



**DMV System Redesign
Minutes for
FMS Workshop
July 25, 2007**

Attendees:

Martha Freeland	Greg Hopper
Jim Davidson	Jack Christian
Curtis Chisholm	Carroll Ernest
Gary Adams	Angela Bartlett

Facilitator: Greg Hopper/Martha Freeland/Jim Davidson

Agenda:

1. Review, validate and refine the list of processes created from last workshop.
2. Validate requirements and ensure requirements address all needed functionality
3. Discuss reporting opportunities

Greg briefly reviewed the minutes from the workshop on July 25^h. No questions were raised on the minutes from last week. He advised that the team would review the defined scenarios in EA one final time to ensure the information is accurate as possible.

Travel Vouchers were discussed first. The team decided to ask the Department of Accounts for a waiver/variance on the requirement to have an original signature on a Travel Voucher. This would allow for electronic routing of Travel Vouchers through On-Base.

Martha suggested that Travel Vouchers be handled through I-Expenses in Oracle Financials. Martha and Gary will look into I-Expenses and see if any state agency is using this function in Oracle Financials.

1099's were discussed. Gary provided copies of the 1099 functionality in Oracle Financials. Martha then went through the 1099 process in the Oracle Financials test system. The future state for this process was defined as residing in Oracle.

Special Payments, Fuels Tax Refunds, Process Undelivered Checks, Petty Cash Reimbursement and Returned Check Reimbursement were all reviewed and minor revisions/changes were made to the scenarios.

The team decided to create a new use case for Unclaimed Property Due Diligence. This was previously a part of Undelivered Checks. Angie will obtain an electronic copy of the DOA letter mailed to customers with unclaimed checks of more than \$100. The electronic letter will be attached to the Due Diligence Use Case.

A discussion was held on the preferred way to review the requirements defined in the scenarios. The team decided that a report of all requirements will be mailed to team members. All members were asked to be sure to review the requirements prior to next week's workshop.

A discussion was held about customer inquiries on refunds. Calls about refunds coming into the Customer Contact Center are transferred to a call box in Accounts Payable. AP technicians conduct the research and call customers back. Providing CCC personnel with access to CSS refunds screens will reduce the number of customer calls transferred to AP. For those calls where a CSS refund has been authorized and the customer has not received, the call will have to be transferred to AP for further research. However, CCC personnel will be instructed to transfer ONLY those calls when more than 30 days have lapsed since the refund authorization.

Terry Witt is out of the office this week. Jim Davidson will talk with Terry about this issue upon her return next week.

The next workshop will be held in Room 133.