

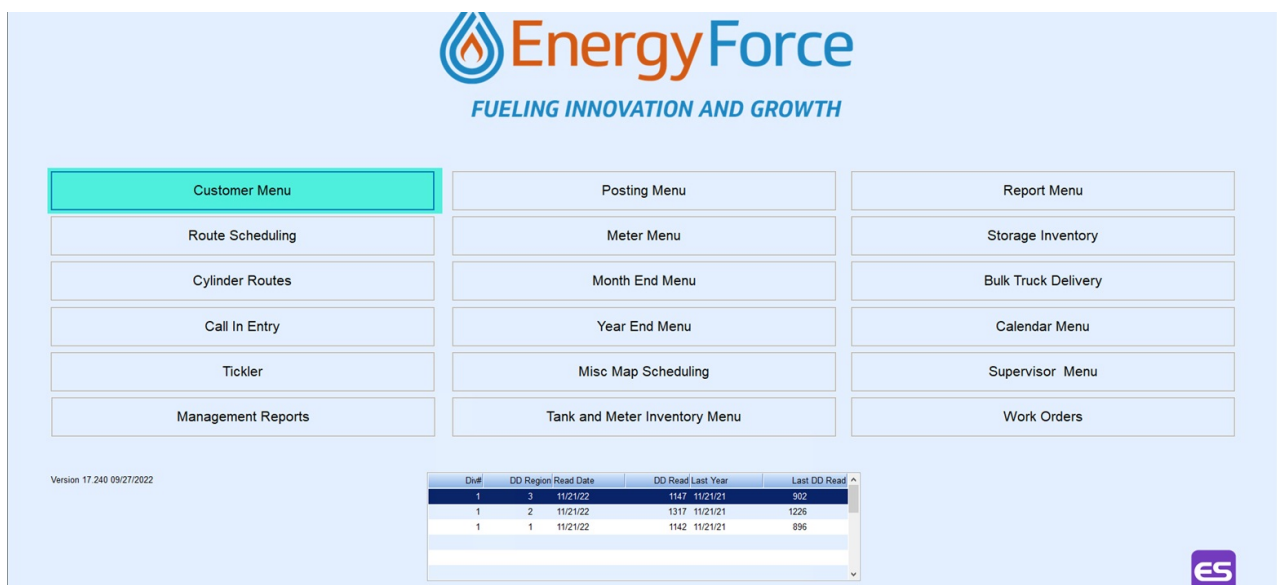
# Changing a Customer's Division

Last Modified on 04/17/2025 3:58 pm EDT

Optionally change a selected customer's division which is the unique identifier for a location responsible for inventory, customers, and finances.

A customer's division would need to be changed if the customer was entered into the wrong division by a Customer Service Representative and needs to be corrected. The division would also need to be changed if the customer has physically moved and resides in another division associated with the company. All the customer's information and history will be moved under the new division.

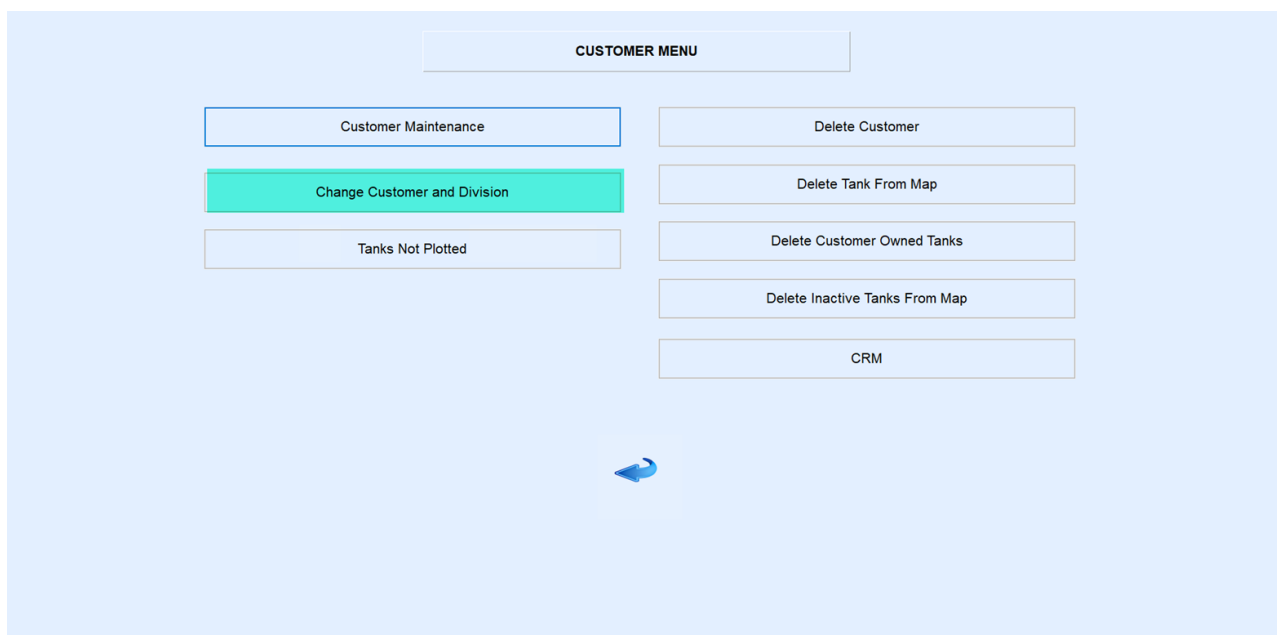
From Energy Force main menu, select **Customer Menu**



The screenshot shows the Energy Force main menu with the logo and tagline "FUELING INNOVATION AND GROWTH". The "Customer Menu" button is highlighted in red. Below the menu buttons, a small table displays data for three divisions.

Div#	DD Region	Read Date	DD Read Last Year	Last DD Read
1	3	11/21/22	1147	11/21/21
1	2	11/21/22	1317	11/21/21
1	1	11/21/22	1142	11/21/21

Select **Change Customer and Division**



The screenshot shows the "CUSTOMER MENU" with the "Change Customer and Division" button highlighted in red. Below the menu buttons, a blue arrow points to the right.

Enter in the *Current Customer Division*, *Current Customer Number*, *Current Bill to Number*, the new *Division number*, and the *Customer Number*.

**Note:** The Customer Number can be the same customer number as before.

Type the **Tab** key once.

Select **Process**.