

Microsoft Dynamics® AX 2009

Global Address Book

White Paper

This document provides information about sharing party records in global address book across companies and within companies in Microsoft Dynamics AX 2009.

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<http://www.microsoft.com/dynamics/ax>



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Purpose

The purpose of this document is to enable the reader to understand the concept and use of the global address book in Microsoft Dynamics AX 2009. The key elements of this document will:

- Offer scenarios to set up and maintain the global address book.
- Suggest solutions and implementation steps for importing global address book information such as customer records.

Terms and Definitions

Term	Definition
Contact information	Information for contacting a person or organization by means other than postal mail. Examples are phone number, fax number, e-mail, or URL.
Entity	A logical collection of data for a specific record. For example, customer or vendor.
Global address book	A centralized table holding names for all party master data records (customer, vendor, employee, etc.) in Microsoft Dynamics AX.
Party	A person or organization. A party can be internal or external to an organization.
Party organization details	Data that applies to parties that are of type organization. Includes the following data: name, search name, language, number of employees, organization number, and category.
Party person details	Data that applies to parties that are of type person. Includes the following data: name (full name, first, middle, and last), search name, language, salutation, suffix, professional prefix, professional suffix, name sequence, initials, gender, nickname, marital status, birthday, anniversary, children, and hobbies.
Party role	Records that are associated with parties are referred to as party roles. Party roles include customer, vendor, business relation, contact, employee, competitors, and HR organization units. An individual party can be associated with one or more party roles in a Microsoft Dynamics AX company.
Virtual company	Virtual company accounts contain data in certain tables that are shared by any number of company accounts. This lets users post information in one company that will be available to another company.

Overview

The global address book was introduced in Microsoft Dynamics AX 2009 and allows information to be shared across Microsoft Dynamics AX companies and entities through a central repository of people and organizations. These individual records are referred to as party records. The data that is associated with party records includes name, address, contact information, and person/organization details.

Records that are associated with parties are referred to as party roles. Party roles include customer, vendor, business relation, contact, employee, competitors, and HR organization units. An individual party can be associated with one or more party roles in a Microsoft Dynamics AX company. For example, the organization party of 21st Century Electrics, Inc. can be associated with a customer, business relation, and vendor in Microsoft Dynamics AX company CEE and can also be associated with a vendor in Microsoft Dynamics AX company CEU. Benefits of this shared data include:

- Showing how people and organizations have relationships with other areas of the enterprise. The relationship and communication between two organizations changes when one organization has more than one role such as a vendor and customer. There might be special agreements that can be negotiated to encourage a closer partnership with the other organization.
- Ease of setup and maintenance. For example, when a change is made to an address, the update only needs to be made in one place; all of the other associated records are updated automatically.

If your company chooses to share party records across companies within Microsoft Dynamics AX, you must define one or more virtual companies. If you have not created virtual companies, the party records can only be shared between party roles within the same company in Microsoft Dynamics AX.

Scenarios

Prior to setting up the global address book and entering data into the system, your company must first determine whether it is necessary to share parties between companies. This determination must be made before other data such as customer or vendor information is entered into the system, because what you decide affects how the information is stored. The global address book settings and how they affect the day-to-day maintenance of the system are discussed below for three scenarios:

- Creating, modifying, and deleting records in the global address book when you do not want to share parties across companies
- Setting up the global address book when you want to share parties across companies
- Sharing party roles in the global address book

For a party type of Organization, data that can be shared between a customer record and a global address book record includes address, contact information, name, search name, language, organization number, number of employees, and category.

For a party type of Person, data that can be shared between a customer record and a global address book record includes name, search name, postal address, contact information and language.



Technical note: This data is stored in both CustTable and DirPartyTable. Any changes to the data will be synchronized between the tables.

Setup and maintenance in the global address book when you are not sharing parties across companies

If your organization decides not to share parties across Microsoft Dynamics AX companies, there is no special setup required for the global address book. However, creating and modifying party records is affected, because parties can be shared between party roles within a company.

Scenario background

Contoso has purchased Microsoft Dynamics AX 2009, and has decided to implement three Microsoft Dynamics AX companies:

- CEE – Contoso Entertainment Europe
- CEU – Contoso Entertainment USA

CEE and CEU are separate legal entities, sell to different customers, and purchase goods from separate vendors. Each company has its own employees. Contoso has decided to not share parties across their organization.

Creating and modifying customer records

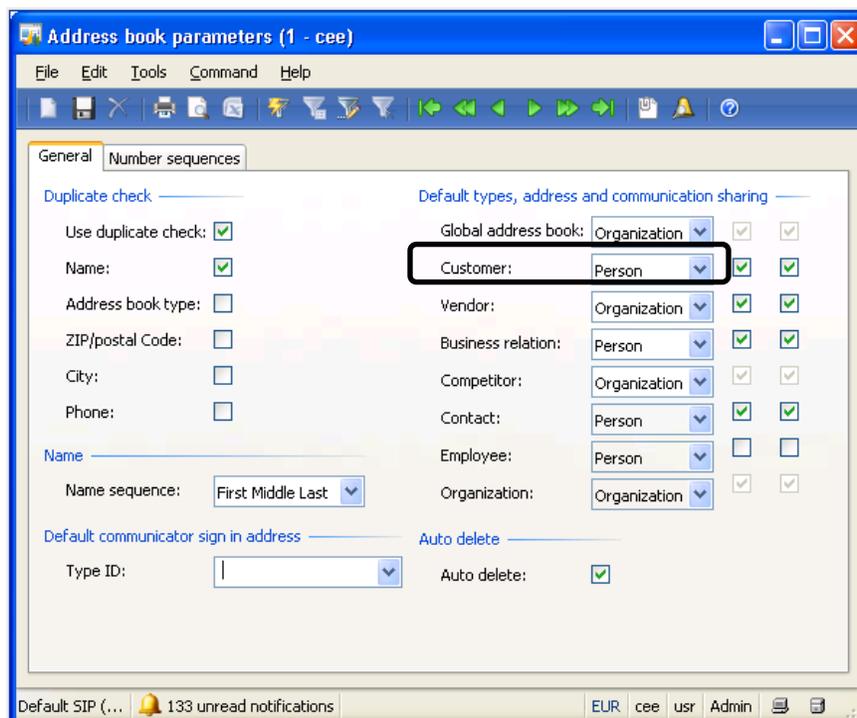
CEE and CEU are business-to-business and business-to-customer companies, meaning that they sell to other organizations as well as individuals. However, CEU is focused on organizations and CEE sells mainly to individuals.

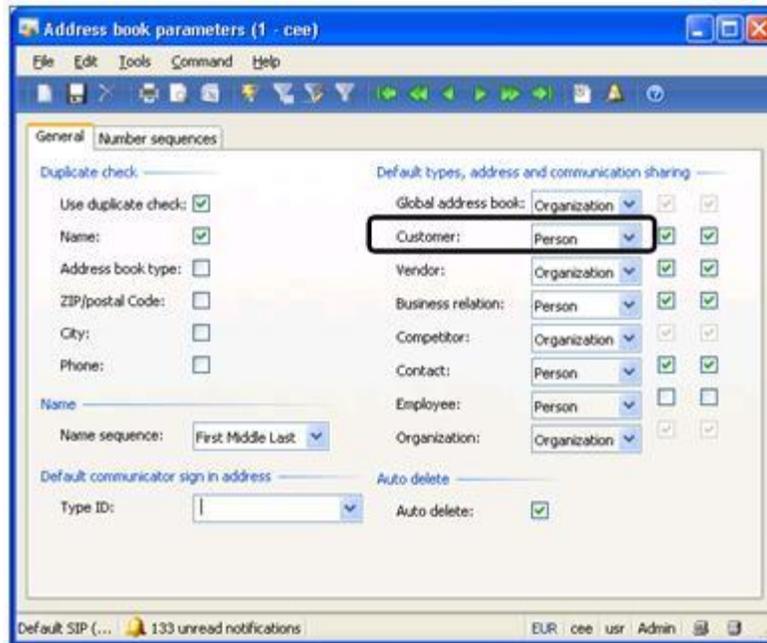
Set the default address book type

Because CEU's customers are mainly organizations, the address book type for customer records must be Organization. You don't have to change the address book settings for CEU, because the default address book type is Organization.

But CEE's customers are mainly individuals, so the default address book type for Customer must be Person. To change the address book type for CEE:

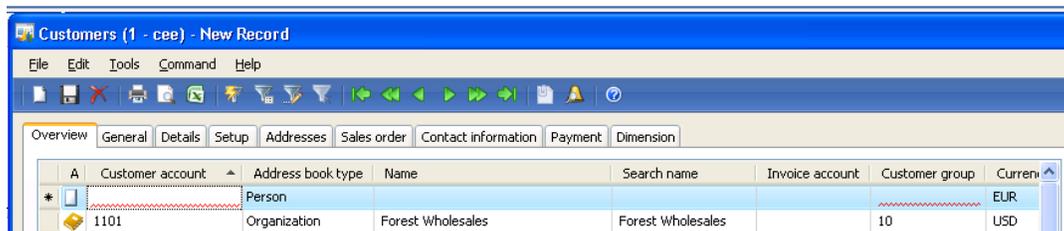
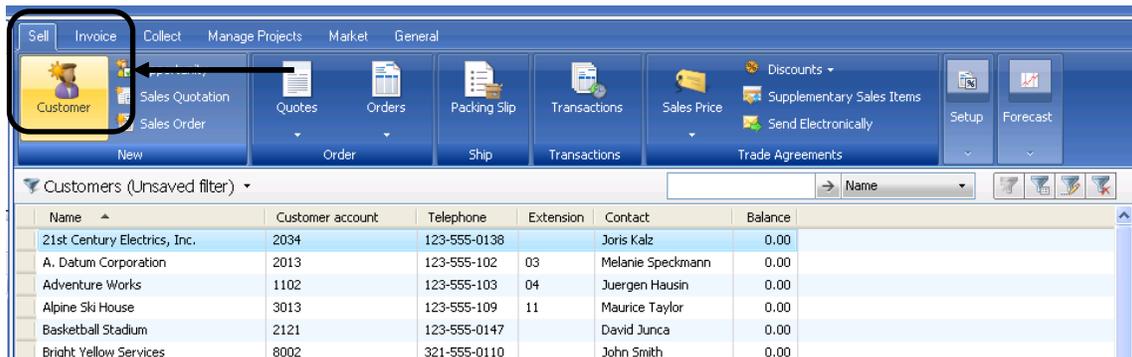
- Log into CEE company, go to the **Address book parameters** form (Basic > Setup > Global Address Book > Parameters) and on the **General** tab, change the default address book type for **Customer** to Person.





Create a customer record for a new party

1. When logged into CEE, click **Accounts Receivable > Places > Customer**, and then click **Customer** to create a new customer.





*Note: Notice that the address book type is Person by default, because that is the option that was set in the **Address book parameters** form in company CEE. If this were company CEU, the default address book type would be Organization, because that is the option that was set in the **Address book parameters** form in that company.*

2. In the **Customer account** field, enter the customer account number, and then in the **Name** field, enter Alexander Wu.

If you have set the system to check for duplicate information, and Alexander Wu matches another party name in CEE, a message will appear when you click outside of the **Name** field.

3. Select a customer group, and then save the customer record.



*Note: You can also use the lookup on the **Name** field to look for an existing party. The lookup is filtered to display the parties of the specific address book type. In this case, it would be limited to parties with the address book type of Person.*

A	Customer account	Address book type	Name	Search name	Invoice account	Customer group	Currency
	0003	Person	Alexander Wu	Alexander Wu		30	EUR
	0001	Person	Alfredo Fuentes Espinosa	Alfredo Fuentes Espi		30	EUR
	0002	Person	Aaron Con	Aaron Con		30	EUR

4. On the **Addresses** tab, press Ctrl+N to create a new address for Alexander Wu.

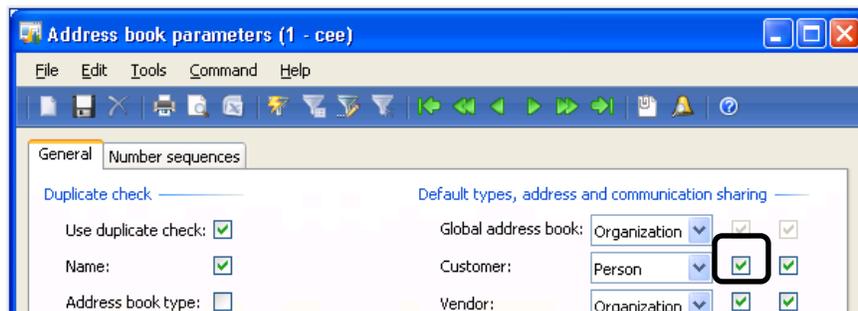
	Public	Primary	Name	Address type	Street name	ZIP/postal Code	City	County	State	Country/region
*	<input checked="" type="checkbox"/>	<input type="checkbox"/>								

Enter the following information.

- **Public:** Select this check box if you want the address to be visible from the global address book and other party roles. If this check box is not selected, the address can be viewed only from this customer record in this company. The default setting for this field is set in the **Address book parameters** form, by selecting or clearing the first check box next to **Customer** under **Default types, address and communication sharing**.



Note: The Public option cannot be changed after the address has been saved.



- **Primary:** Select the Primary check box if this is the principal postal address for this party. This address will be used by default in many scenarios. A party can have only one primary address and all party roles will identify this address as primary.



Note: The primary address must be public. If you attempt to mark a non-public address as primary you will receive the message, "The Public check box must be selected before the address can be selected as primary."

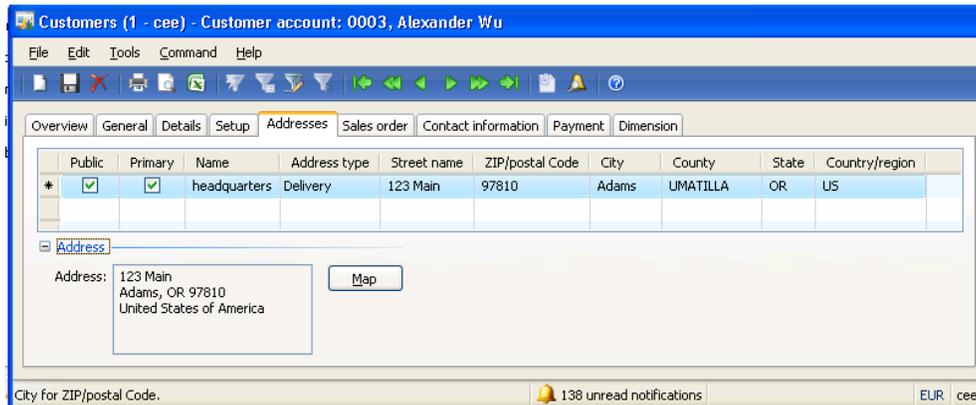


Note: To change which address is primary, first clear the Primary check box for the existing primary address and then select the check box for the new primary address. If you attempt to set an address as primary when another address is already designated as primary, you will receive the message, "Only one primary address is allowed per address book record."



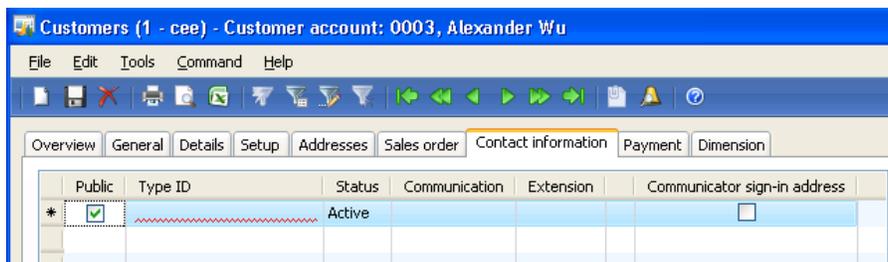
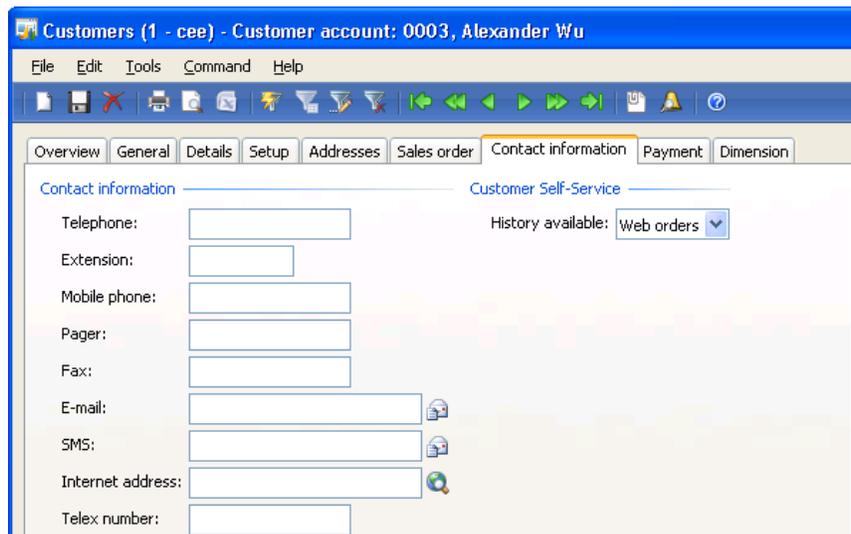
Technical note: The primary address is stored in the CustTable as well as Address. Any changes to the data will be synchronized between the tables.

- **Name:** Enter a description of the address, such as "Headquarters" or "Sales office."
- **Address type:** Select the purpose of this address. For example, it could be used for deliveries or for invoicing.
- **Street name:** Enter the street, building, or post box information. This field allows returns for multi-line entry. If multiple lines are entered, scroll buttons appear when focus is in the field.
- **ZIP/postal Code, city, county, state, country/region:** Enter the appropriate values.
- At the bottom of the address grid, you can expand the **Address** option and view the formatted postal address as it will print on documents.
- Click the **Map** button to open an online map for the address in Bing Maps.



5. Select the **Contact information** tab.

There are two views of the contact information: Simple and Advanced. The Simple view provides a static set of fields for phone numbers, e-mail address, and URLs. To see this view, click Setup > Simple contact info. The Advanced view allows unlimited data to be entered as well as additional information on each record. To see this view, click Setup > Advanced contact info.





Technical note: The 8 pre-defined contact information types that map to the contact information fields in the CustTable will store the data in the CustTable as well as DirECommunicationAddress. Any changes to the data will be synchronized between the tables. If any user-defined contact information types are used to define the contact information record, these will only be stored in DirECommunicationAddress.

6. Press Ctrl+N to create a new address for Alexander Wu.

Enter the following information:

- **Public:** Select this check box if you want this contact information record to be visible from the global address book and other party roles. If this check box is not selected, the contact information record can be viewed only from this customer record in this company. The default setting for this field is set in the **Address book parameters** form by selecting or clearing the second check box next to **Customer** under **Default types, address and communication sharing**. If you are viewing the contact information in Simple view, the value for this check box is automatically set based on this setting.



Note: The Public option can be changed after the contact information record has been saved.

Duplicate check		Default types, address and communication sharing	
Use duplicate check:	<input checked="" type="checkbox"/>	Global address book:	Organization <input checked="" type="checkbox"/>
Name:	<input checked="" type="checkbox"/>	Customer:	Person <input checked="" type="checkbox"/>
Address book type:	<input type="checkbox"/>	Vendor:	Organization <input checked="" type="checkbox"/>

- **Type ID:** Select the contact information type. The Type ID determines the contact method (phone, e-mail, URL, or telex) and the contact purpose (business, home, etc.) If you are viewing the contact information in Simple view, the type ID is automatically selected based on a system-defined mapping.
- **Communication:** Enter the phone number, e-mail address, URL, or telex number for the record.
- **Extension:** Enter the phone extension. This field is available only if the method on the contact information type is phone.
- **Communicator sign-in address:** This column is available only if the address book type for the party is Person. This check box is available only if the method for the contact information type is e-mail.

The screenshot shows a software window titled "Customers (1 - cee) - Customer account: 0003, Alexander Wu". The window has a menu bar (File, Edit, Tools, Command, Help) and a toolbar. Below the toolbar are several tabs: Overview, General, Details, Setup, Addresses, Sales order, Contact information (selected), Payment, and Dimension. The "Contact information" tab is active, displaying a table with the following data:

Public	Type ID	Status	Communication	Extension	Communicator sign-in address
<input checked="" type="checkbox"/>	Phone	Active	123-555-8135	105	<input type="checkbox"/>
<input checked="" type="checkbox"/>	TeleFax	Active	123-555-8136		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Pager	Active	123-555-1238		<input type="checkbox"/>
<input checked="" type="checkbox"/>	CellularPhone	Active	234-555-3453		<input type="checkbox"/>
<input checked="" type="checkbox"/>	Email	Active	Customer1@Customer48.MSN.com		<input type="checkbox"/>
<input checked="" type="checkbox"/>	URL	Active	http://www.customer48.msn.com		<input type="checkbox"/>

Create a customer record for an existing party

Chiron Retail is a Contoso vendor and recently became a customer.

1. In the **Customer detail** form (**Accounts receivable > Customers**), press CTRL+N to create a new customer.
2. Enter the customer account number and change the address book type to Organization. Enter **Chiron** and click outside the field. The lookup will open with **Chiron Retail** displayed.
3. On the **Roles** tab, notice that Chiron Retail is also a vendor in CEE. You know you have the correct party and can click **Select**.



Note: Any postal address or contact information that was not public in the vendor record will not appear in the customer record. The non-public postal address and contact information is specific to that party role.

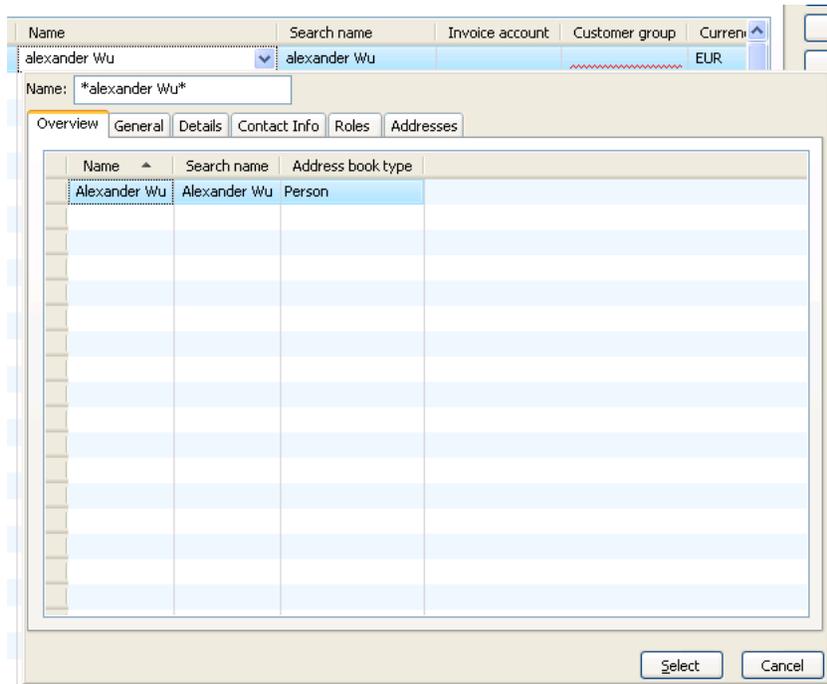
4. Select a customer group and save the customer record.

The screenshot shows the "Roles" tab of the customer detail form. At the top, there are fields for "Name" (containing "Chiron"), "Search name" (containing "Chiron"), and "Invoice". Below these is a "Name:" field containing "*Chiron*". The "Roles" tab is selected, and a table below it shows the following data:

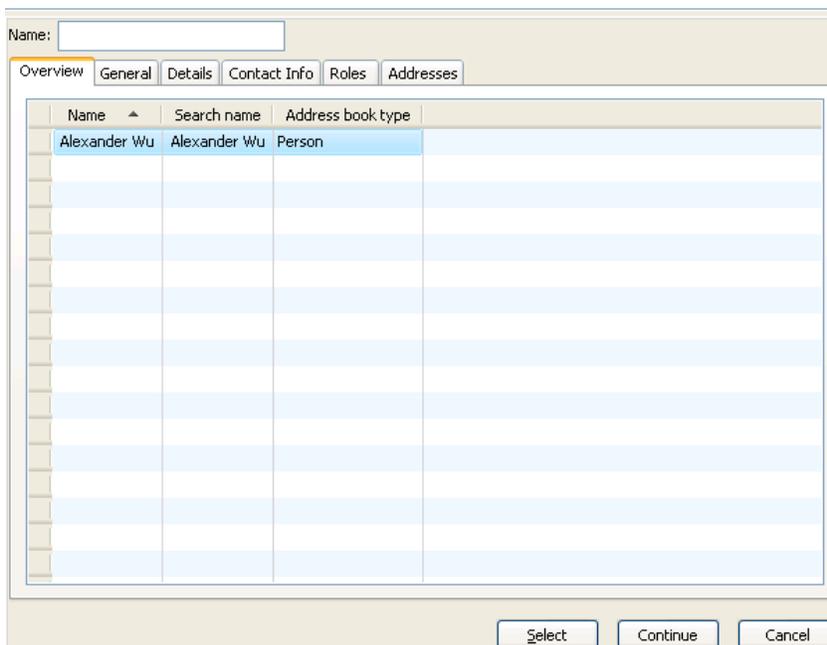
Company	Description	Account number
cee	Vendor	0001

Create party records and check for duplicates

1. In the **Customer detail** form, create a new customer record.
2. Enter the customer account and enter Alexander Wu in the **Name** field. When you click away from the **Name** field, the system displays the lookup with a matching record for Alexander Wu. If you don't know if this is the same Alexander Wu, you can select the **Contact Info** and **Addresses** tabs on the lookup to view more information and determine if this is the same party.



- If this is the same party, select the party and click **Select** on the lookup. This associates the same party to the customer and defaults any address and contact information.
- If this is not the same party and you need to create a new party record, click **Cancel** on the lookup. When the customer record is saved, the system displays the same lookup verifying the party. If you still want to create a new party, click **Continue** and a new party record is created; if you want to use the existing party, click **Select**. If you click **Cancel**, the customer record is not saved.





Note: A party can be associated with only one customer record in a company. The same party can play another party role such as vendor or employee, but not another customer. If you select a party that is already a customer in the current company you will receive the message, "Cannot create a record in Customers (CustTable). Customer account: 0004, Alexander Wu. The record already exists."

- Open the Global address book list page (**Accounts Receivable > Places > Global address book**). Notice there are two records for Alexander Wu. In the preview pane at the bottom of the list page you can see what roles each plays in CEE.

Name	Search name	Type
Alexander Wu	Alexander Wu	Person
Alexander Wu	Alexander Wu	Person
Alexandre Silva	Alexandre Silva	Person
Alexandre Silva	Alexandre Silva	Person
Alfredo Espinosa	Alfredo Espinosa	Person
Alfredo Espinoza	Alfredo Espinoza	Person

Address book ID: 754

Name: Alexander Wu Address book type: Person

Company	Description	Account number
cee	Customer	0003

Name	Search name	Type
Alexander Wu	Alexander Wu	Person
Alexander Wu	Alexander Wu	Person
Alexandre Silva	Alexandre Silva	Person
Alexandre Silva	Alexandre Silva	Person
Alfredo Espinosa	Alfredo Espinosa	Person
Alfredo Espinoza	Alfredo Espinoza	Person

Address book ID: 763

Name: Alexander Wu Address book type: Person

Company	Description	Account number
cee	Customer	0004

Find and select Chiron Retail. Notice in the preview pane that this party is associated with a customer record and a vendor record in CEE.

Name	Search name	Type
Chiron Retail	Chiron Retail	Organization
Chris Ashton	CHRIS ASHTON	Person
Chris Dworkis	Chris Dworkis	Person
Chris Gallagher	Chris Gallagher	Person
Chris McGurk	Chris McGurk	Person

Address book ID: 731

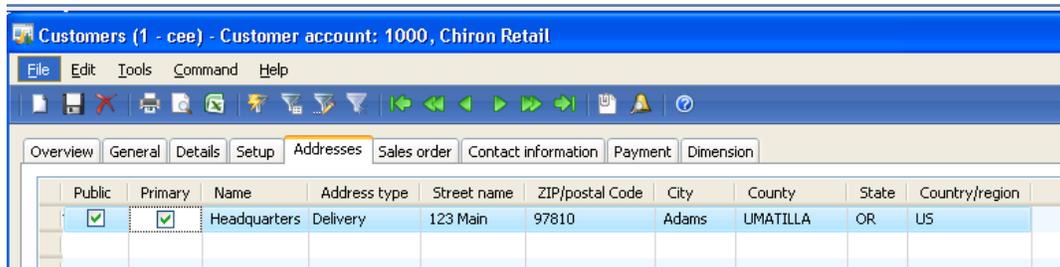
Name: Chiron Retail Address book type: Organization

Company	Description	Account number
cee	Customer	1000
cee	Vendor	0001

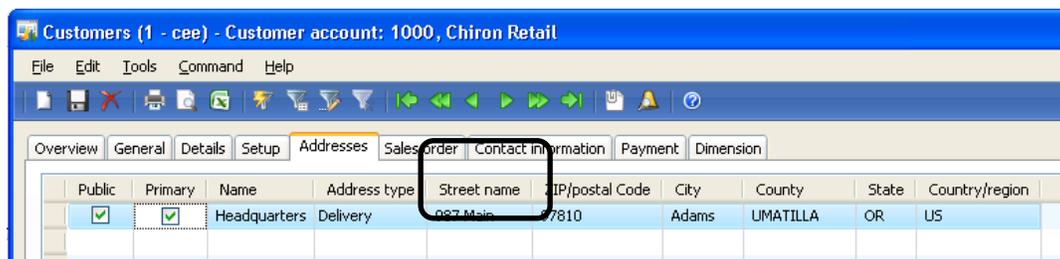
Modify a customer record

When modifying customer records, the party data that is shared, such as address and contact information, is changed on all records that the party is associated with.

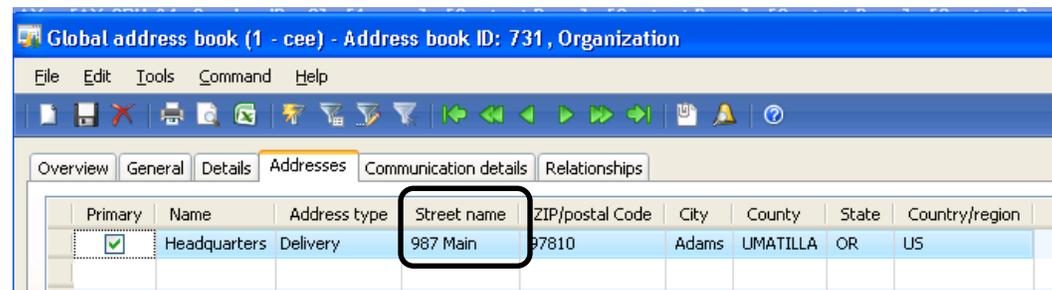
1. When logged into CEE, open the Customer list page (**Accounts Receivable > Places > Customer**), and double click **Chiron Retail**. The **Customer detail** form opens and Chiron Retail's information is displayed. View the address on the **Addresses** tab.



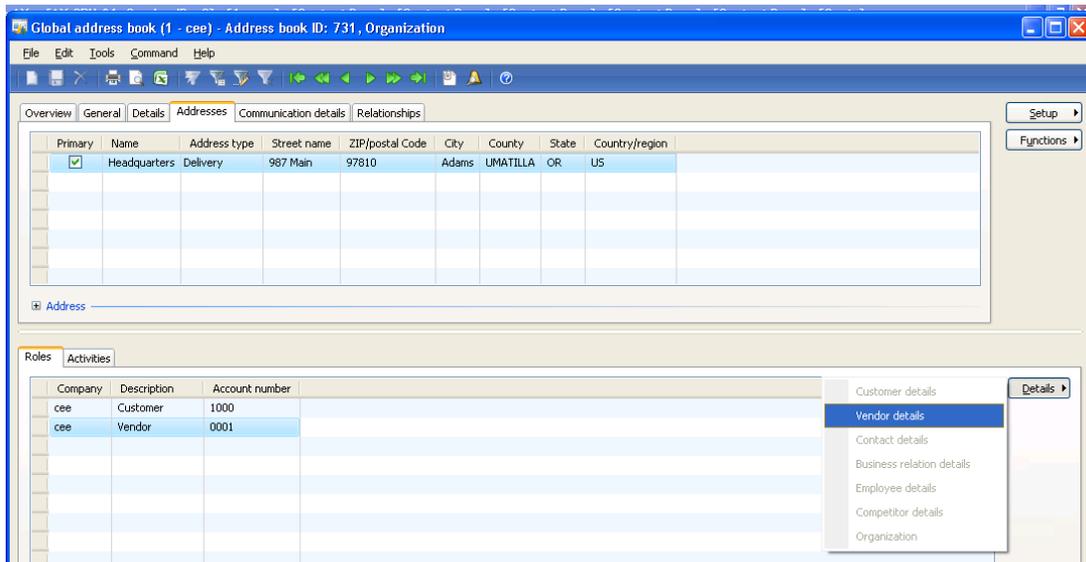
2. Change the street name to 987 Main and save the record.



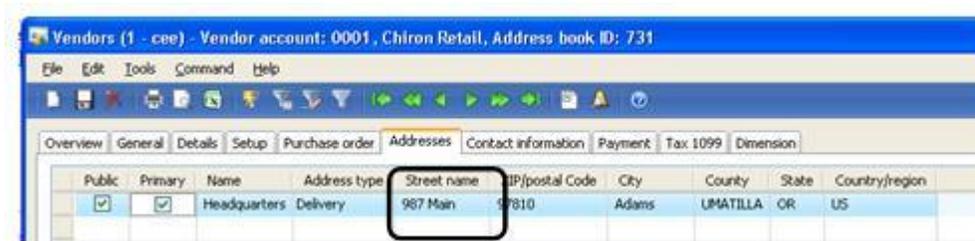
3. Open the Global address book list page (**Accounts Receivable > Places > Global Address Book**), double click **Chiron Retail**, and click the **Addresses** tab. Notice that the street name matches the street name that appears in the **Customer detail** form.



4. Open the **Vendor detail** form by selecting the vendor record on the **Roles** tab at the bottom of the **Global address book** form. Click the **Details** button and then click **Vendor details**.



- Click the **Addresses** tab to view the address. Notice that the street name matches the street name that appears in the **Customer detail** and **Global address book** forms.

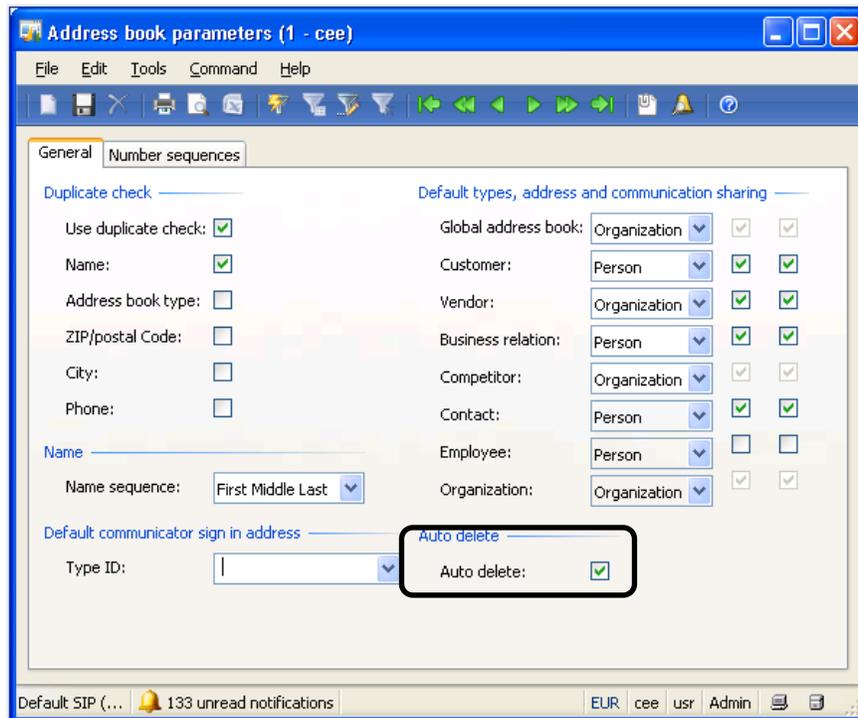


Delete a customer record

You can delete a customer record if no data is associated with the customer. If there are activities or transactions linked to the customer, such as sales orders, you cannot delete the customer record.

If you are able to delete the customer, the associated party data is also deleted if the following two conditions are met:

- The party is not associated with any other party role. With the example used above, the customer account and party for Alexander Wu could be deleted. However, the Chiron Retail customer account could be deleted, but the party could not be deleted because it is also associated with a vendor account.
- The **Auto delete** check box is selected in the **Address book parameters** form. If this option is not selected, the party record remains when the customer account is deleted. (The party record could be deleted manually from the **Global address book** form.)



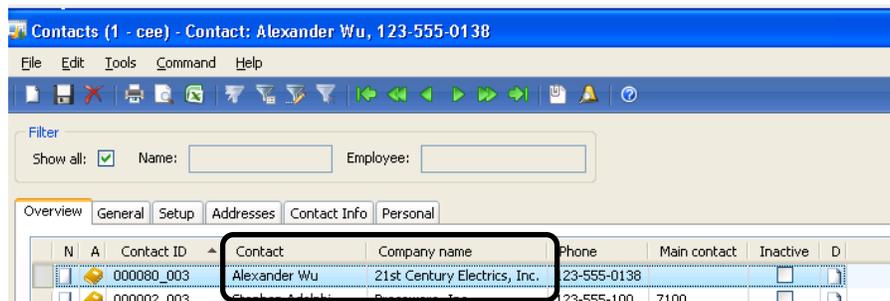
Creating and maintaining business relation, vendor, and competitor records

Creating and maintaining business relations, vendors, and competitors is similar to creating and maintaining customers. A business relation is considered to be a prospective customer or vendor. If the business relation record is converted to either a customer or vendor, they will share the same party record.

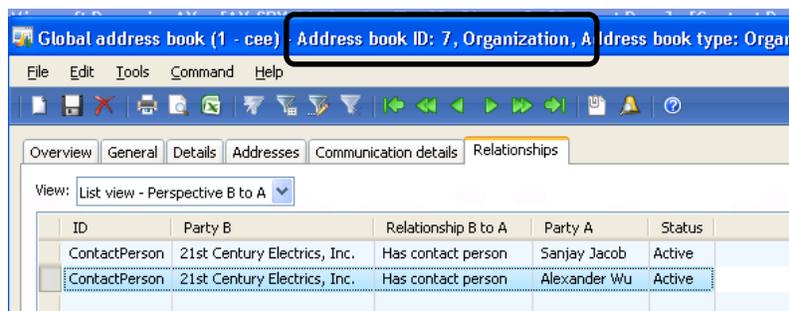
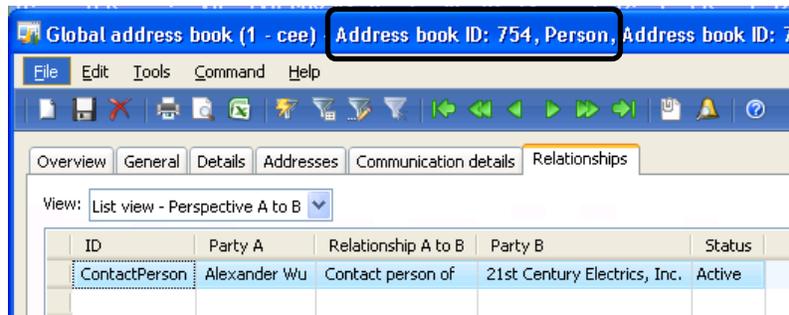
Creating and viewing contact records

Contacts and customers have similar functionality, with two differences:

- You do not need to select an address book type for a contact. Contacts can only be people, so the system automatically creates the party record with the address book type of Person.
- A contact person is considered a party-to-party relationship and tracked at the global address book level. When a contact person record is created, you associate the contact person party with the organization that she is a contact for. In this example, Alexander Wu is a contact for 21st Century Electrics, Inc.



You can view a contact person relationship on the **Relationships** tab in the **Global address book** form. You can find the relationship by looking at either the person party or the organization party. This way, when you look at an organization party in the **Global address book** form, you can view all of the contact people for that organization.

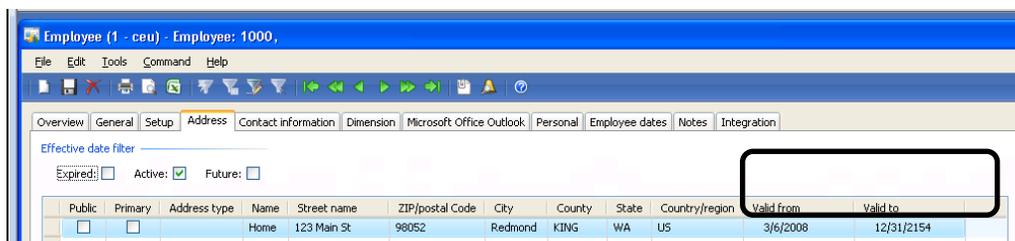


Note: If the contact person record is deleted, the party relationship record is also deleted.

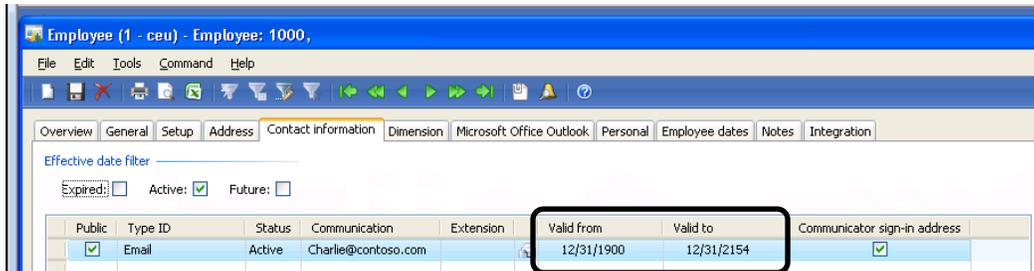
Creating and maintaining employee records

Employees and contacts have similar functionality, with four differences.

- As with contact records, you do not need to select an address book type for an employee. Employees can only be people, so the system automatically creates the party record with the address book type of Person.
- No party relationship record is created when an employee record is saved.
- Postal address records have valid-from and valid-to dates. These dates are specific to the employee record and do not appear in the global address book or any party role entity.



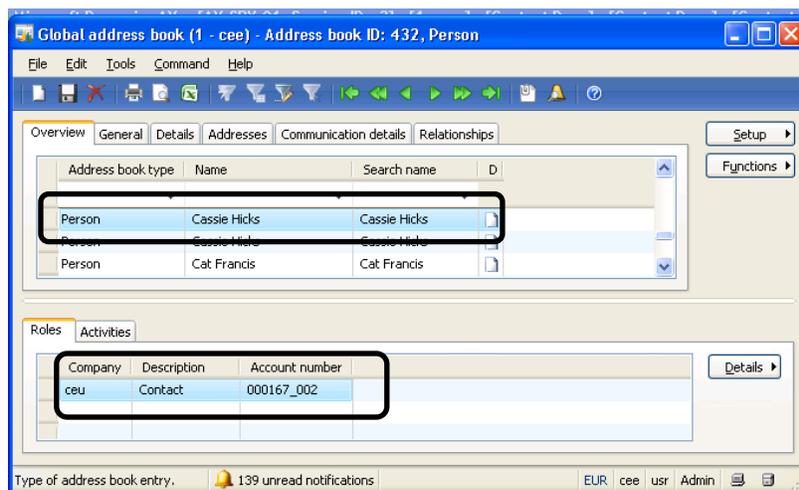
- Employee records have valid-from and valid-to dates. These dates are specific to the employee record and do not appear in the global address book or any party role entity.

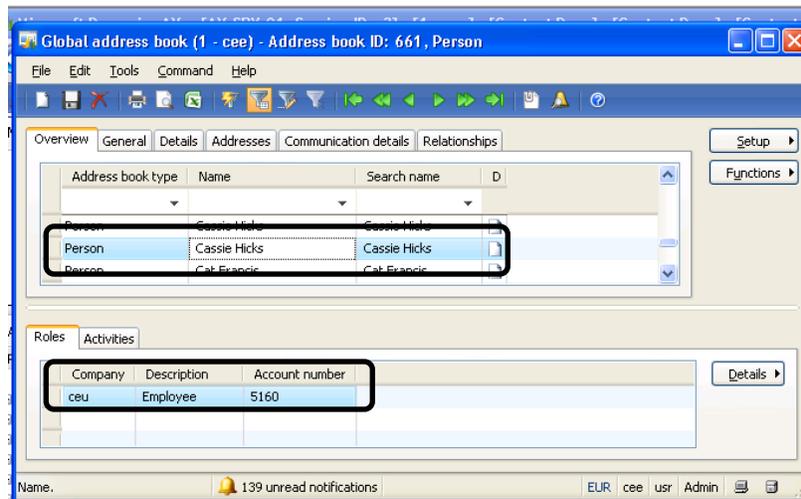


Merging party records

From time to time, a user can make the mistake of creating a new party record rather than use an existing one. Generally this occurs when the records use a variation of the same name such as Alex vs. Alexander or Incorporated vs. Inc. In these situations, you can perform a party merge which will merge the party records into one.

Cassie Hicks was a contact for one of Contoso's customers and was hired as a Contoso employee. When Cassie's employee record was created, her existing party record was not selected and instead, a new record was created.

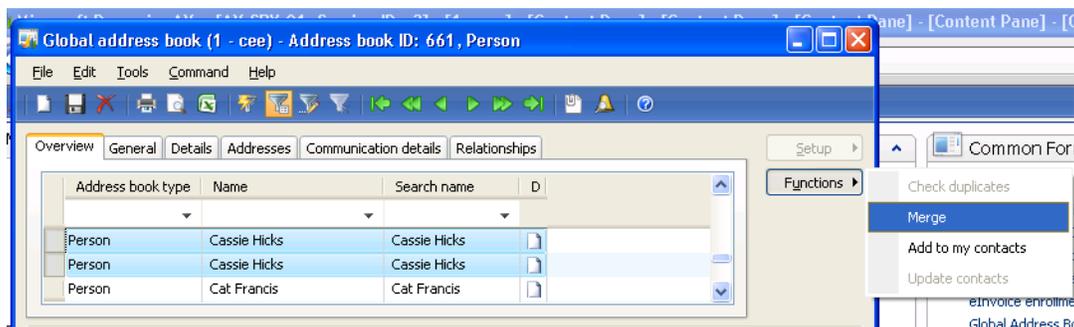




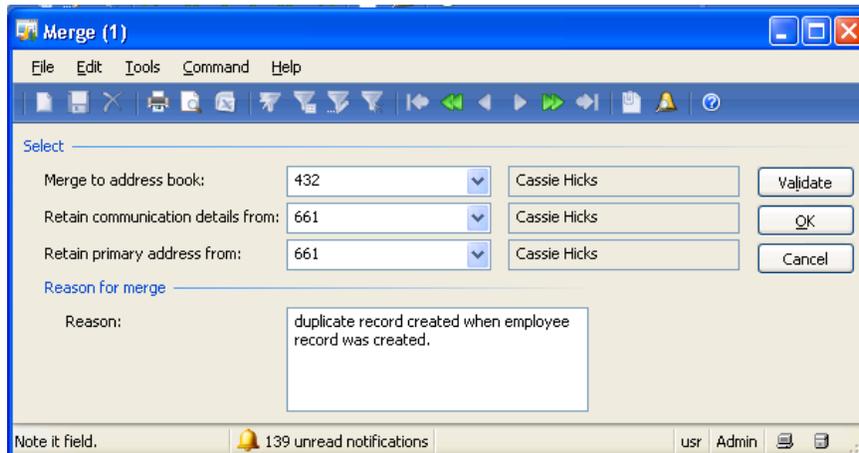
Contoso wants to keep Cassie’s original party record – party ID 432 – and merge the information from the new employee record – party ID 661.

Merge party records

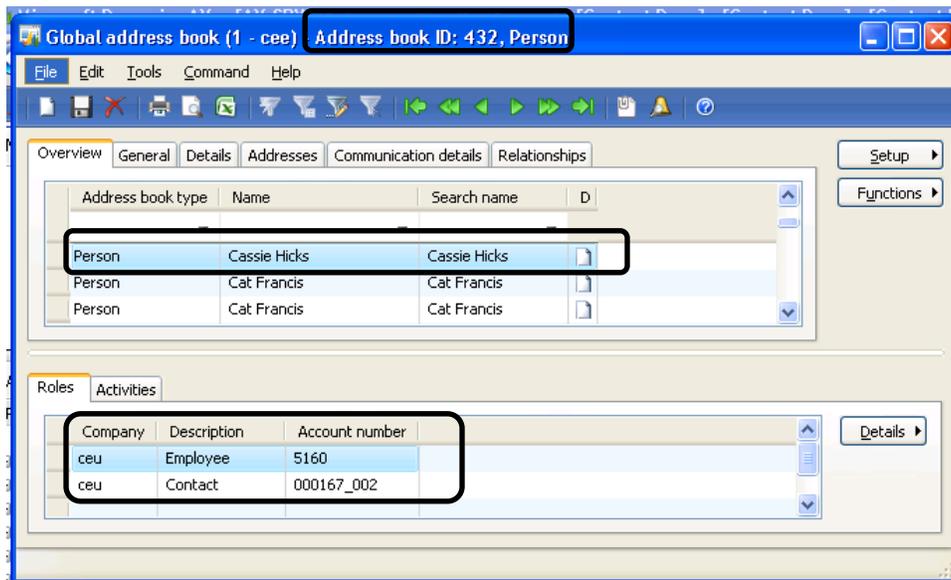
1. In the **Global address book** form, select the party records that you want to merge, and click **Functions > Merge**.



2. In the **Merge** form, enter the following information:
 - **Merge to address book:** Select the party record that you want to keep. In this scenario, it is party ID 432.
 - **Retain communication details from:** Select the party record that you want to keep the contact information for, such as phone and e-mail. Contoso is more concerned with the phone and e-mail for Cassie as an employee, so select party ID 661.
 - **Retain primary address from:** Select the party record that you want to keep the primary postal address for. Contoso wants to keep Cassie’s home address as her primary party address, so select party ID 661.



3. Click the **Validate** button to make sure that merging the party records does not break any business rules. One such rule is that the parties that are selected to merge must not play the same party role in the same company. For example, if Cassie had two contact person records in CEU, the merge could not be completed.
4. After the merge is validated, click **OK**. In the **Global address book** form, there is now only one party record for Cassie Hicks, and it is associated with both the employee record and the contact record.



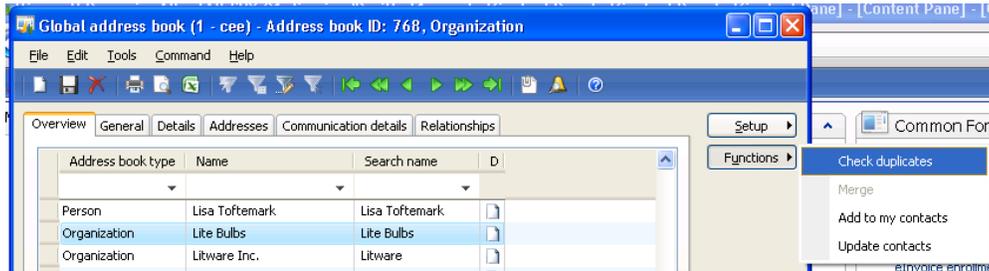
Technical note: All records with references to the non-retaining party will be updated to the retaining party.

Checking for duplicate party records

There are times when you might not know the specific parties that should be merged. This could be because of a name change, a misspelling, or abbreviations in the party name. To check for duplicates,

you must know one of the party records; the system will search for duplicates based on the criteria you select.

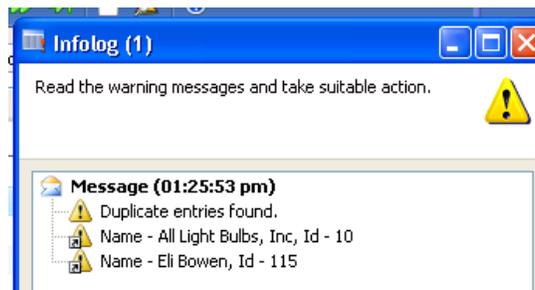
1. Lite Bulbs, one of Contoso's customers, is complaining that they received two invoices under different names. Select Lite Bulbs' party record in the **Global address book** form and click **Functions > Check duplicates**.



2. In the **Check duplicates** form, select the criteria to use to search for duplicate parties. In this case we know it is not the same name, so clear the **Name** check box, select the Phone check box, and then click **OK**.



The system searches all of the party records with the same phone number as Lite Bulbs, and then displays an infolog with any duplicate parties. In our example, the system found two other party records with the same phone number: All Light Bulbs, Inc., and Eli Bowen. Eli Bowen is a contact for All Light Bulbs, Inc. and shares the same primary phone number.



If you want to narrow the search, select other criteria in the **Check duplicates** form. For example, if you select the **Address book type** check box, Eli Bowen will not be listed in the

infolog because Lite Bulbs has the address book type of Organization and Eli Bowen has the address book type of Person.

Setup and maintenance in the global address book when you are sharing parties across companies

If your organization decides to share parties across companies, you must first complete some setup steps.

Scenario background

Contoso has purchased Microsoft Dynamics AX 2009. They have decided to implement four Microsoft Dynamics AX companies:

- CEA – Contoso Entertainment Asia
- CEE – Contoso Entertainment Europe
- CEU – Contoso Entertainment USA
- CEC – Contoso Entertainment Consolidated

CEE and CEU are separate legal entities, but they frequently sell to the same customers and purchase goods from the same vendors. However, they still maintain separate customer and vendor records, because they have different payment terms, delivery terms, and other data that is country/region-specific.

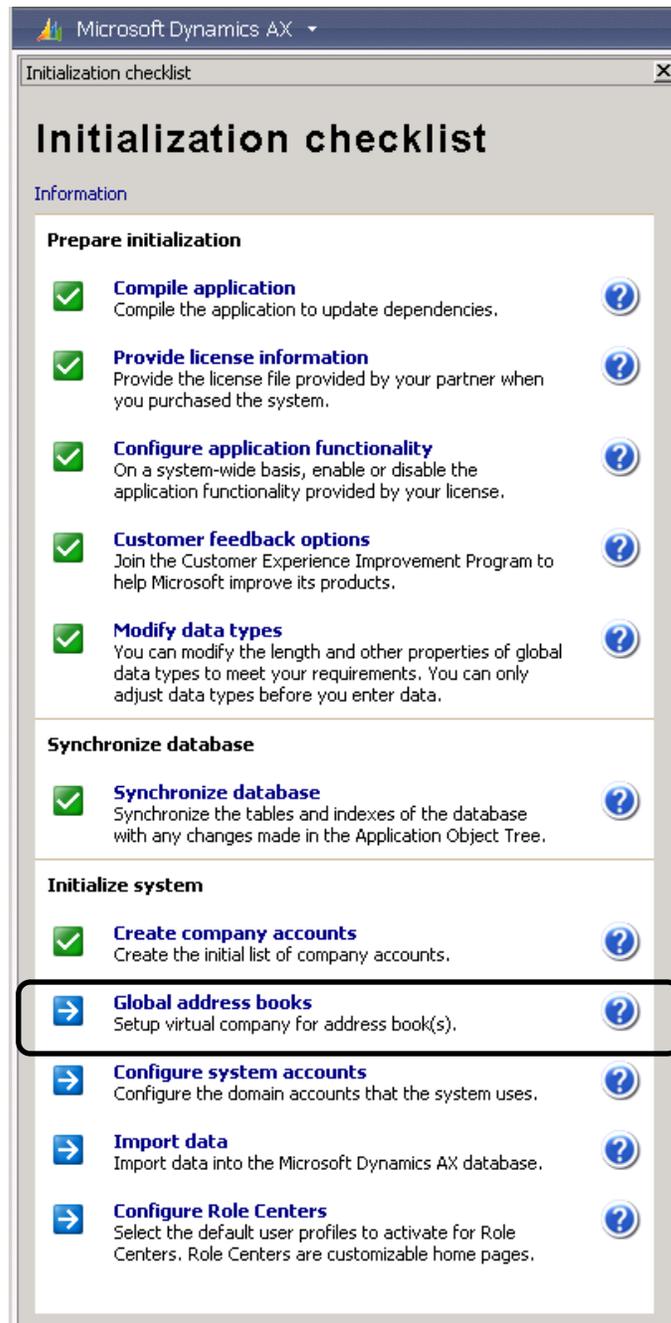
Contoso has decided to share parties across the CEE and CEU companies; CEA is managed separately from CEE and CEU and will not share parties.

Setup

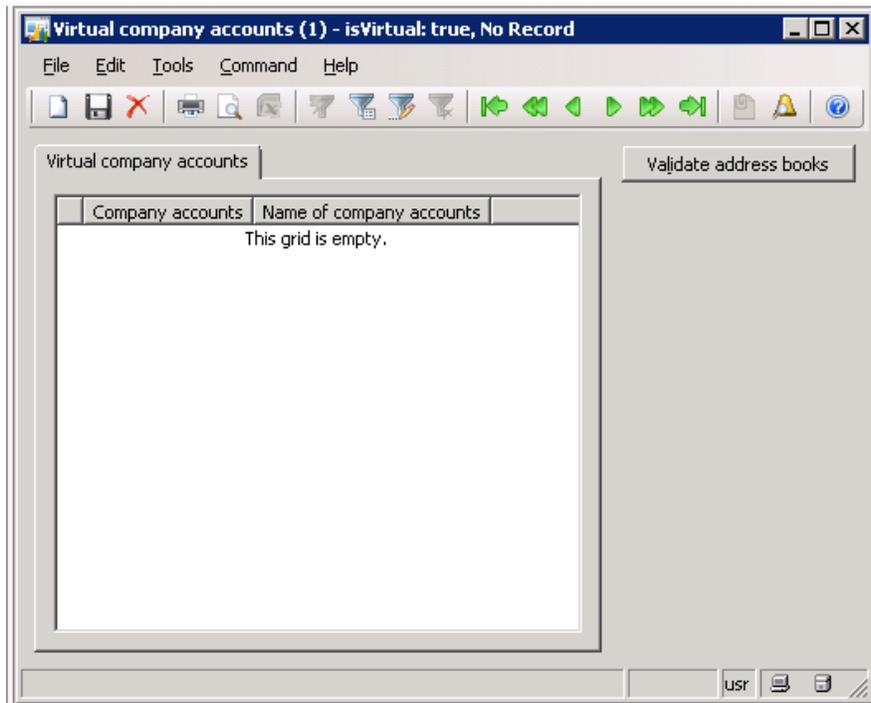
When you want to share parties across Microsoft Dynamics AX companies, you must first define one or more virtual companies.

On a new installation, when you select the Global address books option in the Initialize system section, the **Virtual company accounts** form opens, where you can create virtual accounts. (You can also open this form by clicking **Administration > Setup > Virtual company accounts**.)

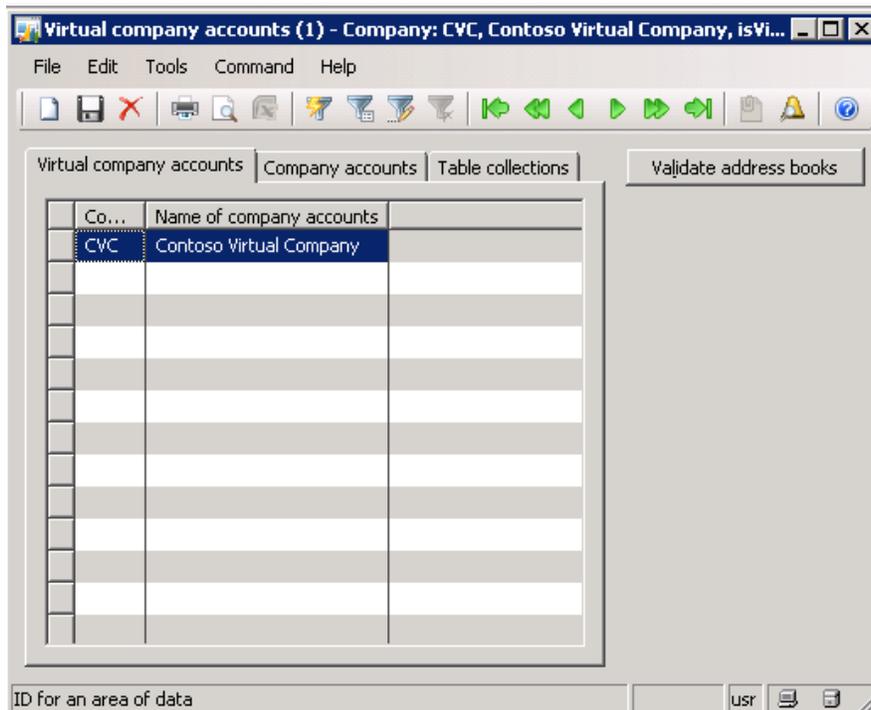
1. On the **Initialization checklist**, click **Global address books**.



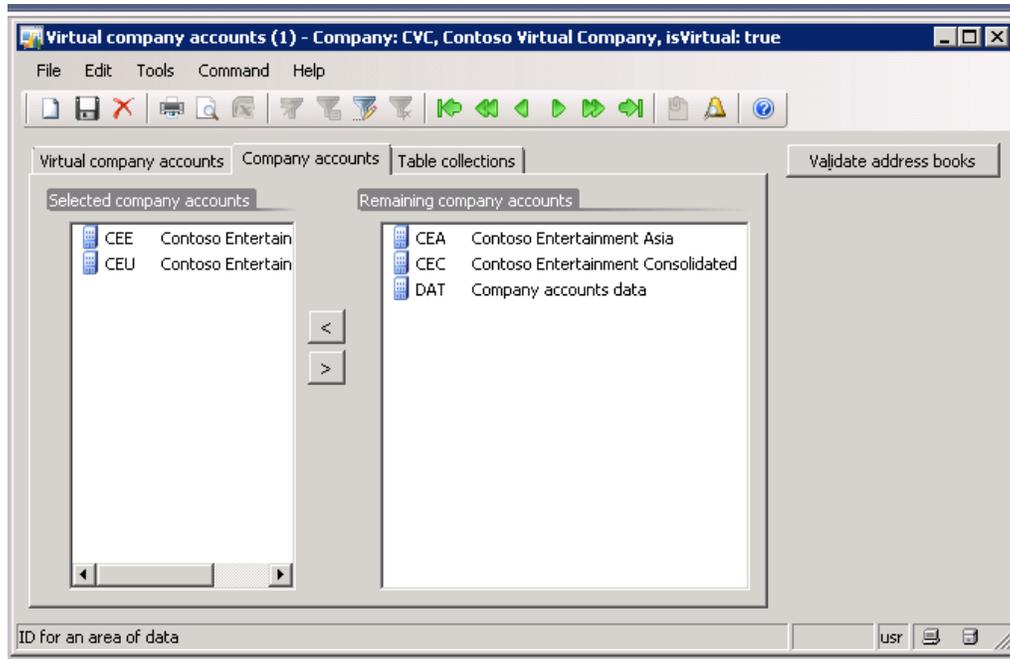
2. The **Virtual company accounts** form opens.



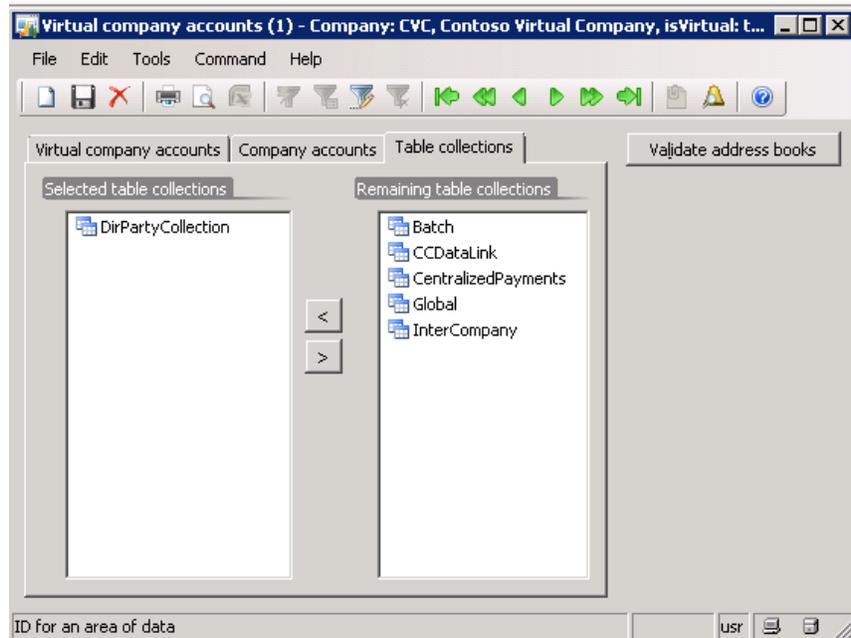
3. In the **Virtual company accounts** form, create a new virtual company account named Contoso Virtual Company. After you create the virtual company record, the **Company accounts** and **Table collections** tabs appear in the form.



4. On the **Company accounts** tab, select the companies that you want to share parties between, CEE and CEU.

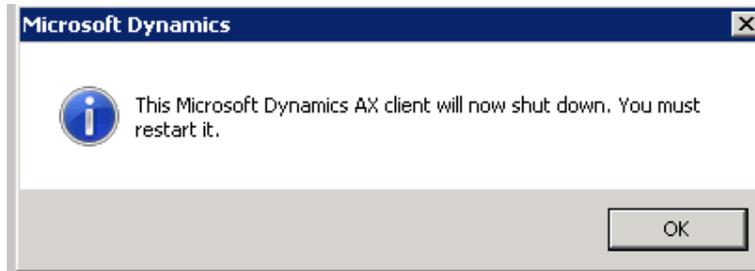


5. On the **Table collections** tab, and the DirPartyCollection to the **Selected table collections** list.



6. Click the **Validate address books** button. If there are no errors, the message "Virtual company setup for address book validated successfully" will be displayed.

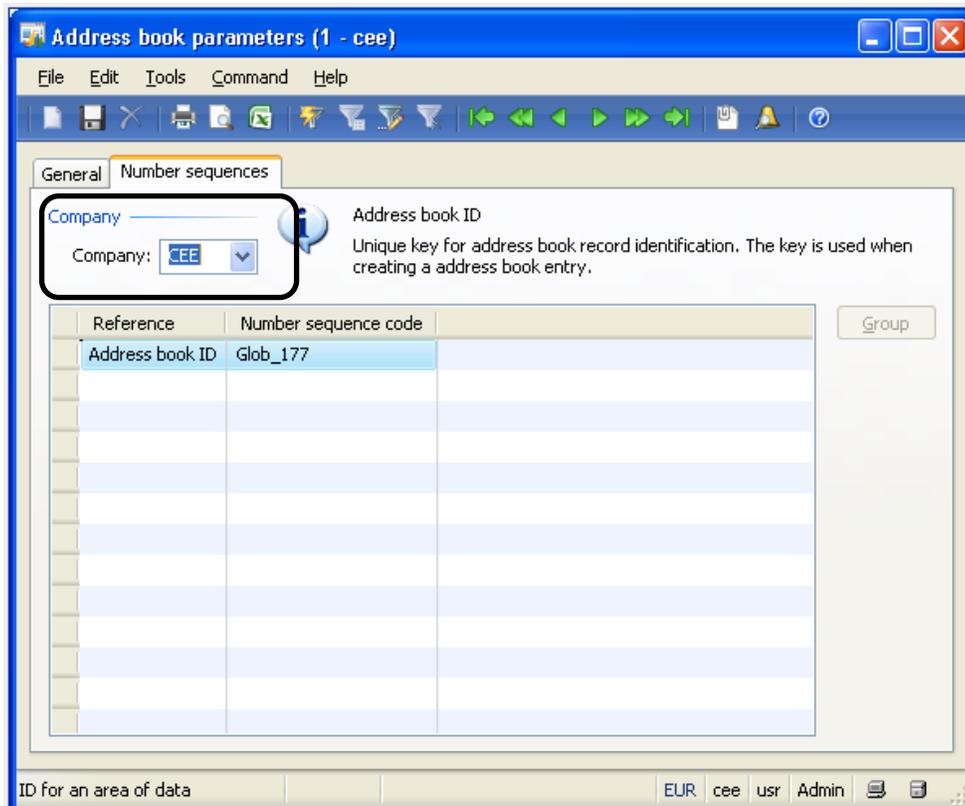
- When you close the **Virtual company accounts** form, you will receive a message that the Microsoft Dynamics AX client must close and must be restarted.



- Restart Microsoft Dynamics AX. On the **Address book parameters** form (**Basic > Setup > Global Address Book > Parameters**), on the **Number sequences** tab, select the CEE company to use as the party ID number sequence master.



Note: Users must have access to the company which the master number sequence is being used. If a user has access to CEU but not CEE, the system will not be able to retrieve the next party ID when creating new parties and the user will receive an error.





Technical note: Defining virtual companies must be completed before data is entered into the system. Otherwise data for parties, addresses, and contact information will not be appropriately identified for the correct DataAreaId which should be the virtual company.

Address reference data

Because primary addresses are written back to the entity table, for example CustTable or VendTable, the address reference data (countries/regions, states, counties, and ZIP/postal Codes) must be the same for all the companies that are included in the global address book virtual company. This can be achieved two ways:

- Set up all of the records in one company, and export them, and import them back into the other companies that are included in the global address book virtual company. This can be cumbersome if there are a lot of changes to address reference data. Each time there is a new, deleted, or updated record, the export and import process must be redone, or the changes must be made to address reference data for each company.
- Create another virtual company and share the address reference data tables. This is the most efficient option, because the data is shared and changes need to be made only once. Include the following tables in the table collection:
 - AddressCountryRegion
 - AddressCounty
 - AddressFormatHeading
 - AddressFormatLines
 - AddressState
 - AddressZipCode.

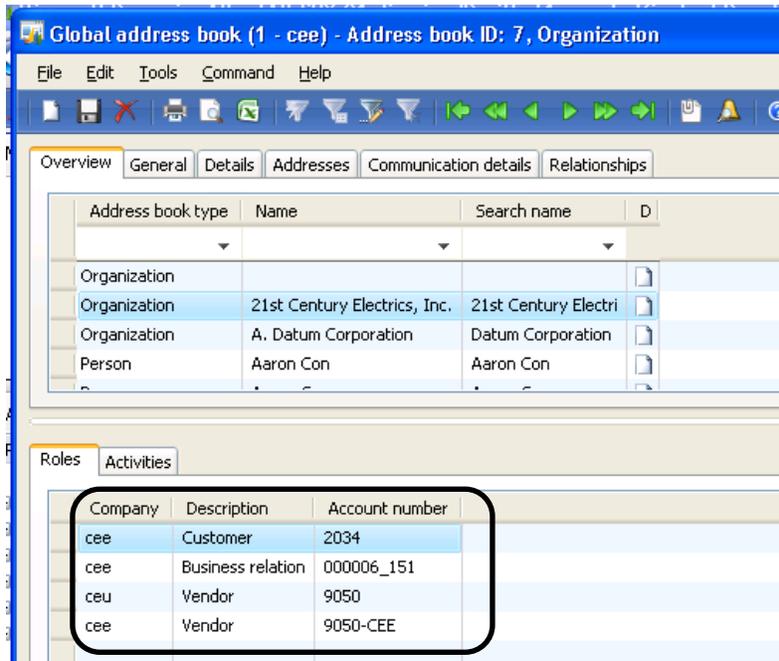


Technical note: If the address reference data is not the same across the companies, the user will receive an error when the system is writing the address to the other company. For example, "The value '1A' in field 'ZIP/postal Code' is not found in relating table 'ZIP/postal Codes'." The user will not be able to save the address.

The Global address book form

The process for creating and maintaining data for party records and party role records is the same whether you are using a virtual company for the global address book or not. The benefit of using a virtual company is that the parties can be shared across companies whereas without the virtual company they can only be shared within a company.

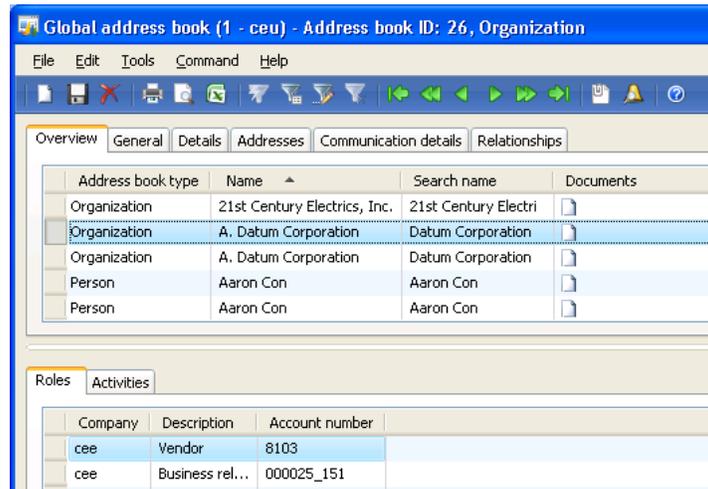
In the **Global address book** form, you can see the party roles for more than one company. In the example below, 21st Century Electrics, Inc. is associated with a customer, a business relation, and a vendor in company CEE and with a vendor in CEU. When you change base party information, it needs to be changed only once, and all four records will reflect the change. This results in fewer data entry errors and mismatched data across the system for the same person or organization.



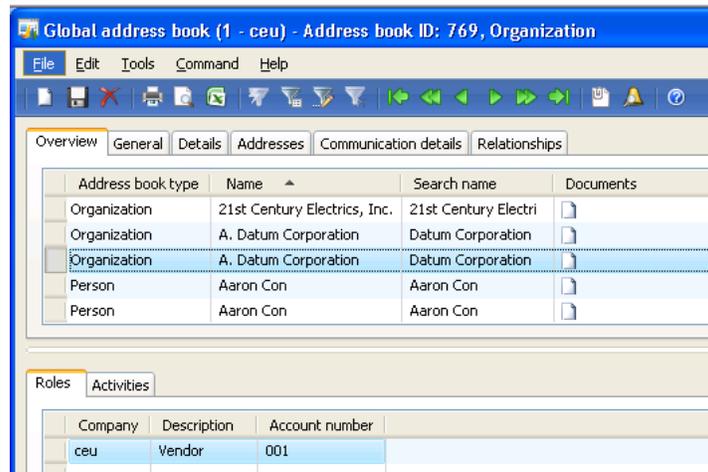
Merging party records

The steps for merging party records are the same regardless of whether you are sharing parties across companies or not. The benefit of sharing across companies is that a party record can be merged if the parties play the same party role but in separate companies.

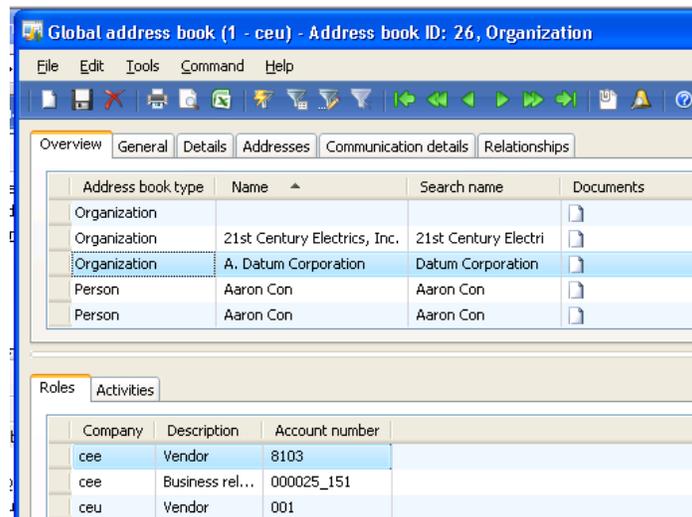
For example, Datum Corporation (party ID 26) is a vendor and business relation in CEE.



Datum Corporation (party ID 769) is a vendor in CEU.



These parties can be merged, because they both have the role of a vendor, but in different companies.



Sharing party roles in the global address book

If a company shares party role entities (customers, vendors, employees, contacts, business relations, competitors, and organization units) across companies by using a virtual company, the DirPartyCollection must be shared as well. If a party role entity, for example customer, is shared across CEE and CEU in virtual company CVC, but DirPartyCollection is not, when a customer record is created in CEE the party record will be created with the DataAreaID of CEE and the customer record will be the virtual company CVC. The customer record will appear in CEE, but when the same customer record is accessed from CEU, the shared party data, address, and contact information will not be available.

The recommendation is to include the DirPartyCollection in the same virtual company as the party entity table collection instead of creating another virtual company specifically for the DirPartyCollection. This makes it easier when viewing data in a Microsoft SQL Server database or importing/exporting. Otherwise, you have to make sure that the two virtual companies include the exact same companies. Using our example, DirPartyCollection would be included in the CVC virtual company with the customer table collection.



Note: If different virtual companies are used, you will receive a warning message in the virtual company form: "You have table collection – 'cust' that is mapped to a virtual company ('cust'), while Global Address Book table collection 'DirPartyCollection' is not part of it."

Importing data

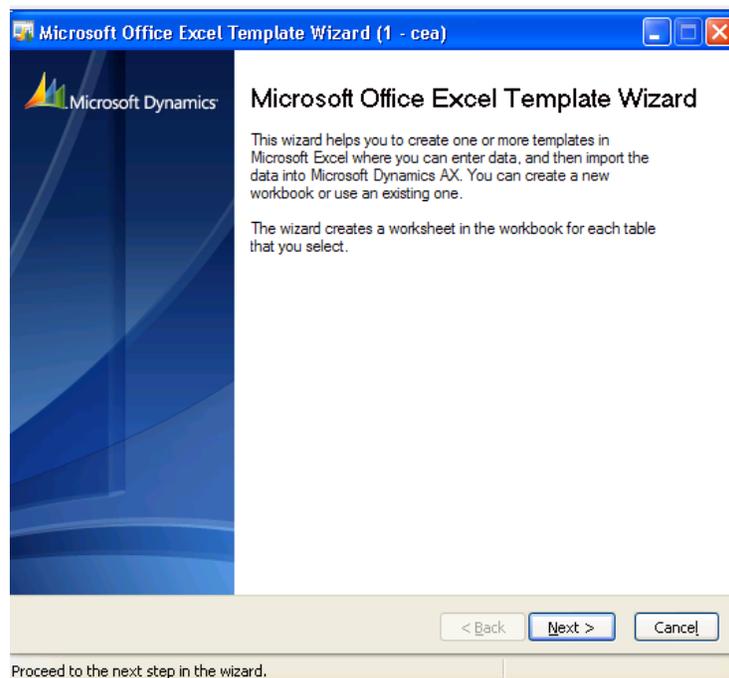
Importing data, such as customer and vendor data, from Microsoft Office Excel is a standard process when starting a new system. The Microsoft Dynamics AX 2009 import process inserts and updates data directly into the database and does not follow the application logic in table methods, such as insert and update, which insert and update records in related tables. As a result, there are steps that need to be taken when importing party role records to ensure the appropriate party records are created and updated.

Importing customers

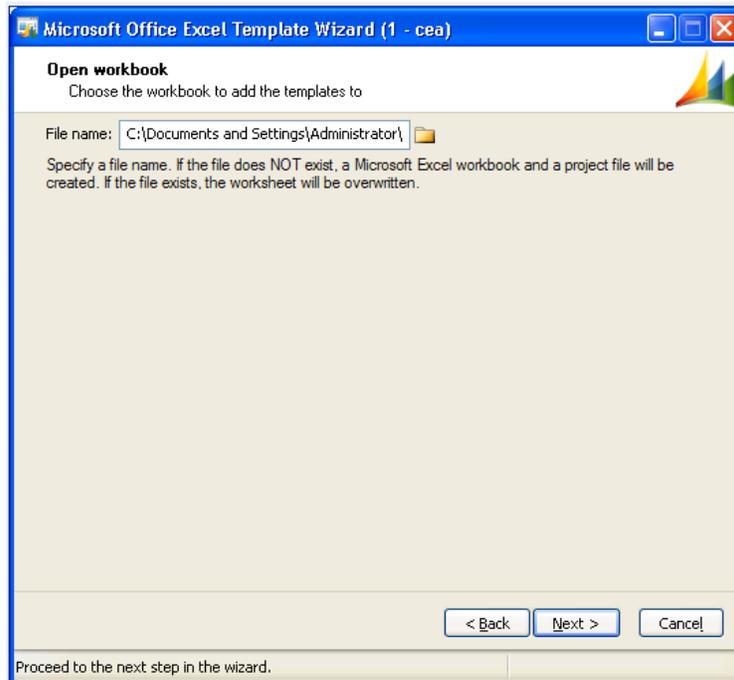
Use the following procedures to create a Microsoft Office Excel workbook, populate the workbook, and import customer records.

Create a template

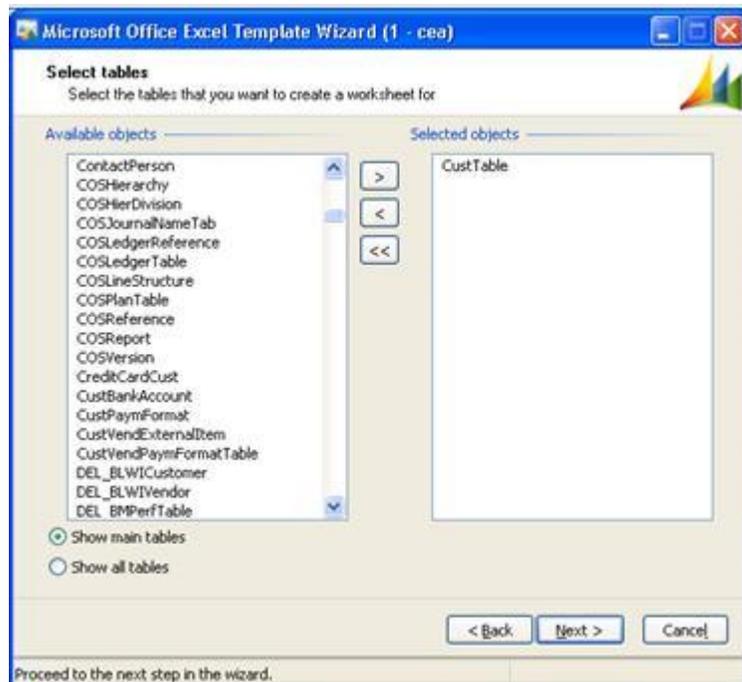
1. Click **Administration > Periodic > Data export/import > Excel spreadsheets > Template Wizard**. On the first page of the wizard click **Next**.



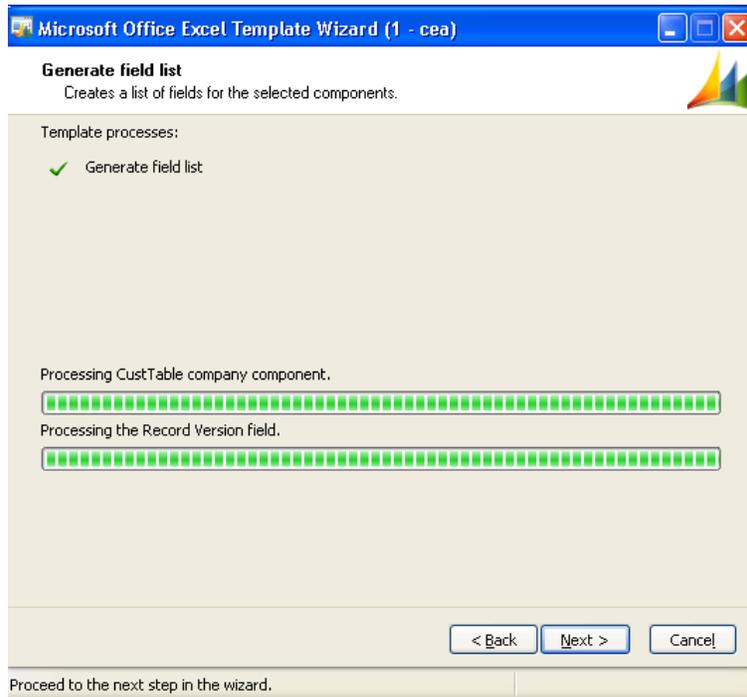
2. On the **Open workbook** page of the wizard, specify a path and file name for the new file, and then click **Next**.



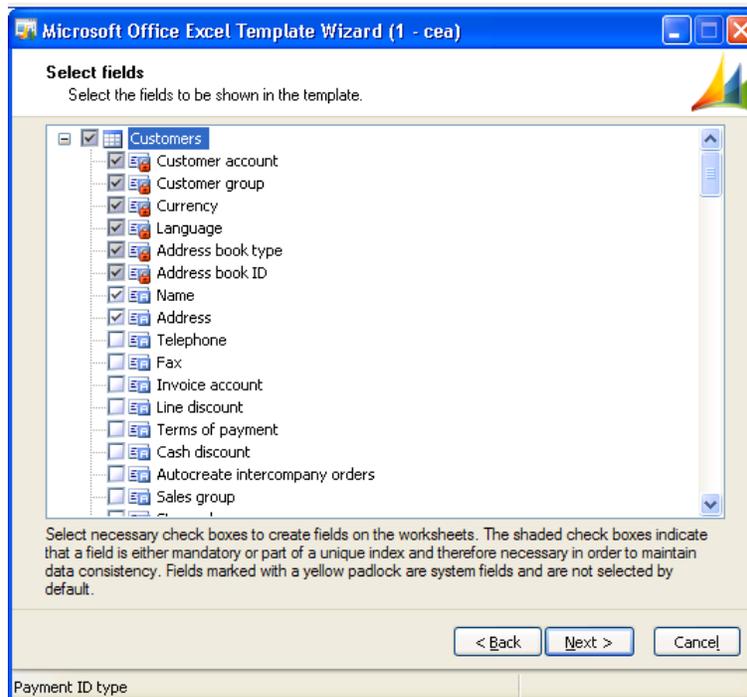
3. On the **Select tables** page, insert the **CustTable** in the **Selected objects** area, and then click **Next**.



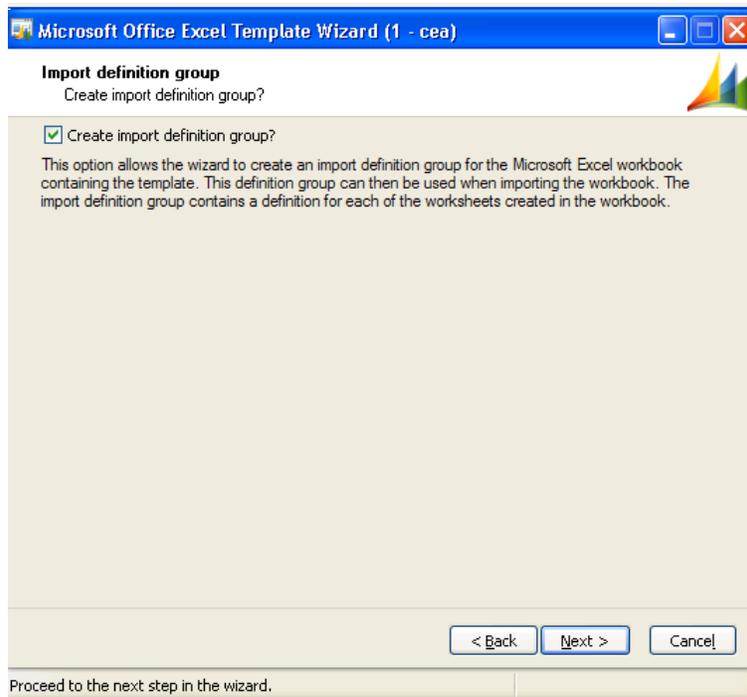
4. On the **Generate field list** page, click **Next**.



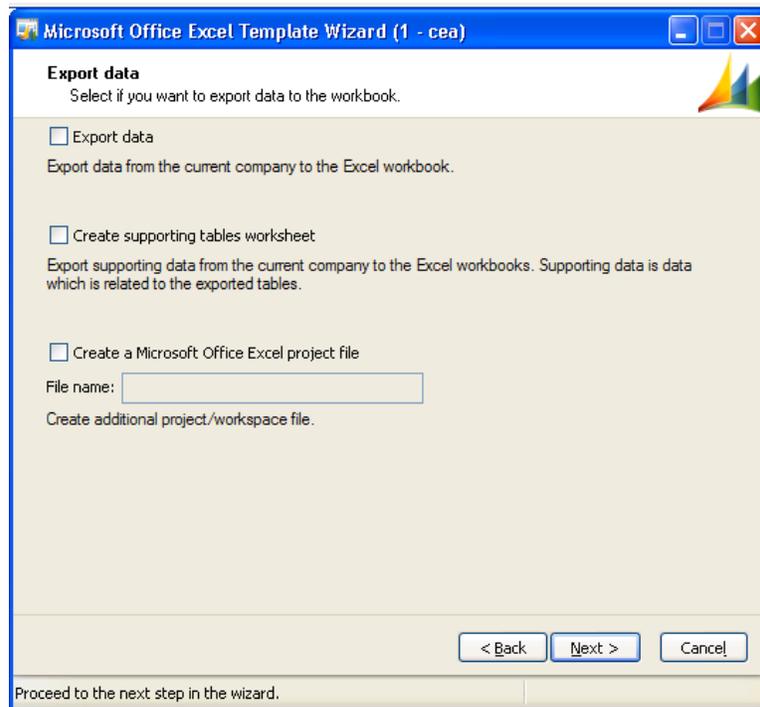
5. On the **Select fields** page, expand **Customers** and make sure the following fields are selected:
- Customer account
 - Customer group
 - Currency
 - Language
 - Address book type
 - Address book ID
 - Name
 - Address
 - Country/region (listed between Tax exempt number and Warehouse)
 - ZIP/postal Code
 - State (listed between ZIP/postal Code and County)
 - County
 - City
 - Street name
 - Company
 - Search name (optional)



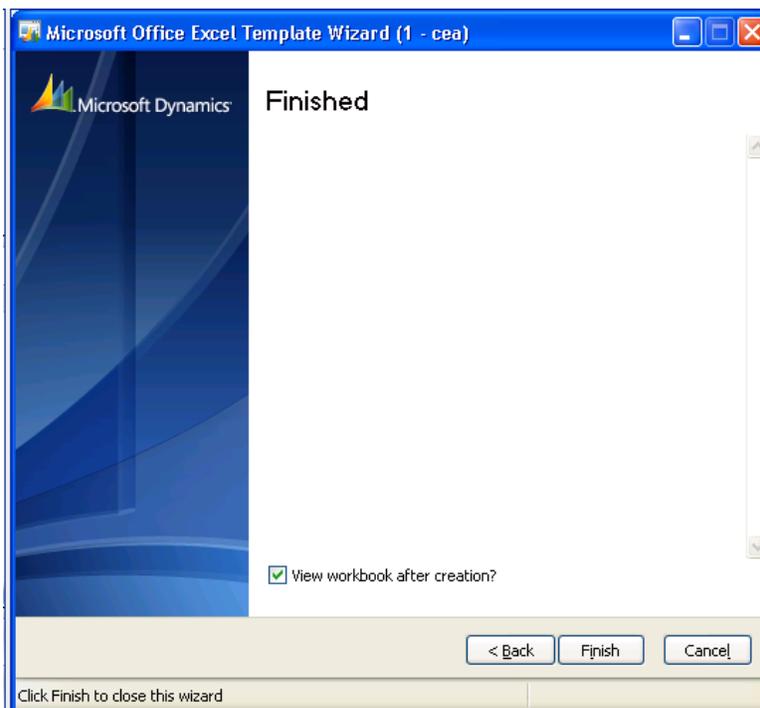
6. On the **Import definition group** page, verify that the **Create import definition group?** check box is selected, and click **Next**.



7. On the **Export data** page, click **Next**.



8. On the final page of the wizard, click **Finish**. The system will build a Microsoft Office Excel workbook. If you select the **View workbook after creation?** check box, the workbook will open.



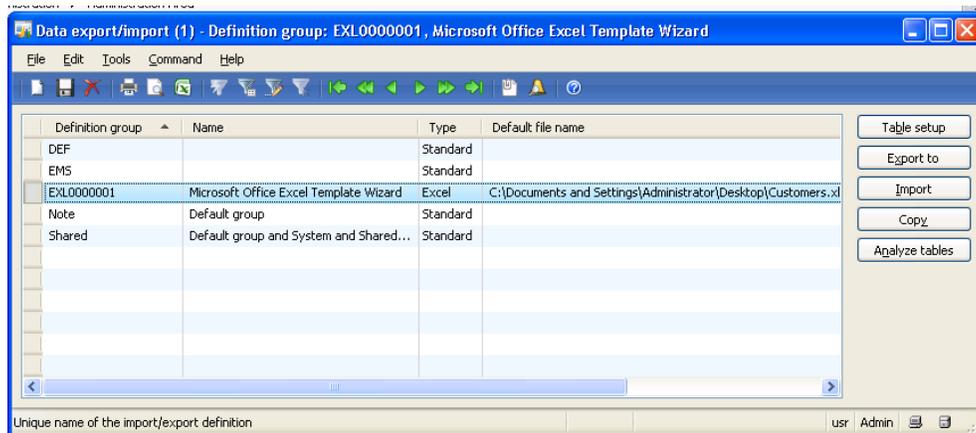
Populate the workbook and import data

1. Populate the workbook that you created earlier.

Leave the **Address book ID** field blank in the Excel file if you are importing new customers. The field is populated from the **Address book ID** number sequence designated in the **Address book parameters** form (**Basic > Setup > Global Address Book > Parameters**).

*Note: The number sequence for **Address book ID** must not be set to **Continuous**.*

2. Open the **Data export/import** form (**Administration > Periodic > Data export/import > Definition groups**). Select the definition group that was created from the wizard, and then click **Table setup**.

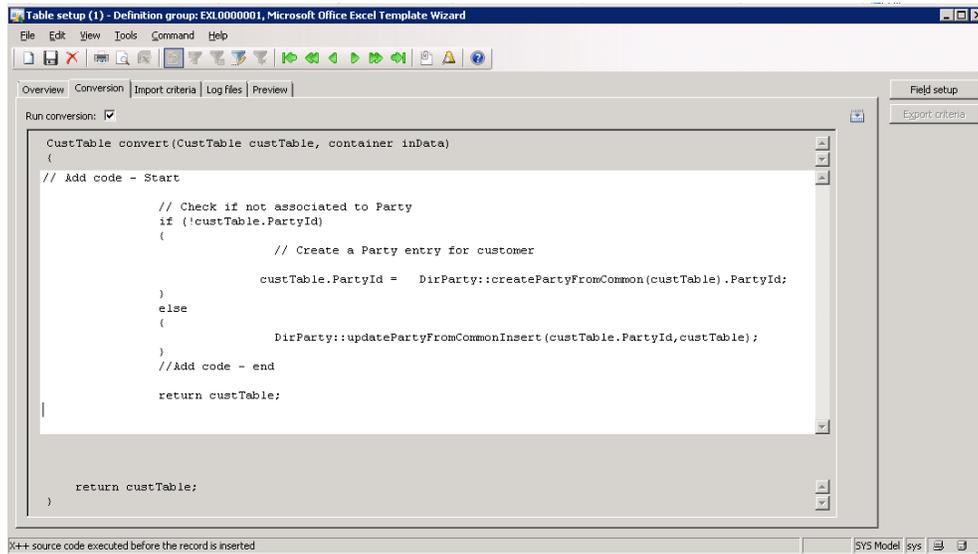


3. Click the **Conversion** tab, and then add the following code:

```
// Add code - Start

// Check if not associated to Party
if (!custTable.PartyId)
{
    // Create a Party entry for customer
    custTable.PartyId =
DirParty::createPartyFromCommon(custTable).PartyId;
}
else
{
DirParty::updatePartyFromCommonInsert(custTable.PartyId, custTable);
}
//Add code - end

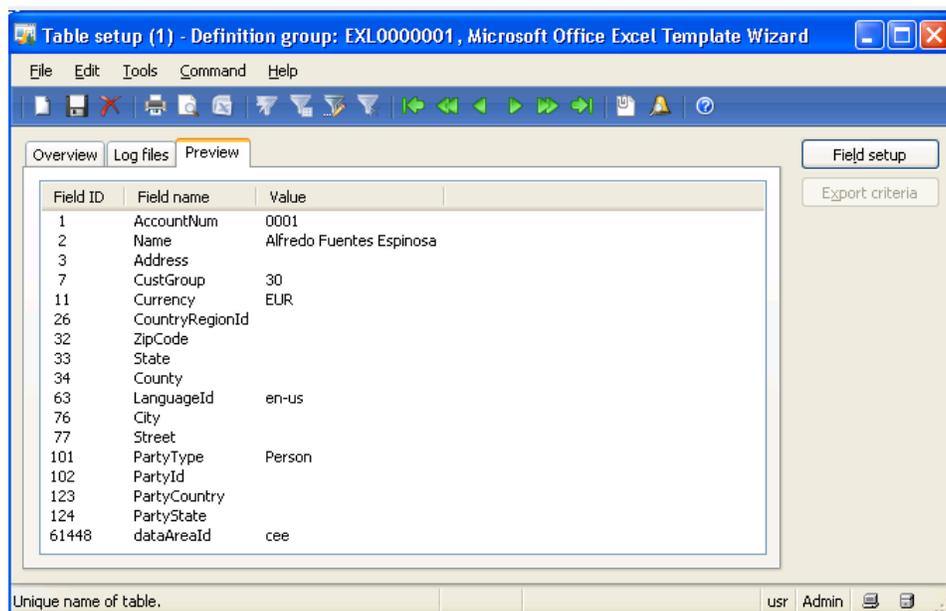
return custTable;
```



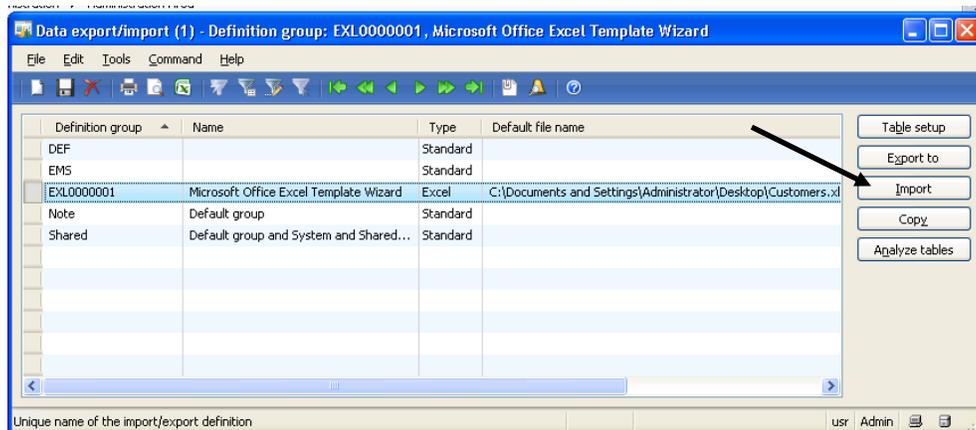
4. Select the **Run conversion** check box to ensure that the code is typed correctly, and click the compile icon.



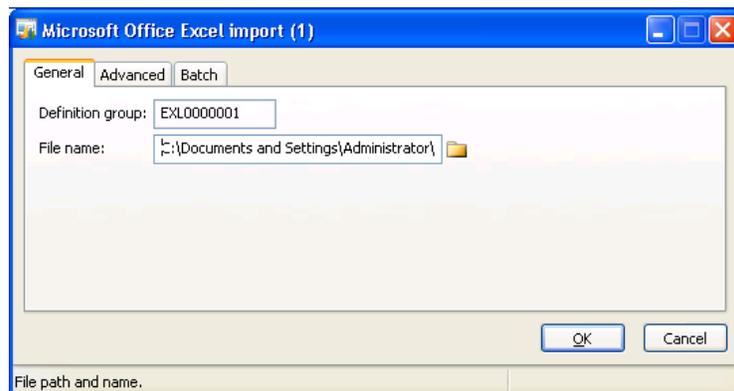
5. Click the **Preview** tab and verify that the fields match the correct values that are entered in the spreadsheet, and then close the **Table setup** form.



6. In the **Data export/import** form, click **Import**.



7. In the **Microsoft Office Excel import** form, select the workbook that you created earlier, and then click **OK**.



8. Verify that the customer information is imported into the CustTable and the corresponding party record is created in DirPartyTable.

Importing vendors

Follow the same steps as importing customers with the following exceptions.

1. On the **Select tables** page of the Microsoft Office Excel Template Wizard, select **VendTable** instead of **CustTable** and select the following fields:
 - Vendor account
 - Group
 - Currency
 - Language
 - Address book type
 - Address book ID
 - Name
 - Address
 - Country/region (listed between Tax exempt number and Warehouse)

- ZIP/postal Code
- State (listed between ZIP/postal Code and County)
- County
- City
- Street name
- Country/region (listed between Item – Vendor group and Number sequence group)
- Company
- Search name (optional)

2. On the **Conversion** tab of the **Table setup** form, add the following code:

```
// Add code - Start

// Check if not associated to Party
if (!vendTable.PartyId)
{
    // Create a Party entry for vendor
    vendTable.PartyId =
DirParty::createPartyFromCommon(vendTable).PartyId;
}
else
{
DirParty::updatePartyFromCommonInsert(vendTable.PartyId,vendTable);
}
//Add code - end

return vendTable;
```

Importing business relations

Follow the same steps as importing customers with the following exceptions.

1. On the **Select tables** page of the Microsoft Office Excel Template Wizard, select **smmBusRelTable** instead of **CustTable** and select the following fields:
 - Address book type
 - Address book ID
 - Business account
 - Type ID
 - Currency
 - Language
 - Name of business relation
 - Address
 - Street name
 - County
 - State

- ZIP/postal Code
- Country/region
- City
- Company
- Search name (optional)

2. On the **Conversion** tab of the **Table setup** form, add the following code:

```
// Add code - Start

// Check if not associated to Party
if (!smmBusRelTable.PartyId)
{
    // Create a Party entry for business relation

    smmBusRelTable.PartyId =
DirParty::createPartyFromCommon(smmBusRelTable).PartyId;
}
else
{
    DirParty::updatePartyFromCommonInsert(smmBusRelTable.PartyId,
smmBusRelTable);
}
//Add code - end

return smmBusRelTable;
```

Importing addresses

Importing additional addresses for customers and vendors requires a few additional steps. The following are the steps for importing additional addresses for customers.

1. On the **Select tables** page of the Microsoft Office Excel Template Wizard, select **Show all tables**, and then select **Address** instead of **CustTable**.
2. On the **Select fields** page, in addition to the required fields, an additional string field must be included to pass in an account number. Select the following fields:
 - Address
 - Street name
 - County
 - State
 - ZIP/postal Code
 - Country/region
 - City
 - Company
 - Telex (to be used for the additional field for account number)
3. In the workbook that was generated from the wizard, do the following:
 - Ensure that the **Reference** field is set to **0**.

- In the **Table ID** column, enter the main table for the account addresses that are being imported. If you are importing customer addresses, use 77; if you are importing vendor addresses, use 505.
 - In the **Telex** column (or whichever additional field you selected), enter the account number for the associated records. If you are importing customer addresses, enter the customer account number; if you are importing vendor records, use the vendor account number, and so on.
4. In the AOT, find the **importData** method in the **Classes\SysDataImportDefBase** object. In the **importData** method, change the code as follows:

Existing code:

```
_curcommon.doInsert();
```

Replacement code:

```
if (SysExpImpGroup::find(groupId).Type == SysExpImpType::Excel
    && _curCommon.TableId == tablename(Address))
{
    _curcommon.Insert();
}
else
{
    _curcommon.doInsert();
}
```

5. Save and compile the **SysDataImportDefBase** class.
6. Open the **Data export/import** form (**Administration > Periodic > Data export/import > Definition groups**). Select the definition group that was created from the Microsoft Office Excel Template Wizard.
7. Click **Table setup**. Click the **Conversion** tab, and then add the following code:

```
str account;
;

// If the address is for a customer and the recid for the customer is not specified
if (address.AddrTableId == tablename(CustTable) && address.AddrRecId == 0)
{
    account = address.Telex; // The additional field is added to the spreadsheet.

    // Fetch the recid of the customer.
    address.AddrRecId = CustTable::find(account).RecId;
    address.Telex = '';
}
}
```

Note: If you need to import additional addresses for vendors, use the following code instead:

```
str account;
;

// If the address is for a vendor and recid for the vendor is not specified
if (address.AddrTableId == tablename(VendTable) && address.AddrRecId == 0)
```

```
{
    account = address.Telex; // The additional field is added to the spreadsheet.

    // Fetch the recid of vendor.
    address.AddrRecId = VendTable::find(account).RecId;
    address.Telex = '';
}
```

8. Select the **Run conversion** check box, to ensure the code is typed correctly, and then click the compile icon.
9. On the **Preview** tab, verify that the fields match the correct values that are entered in the spreadsheet, and then close the **Table setup** form.
10. In the **Data export/import** form, click **Import**.
11. In the **Microsoft Office Excel import** form, select the spreadsheet that you created from the Microsoft Office Excel Template Wizard, and then click **OK**.
12. Verify that the address information is imported in the customer record.

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