

State of Georgia Accounting Office

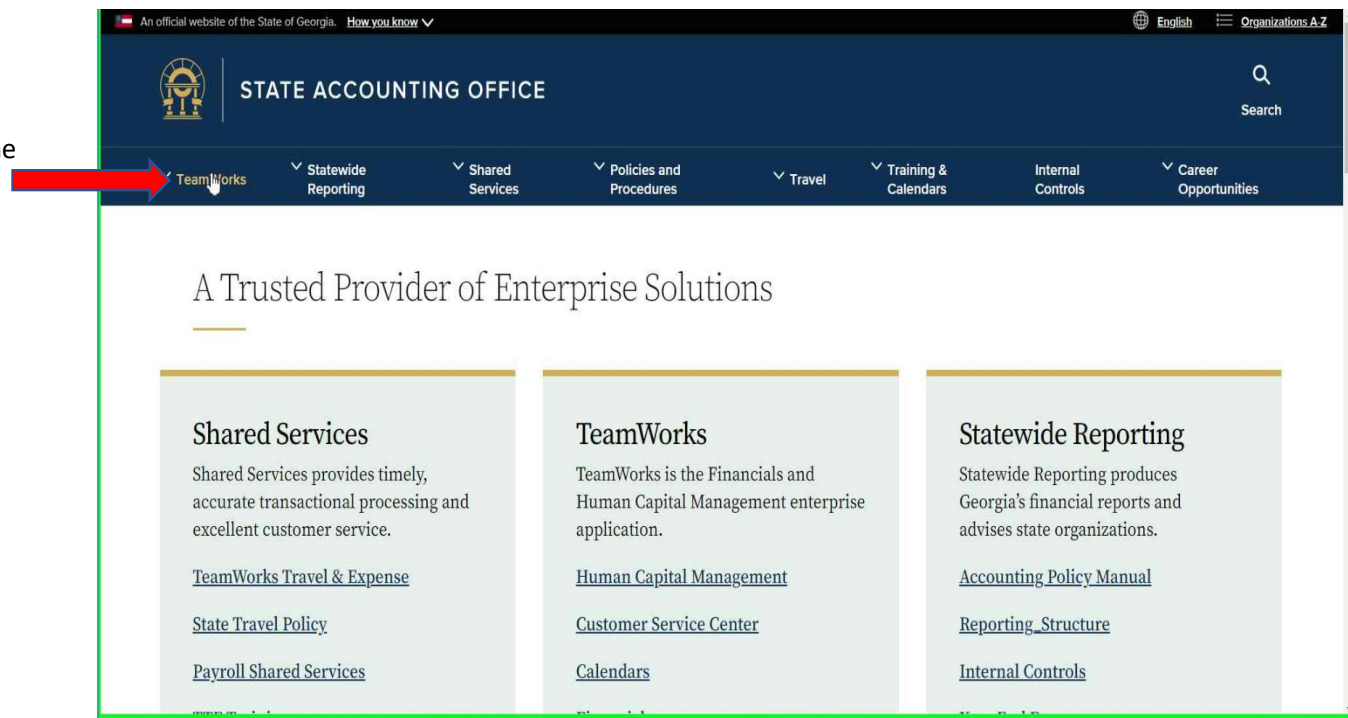
ACCOUNTS RECEIVABLES CUSTOMER REQUEST FORM USER GUIDE

Accessing the Customer Request Form

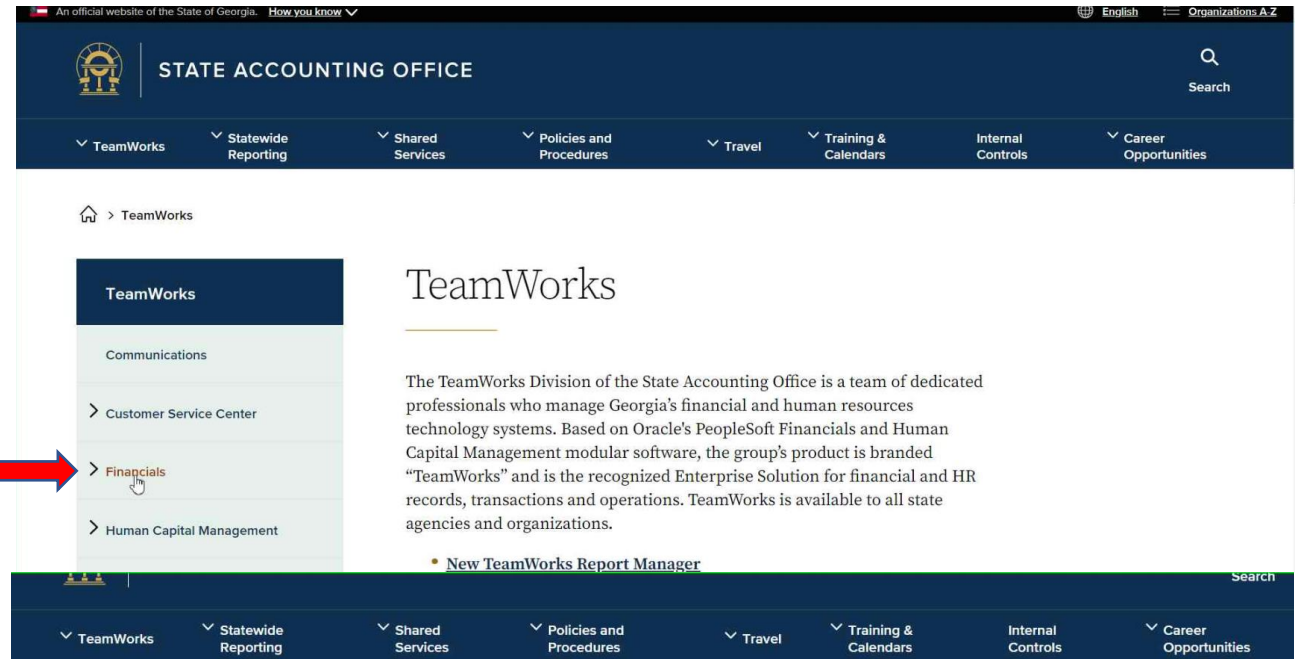
To access the AR Customer Request Form, go to www.sao.ga.gov as illustrated below and follow each step.

SAO Home Page

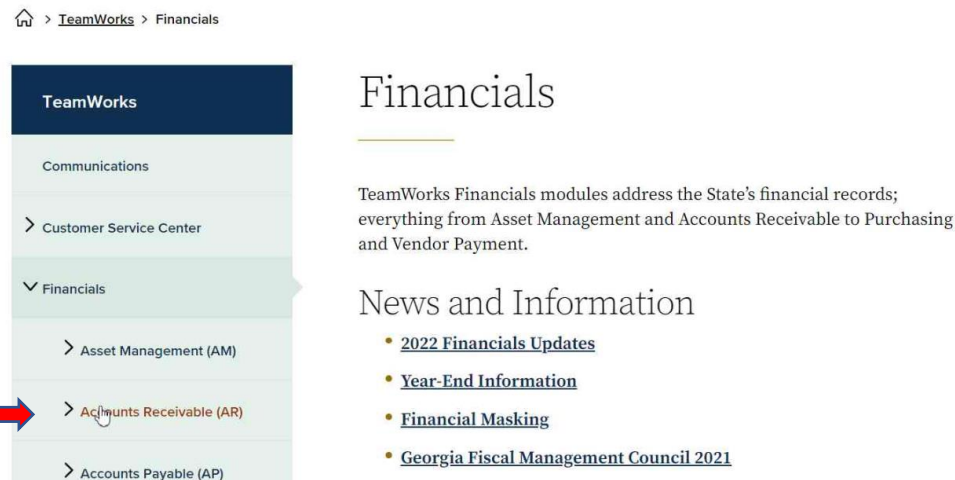
1. On the home page, click the TeamWorks link.



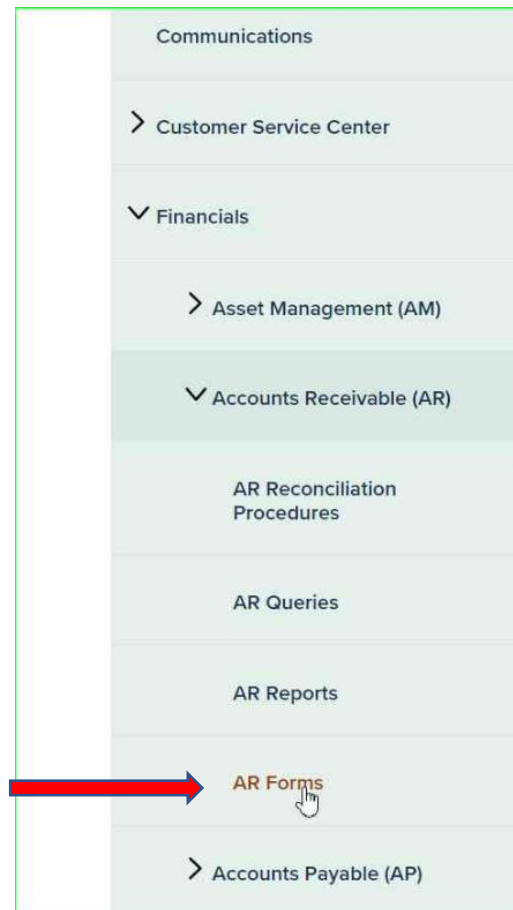
2. You will be navigated to the TeamWorks page (as illustrated). Click the Financials link.



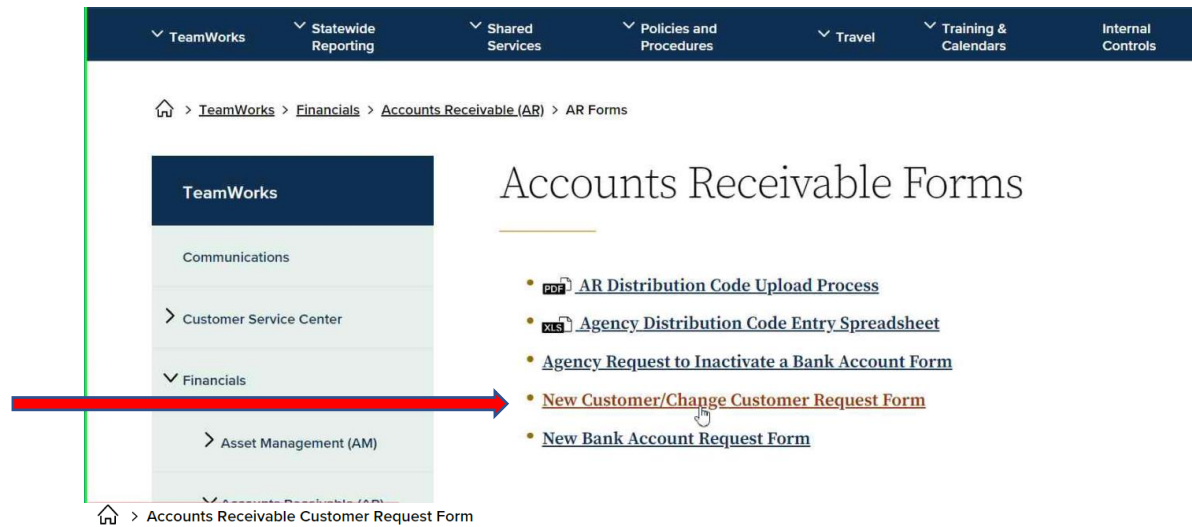
3. Once you're navigated to the Financials page, click the Accounts Receivables (AR) link.



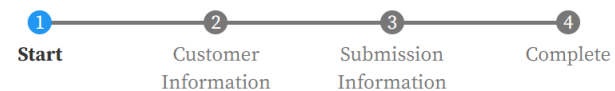
4. From the AR menu,
Click AR Forms link.



5. On the AR Forms page, select the New Customer/Change Customer Request



Accounts Receivable Customer Request Form



6. Select the Request Type then click the Next Page button

The screenshot shows the 'Request Type (required)' section with two radio button options: 'New' and 'Change'. Below the options is a brown button labeled 'NEXT PAGE >'. A red arrow points from the left towards the 'Next Page' button.

7. If the Customer is a current or former employee, enter their Employee ID Number.

If the Customer is not a current or former employee, enter their Federal Employer Identification Number (FEIN).

8. Enter the Customer's information in the remaining fields. Then click the Next Page button.

***THE INFORMATION ENTERED MUST MATCH THE INFORMATION ON THE W9**

9. If making a CHANGE to an existing customer, the section illustrated will appear.

***FOR ADDRESS ADDS/CHANGES, ENTER THE CUSTOMER'S NEW**

Accounts Receivable Customer Request Form



Customer Employee ID

Customer FEIN

Customer Name (required) Customer ID

CUSTOMER CONTACT INFORMATION

Address (required)

Address 2

City/Town (required) State (required) Zipcode (required)

Phone Number (required)

Ext:

Fax Number

Comments

< PREVIOUS PAGE
NEXT PAGE >

Type of Change

To make changes to an existing customer, please complete the following information.

☐ Name Change ☐ Address Change ☐ Location Change ☐ Other Change

The Submission Information page has 2 sections.

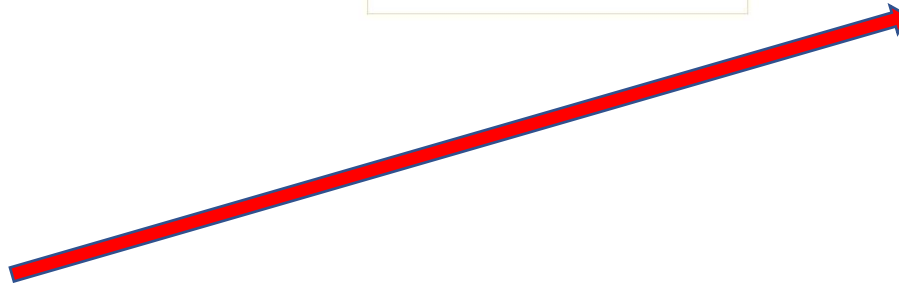
Submitted Information Section

10. Enter the contact information of the person in the agency who requested the customer's approval or change.



Approver Information

11. Enter the contact information of the person in the agency who approved the new or customer change. Click the Submit button



Accounts Receivable Customer Request Form

1 Start 2 Customer Information 3 Submission Information 4 Complete

SUBMITTERS INFORMATION

Submitted By (required)

Phone Number (required)

Email (required)

APPROVER INFORMATION

Approved By (required)

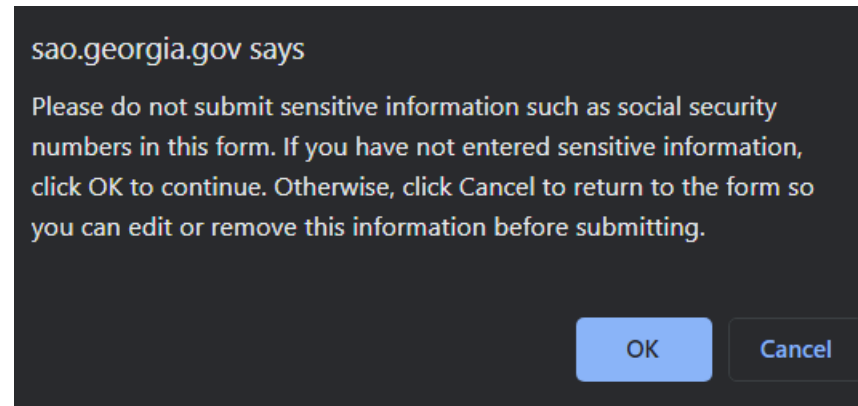
Approvers Phone Number (required)


Approvers Email (required)

< PREVIOUS PAGE

SUBMIT

12. This message will appear. Read it carefully and click the OK button.



 > [Accounts Receivable Customer Request Form](#) > Accounts Receivable Customer Request Form

An immediate status of the submission will appear as shown.



Accounts Receivable Customer Request Form



New submission added to Accounts Receivable Customer Request Form.

[Back to form](#)

Document Submission

For approvals, name, and FEIN changes the Customer is required to submit a W-9. Additionally, the VMG may request other documents. These steps must be followed to submit any customer documents.

DO NOT SUBMIT ANY DOCUMENTS UNTIL THEY ARE REQUESTED BY SAO

Once SAO VMG determines that documentation is required, an encrypted email with "SAOENCRYPT" in the Subject of the email will be sent to the agency. The email will appear as shown in the next 2 illustrations.

A lock icon should be seen on the email. If it does not appear, do not reply to the email.

Follow the instructions in the email to ensure the document is sent to SAO encrypted.

**ONLY SEND DOCUMENTS
ENCRYPTED**

