



# Customer Master Guide

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Revision 1

# Customer Master Guide

## Overview

If you need to request a new customer or make any changes to an existing customer's information, go to: <https://myscemployee.sc.gov> and log in using your current MYSCEmployee User ID and password.



After signing in, you will see the following screen. Click on the **Customer** tab.



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## Customer - Agency Administration screen

First, do a search on the customer you want to add to make sure it isn't already in the system. If the customer is in SAP, you will see all related results from your search. You can double click on any of the accounts to review to see if this is the one you need. If your customer is not in SAP, click the "New Customer" button.

**Customer Master - Search** 2010.11.04.0002 [Exit](#)

**Customer Search Parameters**  
(maximum results: 300 records)

Customer Number:  Corporate Group:   
Name:  City:

Corporate Groups only?  (Check to return only those records whose Corporate Group matches Customer Number)

1. Ever use a *wildcard* search? [Click here for help.](#)
2. Don't know what a *Corporate Group* is? [Click here for an explanation.](#)
3. Please only submit a **New Customer** request if the *Customer* is not already on file.
4. If an update needs to be made to an existing customer record, click the link on the name of the applicable record.

No customer matches found!

## Create Customer Request - Introduction

The first screen you will see is an introduction screen. Please read through this so that you understand the process. Then click the "Continue" button.

**'Create Customer' Request - Introduction** [Exit](#)

The 'Create Customer' process consists of 4 basic steps, some of which are optional. You may want to review and have 'at hand' the data elements listed below before starting the process.

- **Step 1** - The customer's name and corporate group number.
- **Step 2** - The name and phone of the primary contact for this customer.
- **Step 3** - The customer's mailing address.
- **Step 4** - Any additional message you would like to send to the administrator.

Please remember that if you close your browser or leave the registration application before clicking the **Finish** button in Step 4, you'll have to start the process over from the beginning. Use the buttons provided at the **bottom** of each step to navigate through the process...your browser's 'Back' button will not transmit your data to our server.

Sincerely,  
The Customer Master Administrative staff

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## Create Customer Request - Identification

You will need to complete the Customer Name (Line 1). You may use the additional name lines if needed. If you know the corporate group, enter that in the Corporate Group text box. If you don't know the corporate group, click the New Corporate Group check box. Next, click the Account Group drop down box and select the correct type. Please note that ZCCD (Other Government Agencies SC) refers to Counties, local governments and cities. ZGNR (General Customers) are non-state entities. When you have made your selection, click the "Next Step" button.

### 'Create Customer' Request - Identification [Exit](#)

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**Customer Name**

\*Name Line 1:

Name Line 2:

Name Line 3:

Name Line 4:

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**Customer Identification**

\*Corporate Group:

- OR -

\*New Corporate Group?  (Check to designate eventual Customer Number as Corporate Group)

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\*Account Group:

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**Step 1 of 4**

## Primary Customer Contact

The next step is to provide the Customer Contact information, including the name and telephone number. Enter your email address instead of the customer's in the Email Address text box. When completed, click the "Next Step" button. \*Please note the format of the telephone number (803) XXX-XXXX.

### 'Create Customer' Request - Customer Contact [Exit](#)

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**Primary Customer Contact**

\*Customer First Name:

\*Customer Last Name:

\*Customer Telephone Number:  Extension:

\*Requestor E-Mail Address:

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**Step 2 of 4**

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Next, you will enter the new customer's address information. You may use either a street address, a PO Box or both if needed. When completed, click the "Next Step" button.

### 'Create Customer' Request - Address [Exit](#)

**\*Please supply a Street Address or a PO Box for:** test

Building:  Room:  Floor:

Street Address:  (for example: 10263 Main St)

PO Box:  (for example: 1242)  
Only enter the PO Box number in this field (do not enter the text "PO Box"). The text "PO Box" is provided by our system when the address is printed.

\*City:   
\*Country: --Select-   
\*State/Province: -None-   
\*Postal Code:

PO Box City:  (if different than Street Address City entered above)  
PO Box Postal Code:  (if different than Street Address Postal Code entered above)

**Step 3 of 4**

The next screen gives the requester the option to include any special notes or instructions. This is an optional screen. When completed, or if you prefer to skip the message, click the "Finish" button.

### 'Create Customer' Request - Finish [Exit](#)

**Message to Administrator**  
Please provide any remarks describing this request that may be helpful to the administrators in processing this transaction.

Click the **Previous Step** button if you would like to review any of the information entered in the previous steps.  
Click the **Finish** button to submit your request.

**Step 4 of 4**

You are done. You will be notified via email of the new account number when your requested changes have been completed by the SCEIS team.