******State of Kansas**

**AR Collections Workbench**

***Statewide Management, Accounting and Reporting Tool***

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| **Date Created:** | 11/03/2015 |
| **Version:** | 1.1 |
| **Last Updated Date:** | 3/14/2019 |
| **Purpose of the Job Aid:** | To assist SMART User in using the AR Collections Workbench |
| **Security:** | * Role Security: Only those individuals with one of the following roles will have access to the AR Collections Workbench: KAR\_Agy\_Admin   BU Security: Business Unit Security is applied. Agencies will only have access to AR Collections Workbench data for their agency’s business unit. |
| **Process** | 1. Navigate to: NavBar > Navigator > Accounts Receivable>Collections Workbench |
|  | 1. Enter SetID. **SetID:** <Business Unit> |
|  | 1. Enter Business Unit. **Business Unit**: <enter same value as the SetID in step 2> |
|  | 1. Click the Customer ID magnifying glass and choose a customer with activity. **Customer ID**: <valid value> |
|  | 1. Click the Search button |
|  | 1. Review customer information regarding Bill To Address/State/City, Last Payment Date, Last Payment Amount, Balance Due, Past Due, and contact information if applicable. |
|  | 1. Use the ‘More Button’  next to the primary contact to add a new contact. Enter new contact information and ‘Apply’. |
|  | 1. Use the ‘Payments’ tab to review payments. |
|  | 1. Use the ‘Items’ tab to create a maintenance worksheet. **Note**: Do not use any option in the ‘Item Action’ drop down list, other than ‘Create a Maintenance Worksheet’. |
|  | 1. Review Conversations, Correspondence and Aging on respective tabs. |