

50.1 – Set Up and Maintain Customer

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Business Process Name

General Information

This document describes and depicts the process steps and supporting information for the identified State business process. Within the *Process Flow Details* section, included for each process step are:

- **Process Step ID** – A unique number assigned to each process step
- **Process Step Title** – A short description assigned to each process step
- **Description of Process** – A detailed narrative description of the process step
- **Ledger Impacts ID** – The number assigned to the documented accounting entry associated with the step

Also described below are the Ledger Impacts and *Reports*, which are displayed as icons 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.

Dependencies and Constraints

- Customer records are not required in Florida PALM due to the extensive use of agency business systems.
- Florida PALM provides the ability to interface customer data with agency business systems.

Business Process Overview

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 will be set up as customers. 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, inter/intraunit, business entity, and individual). Additional fields are also provided to capture agency specific data. For inter/intraunit billing, the customer record must be marked to allow this functionality. 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.

Subprocess Flow Details

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

The Business Process Flow Diagrams use 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 enterprise-based, and in some cases, are representative of an external party or system. The swim lanes may change from page to page within a single business subprocess as more or fewer roles are required to execute sections of the business subprocess. Optionally, the process flow diagram may reflect vertical swim lanes to further designate information such as systems or time intervals.

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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 customer does not exist, the Agency Customer Processor has the option to manually create a customer in Florida PALM.
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 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, inter/intraunit billing, 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	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.

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Process Step ID	Process Step Title	Description of Process
9	Import Customer Data	An automated process imports the customer spreadsheet file to the customer record.
10	Customer Data from Agency Business System	If a customer does not exist, some agencies may provide customer information via a file which can be uploaded from their agency business system to create the customer. Approval workflow for agency business system to Florida PALM is not enabled.
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. Revenue agreements do not include supplier/vendor agreements.
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, the process ends, and the new customer record is not created.

Ledger Impacts

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

Reports

Report Number	Report Description	Report Frequency	Audience
R1	Customer Error Report – provides error details for spreadsheet and agency business system interface load to Florida PALM	On Demand, Periodic	Agencies
R2	Customer Record Report – listing of new and modified customer data	On Demand, Periodic	Agencies
R3	TIN Match – provides a comparison based on Supplier records	On Demand, Periodic	Agencies
R4	AR Activities by Customer Type – provides a listing of items and balances	On Demand, Periodic	Agencies
R5	Aging – provides an aged open balance for customers	On Demand, Periodic	Agencies

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Terminology

Agency Business System – system, database, or other source of data wholly owned and operated by a state agency.

Customer – individual or entity 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 – customer ID is a unique identifier for customers within Florida PALM.

InterUnit – an invoice for goods or services being provided or an obligation being incurred between agencies.

IntraUnit – an invoice for goods or services being provided or an obligation being incurred within an agency.

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.

Business Process Flow Diagrams

Please see 50.1 Set Up and Maintain Customer located in the [D54 Standardized Business Processes > Working > Workstream C folder](#).