

# 50.1 – Set Up and Maintain Customer

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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

Also described below are the Ledger Impacts and 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. 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.

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
- Florida PALM provides the ability to interface customer data with agency business systems
- A customer record is required to create a bill or a receivable on a customer account

## 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
- 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. For interunit 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.

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## 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.

Table 1: Set Up and Maintain Customer

50.1 – Set Up and Maintain Customer		
Swim Lanes – Definition	<b>Agency Customer Approver:</b> agency role responsible for approving the customer record <b>Agency Customer Processor:</b> 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, interunit 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).

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Process Step ID	Process Step Title	Description of Process
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 Customer Data	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	Import Customer Data	An automated process imports the customer spreadsheet file to the customer record.
10	Customer Data	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.
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 and information is not retained. The Agency Customer Processor or Approver can use the TIN Match report 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	Customer Data	The customer data file includes customer addresses, bill-to options, and other customer attributes.

## Ledger Impacts

Table 2: Ledger Impacts Included on Business Process Flow Diagrams

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

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## Reports

*Table 3: Reports Included on Business Process Flow Diagrams*

Report Number	Report Description	Report Frequency	Audience
R1	Customer Record Report – listing of new and modified customer data	On Demand, Periodic	Agencies
R2	TIN Match – provides a comparison based on Supplier records	On Demand, Periodic	Agencies

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## Terminology

**Customer** – individual or entity, 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.

**InterUnit Invoice** – an invoice for goods or services incurred between agencies or within agency units.

**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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