



Miscellaneous Accounts Receivable Customer Contact FAQ

October 2025

Question: How do I locate a customer if I didn't save/record the customer ID number?

Answer: Customers can be located using different criteria such as name, address, etc., on the main customer creation page. Use the navigation: **Main Menu > Customers > Customer Information > Create Customer Information.**

Question: How do I edit a customer or customer contact, e.g., name, address?

Answer: Email the MAR Team for needed customer and customer contact updates at miscar@mailbox.sc.edu

Question: Who is the Customer Contact:

Answer: The Customer Contact is the person who receives the invoice and, in most cases, is the contact regarding payment needs.

NOTE: While there are cases where the Customer Name and Contact are the same, when there is an actual business entity, the business should be the Customer, and a business employee should be the Contact.

Question: How do I know a customer contact has been successfully added to a customer?

Answer: : From the contact creation page, use the Customer ID to verify the addition of a contact. To access the contact creation page, use the navigation: **Main Menu > Customers > Create Customer Contacts.** The employees must have actually worked on the project, the charge must have occurred within the last 90 days, and the project must not be in close out, in order to move charges ON to a project.