University of Cincinnati

New Customer Maintenance Form Instructions

**New Customer** – Check if this is a new customer to be added into SAP

- If yes check yes box and continue to Customer Tax ID Number account box.
- If no check no box and check if this is a change to a customer's account or are we deleting the customer’s account from SAP.

**SAP Customer Account number** - Leave this blank. This box will be filled out by the Treasury department.

**Customer Tax ID Number** - Input Company’s tax id number in this box. This should be a nine digit number. If customer is a foreign company type in the word Foreign in this box.

**Customer Name** - Input companies name including any special designations such as attention to, department name, mail location, department attention. Anything we would need to ensure that the invoice gets to the proper person/department.

**Address** - Input complete company address. Include any special designations such as department name, mail location, suite number, room number. Anything again we would need to ensure that the invoice gets to the proper person/department.

Please note if customer would like invoice sent to a P.O. Box we will send to a P.O. Box, but we still would like a physical address, as a backup if needed.

If Invoice is going to a foreign country please include all information possible. For Foreign customers need to know City, Region, Country, and Foreign Zip code.

**Contact Name** - Input contact name of person in the company that the University can contact if invoice is later than 40 days old. This must be completed for Treasury to complete processing of this form.

**Contact Email** - Input contact email address whenever possible. This is a more convenient way of communicating with customers if there is a discrepancy with the invoice.

**Phone Number** - Input contact’s names phone number, so if the University needs to contact the contact person it is on file. This must be completed for Treasury to complete processing of this form.

**Fax Number** - If possible please include fax number, this is another way of communicating with contact person if necessary.

**Description of Customer purpose** - Input reason for opening this new account.

**Customer Industry** - Check either Service, Medical, or Rental box for industry customer is in.
**Source of Funding**- Please check off if Funding is Domestic (Mostly used for Non SPA customers), Foreign, Federal, State, Local, or Private.

**SAP Head Office Account Number (if Known)**- Input gl and cost center of where Invoice money is to be credited to if know at the time of request.

**Invoice Payment Terms**- Terms of when time of receiving invoice customer has to pay invoice. This is usually 30 days for non SPA customers and 35 days for SPA customers.

**Contract/ Customer PO Number**- This is not a required field, but if know input contract or PO number that this invoice is attached to.

**Notes / Instructions for AR Department**- Input any additional information that you deem pertinent for Treasury to know for invoicing. One common additional information is Dunning area and Dunning number are included in this area.

**Responsible Person (person Completing Form)**- This is the contact person at the University of Cincinnati that the Treasury department may contact for additional questions or help with this request form. Please print and sign your name.

**Date**- Date form was completed.

**Phone**- Phone number of the contact person at the University of Cincinnati.

**Department**- Department of the Responsible person who is completing form.

**Authorized Signature**- This is the supervisor or managers signature of the responsible person. This form will not be accepted if the responsible person and the authorized person are the same. Please print and sign your name.

**Date**- Date form was completed by authorized person.

**Phone**- Phone number of the authorized person at the University of Cincinnati.

**Department**- Department of the authorized person who is completing form.