OpenAir

OpenAir Management & Use: Intacct Customer Setup
The NDH Group, Ltd.
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Overview & Objective – The purpose of this O M & U is to provide guidance on Intacct Customer Setup. These Intacct based procedures must be completed prior to creating an OpenAir project (projects require association with an Intacct based customer).

Note: As presented, these procedures do not necessarily fit the business rules/requirements of every company using OpenAir. In addition, certain terminology presented provides only a sampling of possible names that could be applied.

Initial Navigation – To navigate to the Intacct Customer Setup Screen (from the Accounting Console):

1. Go to the Applications dropdown (upper right hand corner)

2. Select the Accounts Receivable Module

3. Go to the Records dropdown (middle of the menu bar)

4. Select the Record “Customers”

ADDING CUSTOMERS – This procedure outlines how to complete the setup of an Intacct Customer:

I. Click the “Add” link in the upper right hand corner of the screen
II. The form “Customer Information” should appear (the first tab is **<Customer>**)…from here the following information is required:

- **Customer ID** – Generally, this should correspond to a shortened version of the customer’s name. ***Note: Input of the Customer ID is important! Once input it cannot be changed.***
- **Customer Name** – This should be the legal name of the customer.
- **Print As** – If the customer has a different billing name convention (other than their legal name) it should be entered.
- **Address** – Enter the customer’s billing address. If there are multiple billing addresses and/or billing agents this can be accommodated for by using the Contact List (see below).
  - o <u>**Note**</u>**:** Other information is optional and does not need to be entered to complete the form.

…When the **<Customer>** form is complete click the **<Additional Information>** tab…and enter:

- **Term** – Select from among the standard terms offered (generally “Net 30 Day Terms”)
- **Account Label** – Select from among the standard templates
  - o <u>**Note**</u>**:** Other information is optional and does not need to be entered to complete the form.

…When the **<Additional Information>** form is complete click the **<Contact List>** tab...and enter:

- **Category** – If only one billing contact is maintained enter “Main Billing Contact”
- **Contact** – A separate Contact must be maintained for each billing agent. Contact entities must include a name, e-mail address, and a separate physical address if there are multiple agents to forward invoices to.
  - o <u>**Note**</u>**:** In the event that there are multiple billing agents additional contacts must be maintained. If multiple billing agents are established this will need to be reflected in the **<Bill to / Ship to>** tab where a *Primary Contact*, *Bill to Contact*, and *Ship to Contact* are selected.

…When the **<Contact List>** tab is complete click, “Save”

⇨ This completes the setup of the Intacct Customer.

Further Instruction & Use – For further information regarding Intacct Customer Setup contact your Account Executive or call The NDH Group, Ltd. at 312.461.0505.