

Accounts Receivable

PERSONA DESCRIPTION



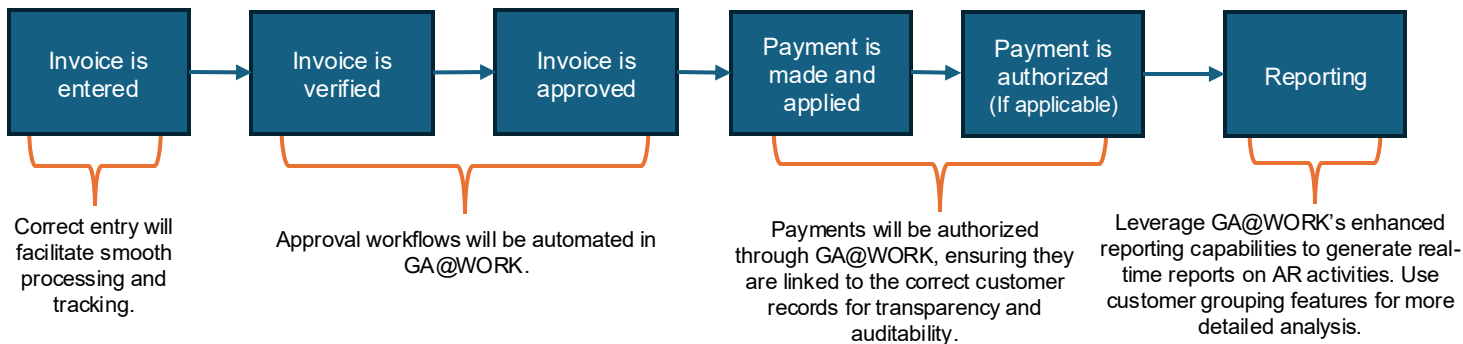
- The change impacts described here are most applicable to Agency Billing Specialist, Agency Deposit Specialist, Agency Payment Specialist, SAO Administrator, Customer Refund Specialist, AR Ops Lead, System Administrator, Reporting Analyst, Finance Executive, Warrant Officer, Intercompany Data Entry Specialist, Agency Accounts Receivable (AR) Specialist.
- This information is not exhaustive, and users are reminded to complete applicable training and review Job Aids.

KEY CHANGES

- In GA@WORK, agencies will have a new option to assign customers to various groups, enhancing both reporting and search functionalities.
- Agencies can create customer records directly in GA@WORK. The State Accounting Office (SAO) will review and approve these records within the system, streamlining the process.
- Agency AR Specialists will be able to make direct changes to customer accounts in GA@WORK, eliminating the need for manual forms and improving efficiency.
- Refunds will be processed through the AR module in GA@WORK, ensuring they are linked to customer records for clear and accurate tracking.

SAMPLE WORKFLOW IN ACCOUNTS RECEIVABLE

- This is a basic overview of an Accounts Receivable workflow.
- Work with your agency and in GA@WORK for any specifics to your agency.



DISTRIBUTION CODES

In GA@WORK, users will be required to enter complete Worktags for all transactions. This change will enhance data granularity and accuracy, improving financial tracking and reporting by capturing all relevant details.

RECORD MANAGEMENT

In GA@WORK, customer and supplier records will be maintained separately. If information changes, updates will need to be made in both records.

What are benefits of Accounts Receivable in GA@WORK?

- Direct changes to customer accounts by Agency AR Specialists will streamline processes and reduce turnaround time.
- The option to assign customers to groups during creation will provide better organization and management.
- Handling refunds within the AR module will simplify processes and ensure clear tracking.
- Automated approval request notifications will ensure timely and accurate customer creation and updates.

What could be challenges to Accounts Receivable to adopt GA@WORK?

- Agency AR Specialists and Customer Refund Specialists will have more direct control and responsibility, requiring careful management.
- Users will need to manually update information in both customer and supplier records, increasing the risk of discrepancies.

What is not changing?

- The requirement for SAO approval for customer creation will remain unchanged, ensuring compliance and accuracy.
- While the process will be streamlined, AR Ops Lead approval for refunds will continue to ensure proper oversight.