

Adding a New Customer/Sponsor

Purpose: Use this document as a reference for adding a customer in ctcLink.

Audience: Accounts Receivable.

All AR Customers and Sponsors are Global values and maintained by SBCTC. Please double check the customer already exists in ctcLink by searching for part or by abbreviation of a customer's name.

Adding a New Customer/Sponsor

1. If your customer does not exist, submit a [service ticket](#) to "*ctcLink Support > Finance > Customers*" containing:
 - **Customer Name** (please identify if Customer is a "Grant Sponsor")
 - **Address**
 - **Contact Name**
 - **Optional contact phone or email**
2. Note: multiple locations may already exist under Customer#. If an additional location is needed, submit a [service ticket](#) to "*ctcLink Support > Finance > Customers*" containing:
 - **Existing Customer#**
 - **Existing Customer Name**
 - **New Location Name**
 - **Address**
 - **Contact Name**
 - **Optional contact phone or email**
3. Process complete.