer **Code** that can be modified, if required. 4. Select a **Default Branch** for the Customer. 5. Enter the **ABN** of the Customer, if known. 6. Enter the **Street Address** of the Customer. 7. Enter the **Suburb** of the Customer. 8. Select the **State** of the Customer. 9. Enter the **Post Code** of the Customer. 10. Enter the **Postal Address** of the Customer, if required. 11. Enter the Contact details of the Customer by selecting their **Title** and entering their **Surname** & **First Name**. 12. Enter the **Telephone Number** of the Customer. 13. Enter the **Facsimile Number** of the Customer, if known. 14. Enter the **Mobile Number** of the Customer, if known. 15. Enter the **Email Address** of the Customer, if known. 16. Enter the **Web Address** of the Customer, if applicable. 17. Press **OK** to save the new Customer.

Outcomes:
• *The Customer has been created with the basic details recorded.*
Notes:
• *N/A*

1.3: Review Customer Details

Objectives:
• *Record additional details of the Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > Details tab
1. Select the **Customer Type** of either Corporation or Individual. 2. Enter the **Department** of the Customer, if applicable. 3. Select whether the Customer is an **Internal Customer** and if so, whether to **Apply GST to Internal** Customer. **Note**: *An internal Customer is a related Company.* 4. Select **F10**, the **Green "✓"** button or the **Apply** button to save the Customer's details. 5. Select the **General tab.**

Outcomes:
• *The Customer's details have been confirmed.*
Notes:
• *N/A*

1.4: Review Customer General Details

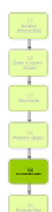
Objectives:
• *Record General details of the Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > General tab
1. Enter the **Registered Name** of the Customer, if different. 2. Enter the **ACN** of the Customer, if known. 3. Select the **Company Type** of the Customer. 4. Select the **Customer Type** of the Customer.

5. Select the **Business Type** of the Customer.
6. Enter any **General Comments** regarding the Customer.
7. Select a **Default Invoice/Credit Print Style** for the Customer, if required.
8. Select whether the Customer is **Sales Tax/GST exempt** and if so, enter the **Exempt Number.**
9. Select whether **Purchase Orders are required** to be recorded for the Customer before an Invoice is raised.
10. Enter the **Standing Order Number** you have with the Customer and the **Standing Order Review Date**, if applicable.
11. Select each of the **User Defined Lookup Tables** for the Customer, if applicable.
12. Select **F10**, the **Green "✓"** button or the **Apply** button to save the Customer's details.
13. Select the **Account tab.**

Outcomes:
• *The Customer's General details have been recorded.*
Notes:
• *N/A*



1.5: Review Customer Account Details

Objectives:
• *Record Account details of the Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > Account tab

1. Select the **Trading Terms** of the Customer.
2. Select whether the Customer has completed a **Credit Application.**
3. Enter the **Credit Limit** of the Customer.
4. Enter the **Reference** details for the Customers, if applicable.
5. Select whether **Transactions** are allowed for the Customer.
6. Select whether this is an **Active Customer.**
7. Select the preferred Account Contact.

Note:
*To add a new Contact, select the Account Contact field and press **F7**. Within the Create/Edit Contact Details screen press **F9**, record the new details of the Contact and then save and close the screen. The new Contact will now be available to be selected.*

8. Where this account is a sub-account of another Customer Account, select the **Master Account** and indicate whether the account is be **Consolidated**.
9. If required, enter a **Display Message** to appear on all Invoices and Credits for the Customer.
10. Select whether the Customer requires a **Statement to be Sent.**
11. If required, select whether to **Stop Credit on this Account,** to stop any new Invoices being created.
12. If the Customer's Account is overdue, select whether to **place warning automatically** and if so, enter the **number days after** the amount is overdue, the warning should be displayed and enter the **Warning Message** details.
13. If known, enter the Banking Details of the Customer such as **Drawer Name**, **Bank** and **Branch.**

    Note:
    This details can be automatically updated when entered in Accounts Receivable Banking.

14. Select **F10**, the **Green "✓"** button or the **Apply** button to save the Customer's details.
15. Select the **Purchase & Sales tab.**

Outcomes:
• *The Customer's Account details have been recorded.*
Notes:
• *N/A*

1.6: Review Customer Purchase & Sales Details

Objectives:
• *Record the Purchase & Sales details of the Customer.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > Purchase & Sales tab
1. If different, enter the **Delivery Address** of the Customer. **Note**: *To add a new Address select the Delivery Address field and press*

***F7**. Within the Create/Edit Address Details screen press **F9**, record the new details of the Address and then save and close the screen. The new Address will now be available to be selected.*

2. If known, enter the **Freight Company** to be used for the Customer

   Note:
   *To add a new Company select the Freight Company field and press **F7**. Within the Create/Edit Freight Company screen press **F9**, record the new details of the Company and then save and close the screen. The new Company will now be available to be selected.*

3. If applicable, enter the **Variable Price Code** for the Customer.

   Note:
   *To add a new Code select the Variable Price Code field and press **F7**. Within the Create/Edit Variable Price Code screen press **F9**, record the new details of the Code and then save and close the screen. The new Code will now be available to be selected.*

4. Select the **Area** for the Customer.

   Note:
   *To add a new Area select the Area field and press **F7**. Within the Create/Edit Area Code screen press **F9**, record the new details of the Area and then save and close the screen. The new Area will now be available to be selected.*

5. Select the **Sales Representative** for the Customer.

   Note:
   Only Users who are flagged as Sales Representatives in User Administration within the Utility can be selected.

6. If applicable, enter a **Sales Comment** for the Customer.

7. Select **F10**, the **Green "✓"** button or the **Apply** button to save the Customer's details.

Outcomes:
• *The Customer's Purchase & Sales details have been recorded.*
Notes:
• *N/A*

V.2 : Where the Customer Data is used within ICE

Workflow

N/A

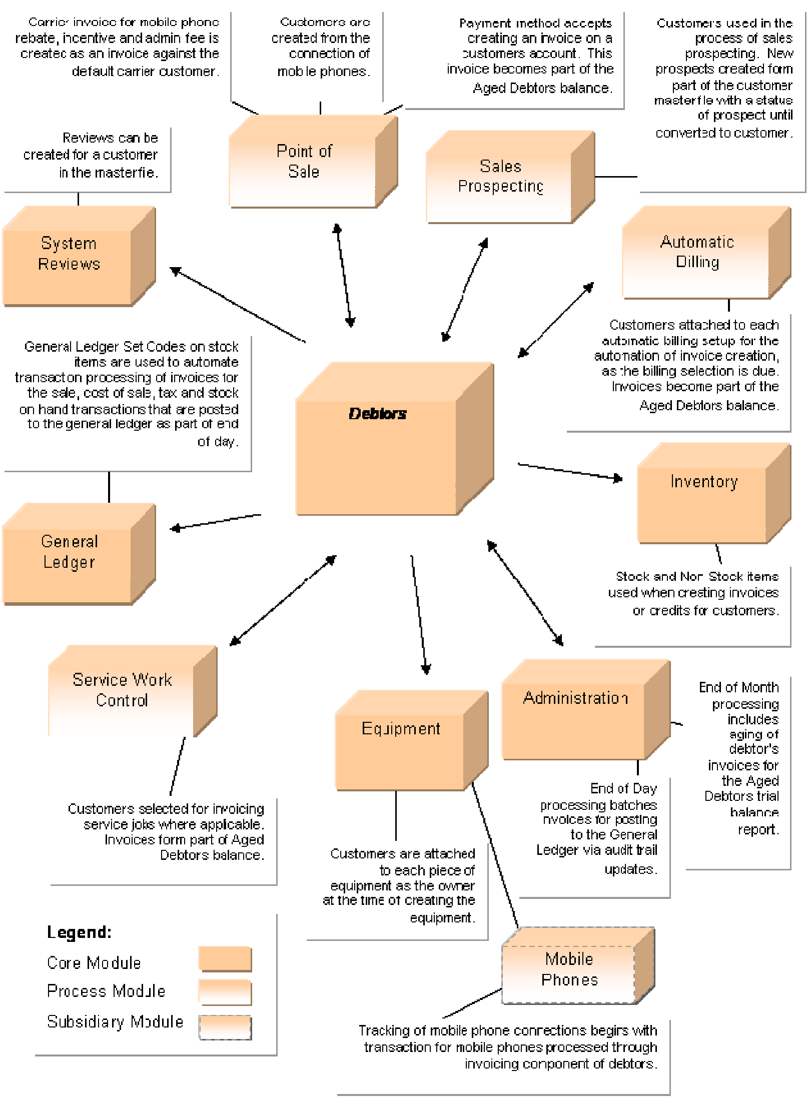
Scenario 2: Where the Customer Data is used within ICE

The details of a Customer are used within many modules of the ICE Business System.

2.1: Use of Customer Data

Objectives:
• *Outline where and how Customer data is used within ICE.*
SLC Reference:
• *ICE Business Systems > Customers*

Following is a diagram that illustrates the integration of Customer Masterfile data within the ICE Business System:

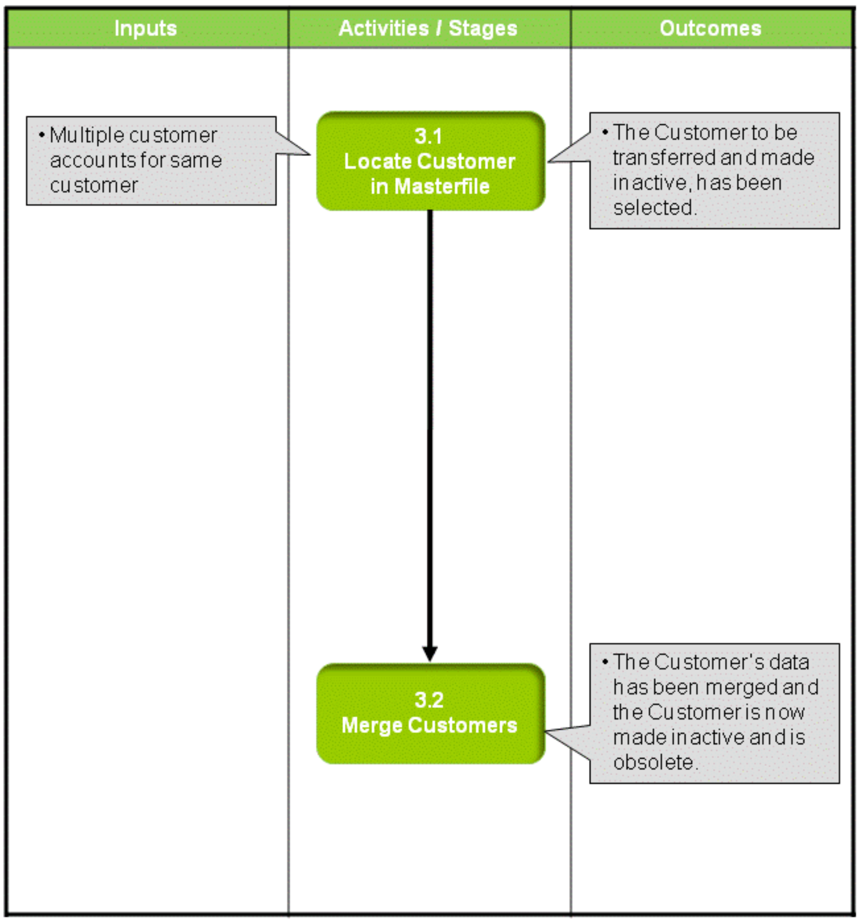


Outcomes:
• *User of the Customer Module and where the data is used within ICE has been identified.*
Notes:
• *N/A*

V.3 : Merge Customer Facility

Workflow

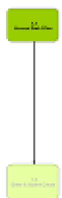
Workflow :	Merge Customer Facility
Scenario 3:	The same Customer has accidently been created twice. Both of the Customer's Accounts have been used, however they refer to the same Customer and the data attached to the Customers needs to be combined and one Customer made inactive.



Scenario 3: Merge Customer Facility

The same Customer has accidently been created twice.

Both of the Customer's Accounts have been used, however they refer to the same Customer and the data attached to the Customers needs to be combined and one Customer made inactive.



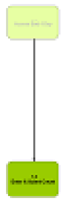
3.1: Locate Customer in Masterfile

Objectives:
• *View the Customer's Master File.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: ICE Main
1. Access **Customer Master File** Select menu path: **Admin > Customer** or **The [Customer] icon**
Screen: Customer Master File > Browse tab
2. Select the **Browse** tab. 3. Search for the Customer who's data is to be transferred to the other Customer account and then made obsolete, by typing in any of the searchable fields. **Note:** *This should be the Customer with the most inaccurate information.* 4. Press **F12** to retrieve the search results and locate the **Customer** on the Browse tab.

Outcomes:
• *The Customer to be transferred and made inactive, has been selected.*
Notes:
• *N/A*



3.2: Merge Customer

Objectives:
• *Transfer the transactions of the Customer to be made inactive to the Customer that will remain.*
SLC Reference:
• *ICE Business Systems > Customers > Setup Activities*

Work Instructions

Screen: Customer Master File > Merge tab
1. Select the **Merge tab**. 2. Select the **Customer Search Box**.
Screen: Customer Search
3. Search for the **Customer** to remain, by typing in any of the searchable fields. 4. Press **F12** to retrieve the search results. 5. Select the **Customer** required. 6. Press **OK** to select the **Customer** and close the Customer search.
Screen: Customer Master File > Merge tab
7. Select the **Transfer Customer Details** button.
Screen: Customer Master File > Warning
8. Select whether to **Continue** this irreversible process.
Screen: Customer Master File > Confirm
9. Check that the correct Customer has been selected and **Confirm** whether to continue with the merge.
Screen: Customer Master File > Login
10. Enter the Interbase username and password for local connection to the database, so the merge can be completed.

Outcomes:
• *The Customer's data has been merged and the Customer is now made inactive and is obsolete.*
Notes:
• *N/A*