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| **Entity** | **Activities** |
| Customer | - Mail payments attached to remittance advice (RA) from monthly statement  **1.0 capture customer’s payment** |
| Accounts Receivable Clerk | - Confirm check amount with amount on RA and send to cashier  -Prepare batch totals of customer numbers, invoice numbers, and amount paid  -Enter batch totals and RAs into the computer  - Update AR master data  - Reconcile batch totals and report discrepancies to AR Clerk  **2.0 confirm customer’s payment** |
| Cashier | - Receive checks from AR Clerk  **3.0 record customer’s payment** |
| Computer | - Receive batch totals and RAs from AR Clerk - Update AR master data  - Reconcile batch totals and report discrepancies  **3.0 record customer’s payment** |