



County of Riverside
OFFICE OF THE AUDITOR-CONTROLLER
STANDARD PRACTICE MANUAL

SUBJECT: ESTABLISHING AND MAINTAINING CUSTOMERS

SECTION:	7	CATEGORY: ACCOUNTS RECEIVABLE
SUB-SECTION:	701	
REVISED/ LAST REVIEWED:	3/22/02	APPROVED BY: <u>Robert Byrd</u>

PURPOSE: To provide uniform instructions for departments and agencies to establish and maintain customers.

SCOPE: Applies to County departments, agencies, special districts, and authorities, that are governed by Riverside County Board of Supervisors, and/or which maintain funds in the County Treasury.

POLICY: All areas within the scope of this policy are required when establishing and maintaining customers following the guidelines stated in this policy for approval by the Auditor Controller's Office.

PROCEDURES:

1. Entering and Saving Customer Information

- a) Departments will have access to enter and save customer information.
- b) The department billing processor will have exclusive access to enter and maintain customers.
- c) Financials Inquirers or Accounts Receivable Inquirers may have security to perform customer inquiries pending the approval of the Billing Processor.

2. Naming Conventions

Departments must adhere to the following naming conventions to prevent duplicate customer entries.

- a) Each customer entry must prefix with the two-character business unit.
- b) When a customer is entered into the OASIS system, the short name should be entered first, followed by the middle initial, and finally, the last name for proper name customer entries. The entry should be made using all capital letters. The OASIS On-line Library provides greater detail about the use of naming conventions when establishing and maintaining customers, and should be referenced if questions arise regarding this matter.

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