Create Customer Contract
Quick Reference Guide

Create Customer Contract Overview

This Quick Reference Guide (QRG) is designed to walk a **Customer Contract Specialist** through the **Create Customer Contract** task for an existing customer in Workday. Customer Contracts in Workday allow you to systematically manage contract terms and create invoices for approved contracts. Creating the contract is the first step. Next step - set up the billing schedule.

HINT	You must have an existing customer in the system to create a **Customer Contract** for them. Refer to the **Create Customer** QRG for the steps to create a customer in Workday.

Procedure

On the Workday **Home** screen:

1. Type **Create Customer Contract** in the search field.
2. Select the **Create Customer Contract** task from the search results.

On the **Create Customer Contract** screen:

3. Select the **Company** to which the Revenue will be recorded.
4. Select the **Customer** from the drop-down list or type the Customer name or number for whom you want to create a contract.

CAUTION	If an entity is both a Customer and a Sponsor, both records will populate in this list. Be sure to select the Customer record, with the (CST-XXXXX) at the end. For example: × Albemarle County Public Schools (CST-00346) ...

5. Select the relevant **Contract Type** from the drop-down list.
6. Select the appropriate radio button:
   - **Create Blank Customer Contract** if a customer contract does not yet exist.
   - **Copy Details from Existing Customer Contract** if a similar contract type for the customer already exists.
   - **Copy from Contract Template** if an approved contract template exists.
7. Click **OK** to proceed.

On the second **Create Customer Contract** screen:

Under the **Contract Information** section, complete the required fields.

NOTE	**Company, Sold-To Customer, Bill-To Customer, Currency,** and **Contract Type** will auto-populate based on the selection made on the last screen.

8. Enter an **Effective Date.** It will auto-populate with the current date. Select the date from which you want the contract to be effective.

NOTE	**Contract Signed Date** is an optional field. Select the **Contract Signed Date** to indicate the date of agreement as needed. The **On Hold** check box is optional. Select the box to indicate that the contract is on hold.

Under the **Contract Detail** section, enter the details as needed.

9. Enter the **Contract Name.**
10. Enter the **Contract Description.**

NOTE	All fields in the **Contract Detail** section are optional. It is easier to find the contract in reporting if you enter a **Contract Name** and **Description**.

Under the **Contract Amounts and Balances** section, enter the required information.

11. Enter the **Contract Amount.**

NOTE	The **Contract Amount** must be equal to the total amount of all contract lines.

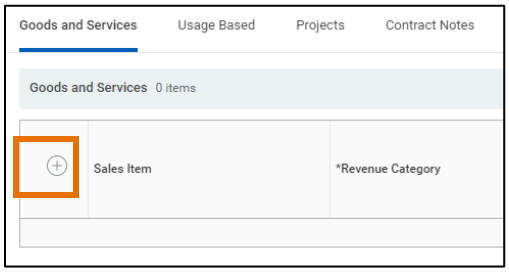
Under the **Additional Information** section, complete the required fields.

12. Enter the **Designated** worktag. The **Fund** will default. **Function** will default but is not required.
13. Enter the **Cost Center.** The **Business Unit** will default, if applicable.

NOTE	The **PO Number, Salesperson, and all optional FDM worktags** fields are optional. Leave **Default Tax Code, Discounts and Premiums Applied, Gift, and Grant** fields blank.

In the section at the bottom of the page:

14. Select the **(+)** icon to add a **Goods and Services** line.



In the **Line Details** sub-tab:

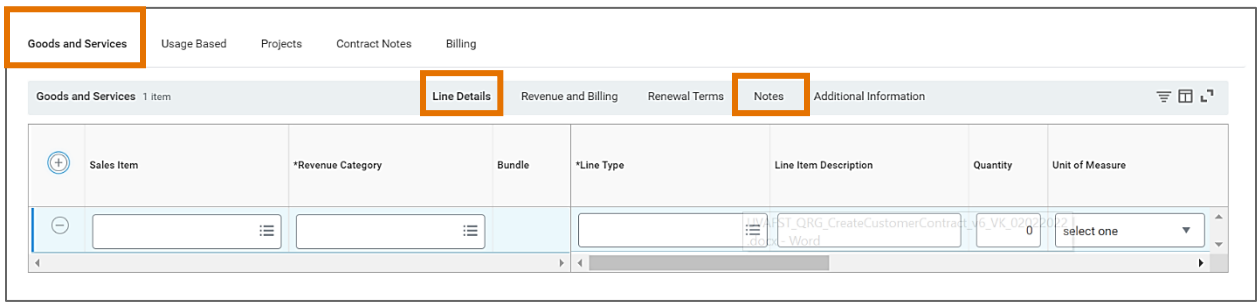
15. Select a **Revenue Category.**
16. Select a Line Type from the drop-down list:
    - **Fixed Amount** – Agreed upon amount.
    - **Variable Amount – Non Project** – Variable amount.
17. Enter a **Line Item Description**
18. Enter the **Quantity.**
19. Select the appropriate **Unit of Measure.**
20. Enter the **Unit Price.**

In the **Notes** sub-tab:

21. Enter an **Invoice Memo Line**. This memo appears on the resulting accounting journal once invoices associated with the contract have been generated.

NOTE	All fields in **Usage Based, Projects, Contract Notes** and **Billing tabs** are optional. All fields in **Revenue and Billing, Renewal Terms,** and **Additional Information** sub-tabs are optional.

HINT	If you want to monitor expiring contract lines, you need to check **Renewable** in the **Renewal Terms** sub-tab. This does not cause an automatic renewal.



22. Repeat steps 14-21 as needed.

23. Click **Submit** to submit the contract.

You have successfully completed this task. It will now be routed based on the workflow.