

50.1 Set Up and Maintain Customer

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Revision History

| Version | Date | Revision Notes |
|---------|------------|---|
| 1.0 | 07/30/2019 | Accepted Version |
| 2.0 | 01/06/2020 | Updates related to interim, extension, or chart of account changes. |
| 2.1 | 01/24/2022 | Updates per Financials Wave Module Workgroup Sessions |

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General Information

This document describes and depicts the process steps and supporting information for the identified State of Florida financial management business process. This information should be read in conjunction with the Business Process Flow Diagrams.

The Dependencies and Constraints section describes any conditions or criteria that impact how or when the business process should be executed. These could be set within Florida PALM or from external sources (i.e., Law or Rule).

The Business Process Overview section summarizes the business process and provides context for understanding the objectives and desired outcomes of the described business process.

Within the Business Process Flow Details section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Process Step Title** – A short description assigned to each process step, which corresponds to the Business Process Flow Diagram
- **Description of Process** – A detailed narrative description of the process step, which provides additional information and context for understanding the process step

Florida PALM screenshots are included within the sections following the Business Process Flow Diagrams to allow connections to be made from specific business subprocess steps to screens within Florida PALM.

Also described below are the Ledger Impacts, Interfaces and Key Reports, which are displayed as icons on the Business Process Flow Diagrams. Ledger impacts describe where there is an update to one of the ledgers used to track activity for accounting, budget management, or financial reporting purposes. Key Reports describe where a report is identified to be produced at a particular process step or is used to support the completion of a process step. Interface IDs are provided for each interface identified on the Business Process Flow Diagrams.

Finally, included in the Terminology section are definitions of terms which will help the reader to better understand the document. These are terms that are used within this document that may be new or that require a description for common understanding.

Dependencies and Constraints

- Customer records are not required in Florida PALM due to the extensive use of agency business systems, unless the agency is creating bills or receivables on a customer account in Florida PALM.
- Florida PALM provides the ability to integrate customer data with agency business systems.

Business Process Overview

The Set Up and Maintain Customer business process is within the Revenue Accounting (RA) business process grouping. RA includes a collection of business processes that:

- Manage customer information, including demographic and billing information; and

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- Support the billing process for State revenues.

This business process addresses how the State establishes and maintains customer records. Florida PALM provides a customer record structure that allows each agency to maintain its own customer information. This structure allows the agencies to capture unique customer information and secure confidential or sensitive customer data. Grantors are also set up as customers in Florida PALM. As an agency provides a customer with services and/or goods, the agency can create the customer record directly in Florida PALM or import the customer information. Establishing a customer record is fundamental to the billing and receivable processes.

Customer records include general information, such as contact information, Taxpayer Identification Number (TIN), and customer type (e.g., grantor, interunit, business entity, and individual). Additional fields are also provided to capture agency specific data. If the customer is also a supplier, the Customer ID and Supplier ID can be linked. Agencies can attach documents such as revenue agreements and include notes pertaining to customer interactions.

Business Process Flow Details

The table below describes steps in the business process as reflected on the Business Process Flow Diagram. The table also reflects information associated with each step describing the intent of the specific process.

The Business Process Flow Diagram uses horizontal swim lanes to depict where activities are performed by different parties or systems. Each swim lane is titled with a role, either agency-based or within Department of Financial Services (DFS), and in some cases, are representative of an external entity or system. The swim lanes may change from page to page within a single business process as more or fewer roles are required to execute sections of the business process. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

50.1 – Set Up and Maintain Customer

Table 1: Set Up and Maintain Customer

| 50.1 – Set Up and Maintain Customer | | |
|-------------------------------------|--|--|
| Module | Billing | |
| Related Module(s) | Accounts Receivable, Grants | |
| Swim Lanes – Definition | Agency Customer Approver: agency role responsible for approving the customer record Agency Customer Processor: agency role responsible for entering the customer record | |
| Process Step ID | Process Step Title | Description of Process |
| 1 | Receives Customer Information | The Agency Customer Processor receives customer information to create or update customer data in Florida PALM. Confidential/sensitive customers (e.g., law enforcement or juveniles) are secured in the system based on configuration. |
| 2 | Manually Create Customer Record | If a customer does not exist, the Agency Customer Processor has the option to manually create a customer in Florida PALM. |

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| Process Step ID | Process Step Title | Description of Process |
|-----------------|--|---|
| 3 | Update Customer Record | If a customer exists in Florida PALM, the Agency Customer Processor can update customer data in the system. This would include inactivating the customer if they are no longer doing business with the agency. |
| 4 | Enter General Information | The Agency Customer Processor enters general information for a customer (e.g., customer name, address, parent/child relationship, status, type, and grantor). This is where the customer would be marked as inactive. |
| 5 | Enter Bill-To Options Information | The Agency Customer Processor enters bill-to options information for a customer (e.g., collection responsibilities, payment method, and payment terms). |
| 6 | Enter Customer Contact Information | The Agency Customer Processor enters customer contact information (e.g., contact name, phone, and address information). |
| 7 | Enter Miscellaneous Customer Information | The Agency Customer Processor enters miscellaneous customer information (e.g., Supplier ID, TIN, and Dun & Bradstreet Number, Customer Group Info). Customer record includes user-defined, alphanumeric fields that have character limits. |
| 8 | Inbound Customer Spreadsheet Upload | If a customer does not exist, the Agency Customer Processor has the option to upload customer data into Florida PALM using a spreadsheet. This is generally used when multiple customer records are being created. |
| 9 | Inbound Import Customer Data | An automated process imports the customer spreadsheet file to the customer record. |
| 10 | Customer Data | If a customer does not exist, agencies may provide customer information via a file, which can be uploaded from the respective agency business system to create the customer. |
| 11 | Import Customer Data | An automated process imports the customer interface file to the customer record. |
| 12 | Add Revenue Agreement as Attachment | If a revenue agreement exists, the Agency Customer Processor has the option to attach the document to the customer record for future reference in Florida PALM. |
| 13 | Approve Customer Record | If an Agency Customer Approver accepts the new customer record, then the record is created in Florida PALM. If the Agency Customer Approver requires additional information, the workflow routes back to the Agency Customer Processor to update the customer record. If an Agency Customer Approver declines the new customer record, they will enter the appropriate reason in the workflow and the process ends. The new customer record is not created and information is not retained. The Agency Customer Processor or Approver can use online screens to compare the customer TIN number against the supplier records. |
| 14 | Export Customer Data | This process generates and exports a customer data file for agencies. |
| 15 | Outbound Customer Data | The customer data file includes customer addresses, bill-to options, and other customer attributes. |

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FloridaPALM

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

SetID 37000 Customer ID DEP000000000001 General Info Links [...More](#)

*Status Copy From Customer Level

*Date Added *Since *Type

*Name 1 *Short Name

Name 2

Currency Code Rate Type

Roles

Bill To Customer
 Bill To Selection

Ship To Customer
 Ship To Selection

Sold To Customer
 Sold To Selection

Broker Customer

Indirect Customer

Correspondence Customer
 Correspondence Selection

Remit From Customer
 Remit From Selection

Corporate Customer
 Corporate Selection

Consolidation Customer

Grants Management Sponsor

Consolidation Business Unit

Federal Attributes

Federal Customer Trading Partner Code

Appropriation Symbol Not Required for Reimbursable Agreements Disbursing Office

Contracts Options

Hold Billing on Unpaid Cost

Support Teams Personalize | Find | View All | | First 1 of 1 Last

| Team Code | Default | Description |
|-----------------------------------|-------------------------------------|-------------|
| <input type="text" value="AEGS"/> | <input checked="" type="checkbox"/> | Specialist |

Address Locations Find | View All First 1 of 1 Last

*Location Bill To Primary Broker Primary

Description Ship To Primary Indirect Primary

Sold To Primary Correspondence Address

Figure 1: Customer Entry Page, General Info Tab

Appropriation Symbol Not Required for Reimbursable Agreements

Contracts Options

Hold Billing on Unpaid Cost

Support Teams Personalize | Find | View All | | | First 1 of 1 Last

| Team Code | Default | Description |
|-----------|-------------------------------------|-------------|
| AEGS | <input checked="" type="checkbox"/> | Specialist |

Address Locations Find | View All | First 1 of 1 Last

*Location Bill To Primary Broker Primary
 Ship To Primary Indirect Primary
 Sold To Primary Correspondence Address

RFID Enabled VAT Default VAT Service Treatment Setup

Address Details Find | View All | First 1 of 1 Last

*Effective Date *Status
 Tax Code Language Code
 Physical Nature Where Performed
 Alternate Name 1 Alternate Name 2

Country United States

Address 1
 Address 2
 Address 3 View Phone Information

City In City Limit
 County Postal
 State Florida

General Info Links

Figure 2: Customer Entry Page, General Info Continued

FloridaPALM

General Info | **Bill To Options** | Ship To Options | Sgld To Options | Miscellaneous General Info

SetID 37000 Customer ID DEP000000000001 Cape Leisure Silver Springs, LLC

Customer Bill To Options Find | View All First 1 of 1 Last

*Effective Date *Status

Currency Code USD Rate Type CRRNT

Responsibilities

Credit Analyst Collector

AR Specialist Bill Inquiry Phone

Billing Specialist Billing Authority

Billing Options

Direct Invoicing
 Federal Highway File
 Prompt for Billing Currency
 Electronic Invoice

*Freight Bill Type

Bill Type

Billing Cycle Identifier

Invoice Form

Bill By Identifier

AR Distribution Code

Hold Number of Days

Billing Consolidation Data

Consolidation Key

SetID

Customer ID

Blanket Purchase Orders

Blanket PO Number

Start Date

End Date

Order Management Options

Purchase Order Required
 Disable Prices on Receipt

Figure 3: Customer Entry Page, Bill To Options Tab

Florida PALM

General Info | Bill To Options | Ship To Options | Sgld To Options | **Miscellaneous General Info**

SetID 37000 Customer ID DEP000000000001 Cape Leisure Silver Springs, LLC

Miscellaneous General Info

*Name 1

Name 2

Name 3

Tax ID

Supplier SetID Supplier ID [Supplier Information](#)

Workflow User

Customer Web Site [Go To Website URL](#)

Stock Symbol [Go To Stock Symbol](#)

Sub Customer Information

SubCustomer

SubCustomer 1 SubCustomer 2

Last Maintained 09/09/2021 Last Maintained By User ID KENNEDY.DLIMA

General Info General Info Links

General Info | Bill To Options | Ship To Options | Sold To Options | Miscellaneous General Info

Figure 4: Customer Entry Page, Miscellaneous General Info Tab

Ledger Impacts

Table 2: Ledger Impacts Included on Business Process Flow Diagrams

| Ledger Impact ID | Ledger - Ledger Impact Title | Ledger Impact Description |
|------------------|------------------------------|---------------------------|
| N/A | | |

Key Reports

Table 3: Reports Included on Business Process Flow Diagrams

| Report Number | Report Description | Report Frequency | Audience |
|---------------|---|------------------|----------|
| R1 | BIR005 - Customer Record Report – A report that provides all customers and customer addresses within a business unit | Periodic | Agencies |

Note: A complete list of reports may be found in the [Reports Catalog](#)¹.

Conversions

Table 4: Data Converted from External System to Florida PALM

| Conversion Number | Conversion Description | Conversion Frequency | Source |
|-------------------|--|----------------------|----------|
| ARC001 | Conversion of active customers from agency business systems. | One-time | Agencies |

Note: A complete list of conversions may be found in the [Catalog of Conversion Offerings](#)². This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Interfaces

Table 5: Interfaces Included on Business Process Flow Diagrams

| Interface Number | Interface Description | Interface Frequency | Source | Target |
|------------------|---|---------------------|-------------------------|-------------------------|
| ARI002 | Outbound Customer Data – Outbound interface that provides customer data to agency business systems (e.g., customer addresses, bill to options, and other customer attributes). | Daily | Florida PALM | Agency Business Systems |
| ARI006 | Inbound Customer Spreadsheet Upload – Inbound interface to load customer data via spreadsheet (Excel) upload. | Daily | Agency Business Systems | Florida PALM |

¹ <https://app.smartsheet.com/b/publish?EQBCT=a8d51896f0144ef6a87314b3c7824ba5>

² <https://app.smartsheet.com/dashboards/xW9gQqMRP6w5pFRGMQGjh4wwP676qf2h4mf57hP1>

| Interface Number | Interface Description | Interface Frequency | Source | Target |
|------------------|--|---------------------|-------------------------|--------------|
| ARI009 | Inbound Customer Data – Inbound interface that provides customer data from agency business systems. | Daily | Agency Business Systems | Florida PALM |

Note: A complete list of interfaces may be found in the [Catalog of Interface Offerings](#)³ on SmartSheet. This is a protected publication that requires login. If your business or technical teams do not currently have access to the Smartsheet Florida PALM Dashboard, contact your Readiness Coordinator to request their access.

Forms

Table 6: Forms Included on Business Process Flow Diagrams

| Form Number | Form Description | End User Role |
|-------------|------------------|---------------|
| N/A | | |

Workflows

Table 7: Workflows Included on Business Process Flow Diagrams

| Workflow Number | Workflow Description | End User Role |
|-----------------|---|--------------------------|
| ARW001 | Workflow that routes new customer records for approval. | Agency Customer Approver |

Agency Configurations

Table 8: Configurations Defined and/or Maintained by Agencies

| Configuration Number | Configuration Description | Frequency |
|----------------------|---|-----------|
| C-AR011 | AR Specialist – User who works on the customer's deductions and disputed items. | As Needed |
| C-BI001 | Bill Type – Represents a category of activity that should be grouped together on a particular bill. | As Needed |
| C-BI008 | Collector – User who works with a customer to manage collections. | As Needed |
| C-BI009 | Credit Analyst – User who works with a customer to establish credit limits and payment terms. | As Needed |
| C-BI014 | Payment Terms – Specifies how the payment due date and discount due date are calculated. | As Needed |
| C-BI015 | Billing Inquiry Phone – The number on invoices for customers to call if they have questions about their bills. | As Needed |
| C-BI016 | Billing Specialist – User who is responsible for answering billing inquiries and processing these bills. | As Needed |

³ <https://app.smartsheet.com/dashboards/xW9gQgMRP6w5pfRGMQJh4wvP676gf2h4mf57hP1>

Terminology

Customer – individual, entity, or agency including grantors, that conducts business and/or financial transactions with the State of Florida or otherwise is obligated to pay funds or incurs debt to the State.

Customer ID – a unique identifier for customers within Florida PALM.

Revenue Agreement – an agreement for goods and services between the State and a customer.

Supplier – individual and/or company doing business with the State, also referred to as a vendor.

Workflow – orchestrated and repeatable patterns of business activity enabled by the systematic organization of resources into processes with specific approvals that transform materials, provide services, or process transactional information.

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