

# State of Georgia Accounting Office

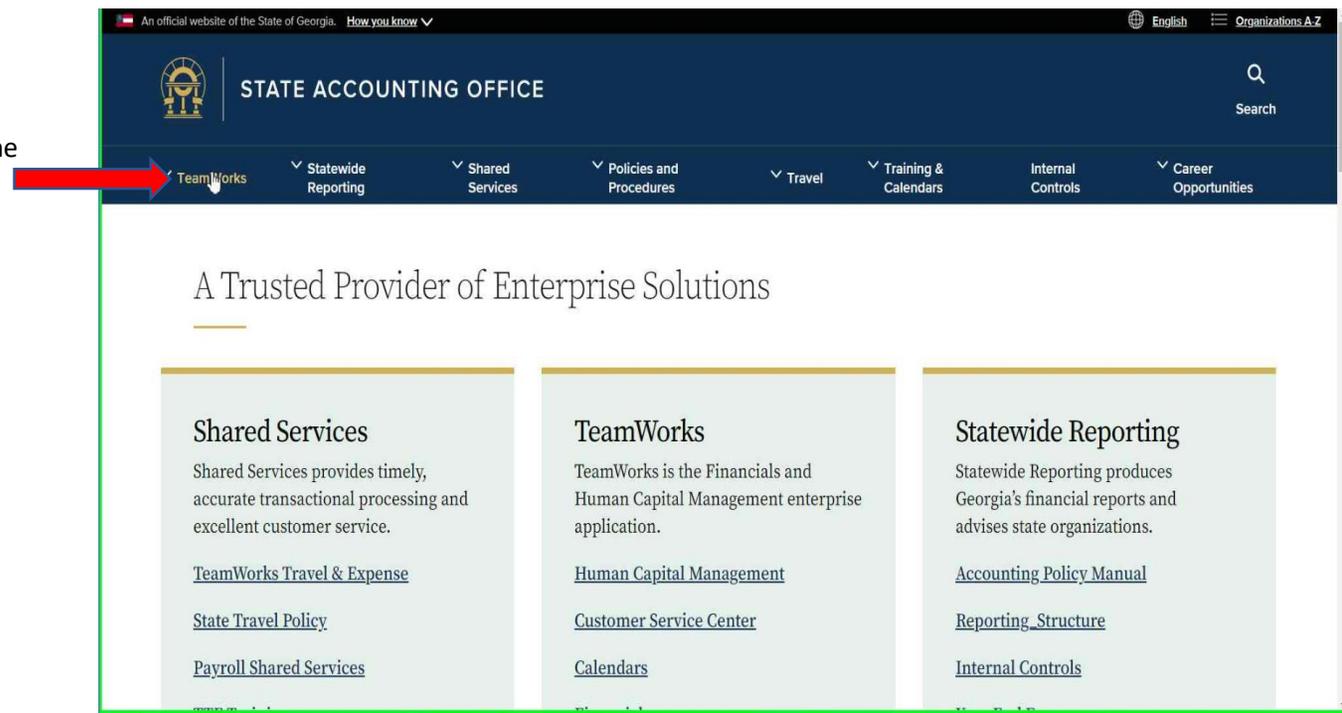
## ACCOUNTS RECEIVABLES CUSTOMER REQUEST FORM USER GUIDE

### Accessing the Customer Request Form

To access the AR Customer Request Form, go to [www.sao.ga.gov](http://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.



An official website of the State of Georgia. How you know

English Organizations A-Z

STATE ACCOUNTING OFFICE

Search

TeamWorks Statewide Reporting Shared Services Policies and Procedures Travel Training & Calendars Internal Controls Career Opportunities

Home > TeamWorks

TeamWorks

Communications

> Customer Service Center

> **Financials**

> Human Capital Management

## TeamWorks

The TeamWorks Division of the State Accounting Office is a team of dedicated professionals who manage Georgia's financial and human resources technology systems. Based on Oracle's PeopleSoft Financials and Human Capital Management modular software, the group's product is branded "TeamWorks" and is the recognized Enterprise Solution for financial and HR records, transactions and operations. TeamWorks is available to all state agencies and organizations.

- [New TeamWorks Report Manager](#)

Search

TeamWorks Statewide Reporting Shared Services Policies and Procedures Travel Training & Calendars Internal Controls Career Opportunities

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



Home > **TeamWorks** > Financials

TeamWorks

Communications

> Customer Service Center

> **Financials**

> Asset Management (AM)

> **Accounts Receivable (AR)**

> Accounts Payable (AP)

## Financials

TeamWorks Financials modules address the State's financial records; everything from Asset Management and Accounts Receivable to Purchasing and Vendor Payment.

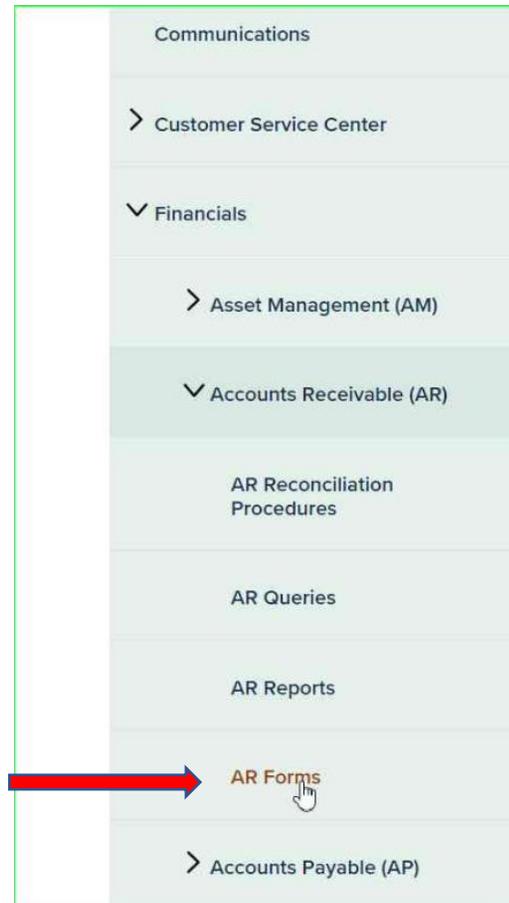
### News and Information

- [2022 Financials Updates](#)
- [Year-End Information](#)
- [Financial Masking](#)
- [Georgia Fiscal Management Council 2021](#)

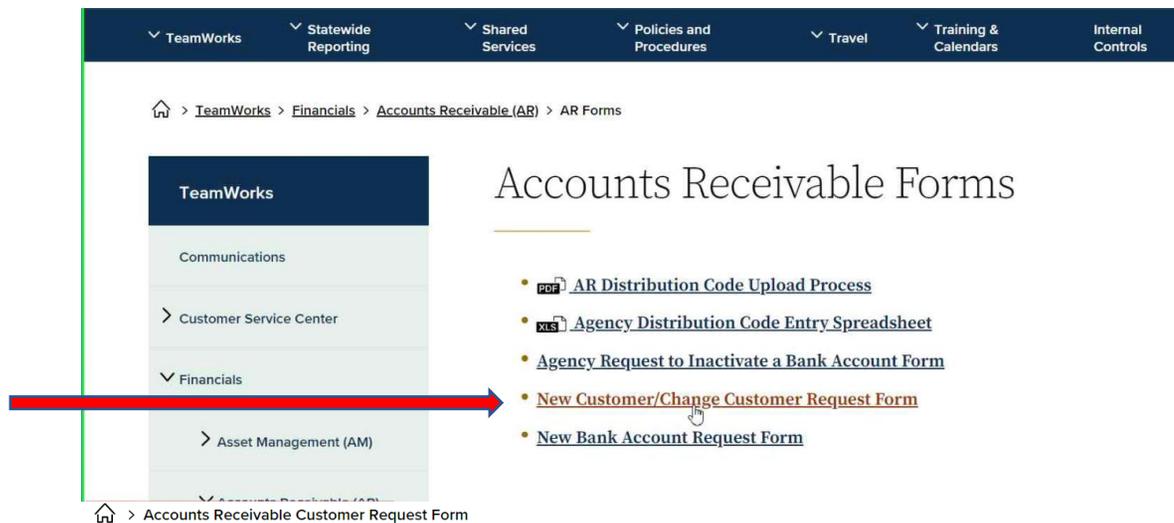
Search

TeamWorks Statewide Reporting Shared Services Policies and Procedures Travel Training & Calendars Internal Controls Career Opportunities

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 of the form. It contains two radio button options: 'New' and 'Change'. Below these options is a brown button labeled 'NEXT PAGE >'. A red arrow points from the left towards the 'Change' radio 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.

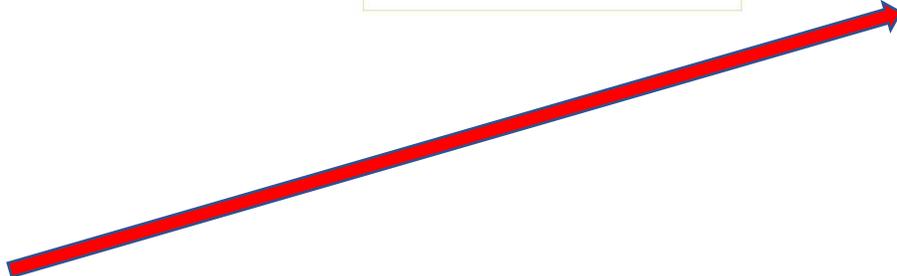
### Submitted Information Section

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



### 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.



sao.georgia.gov says

Please do not submit sensitive information such as social security numbers in this form. If you have not entered sensitive information, click OK to continue. Otherwise, click Cancel to return to the form so you can edit or remove this information before submitting.

OK Cancel

[Home](#) > [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**

