



**DMV System Redesign
Minutes for
FMS Workshop
August 1, 2007**

Attendees:

Martha Freeland	Greg Hopper
Jim Davidson	Jack Christian
Angela Bartlett	JoAnne Macklin
Ann Watts	Daniel Sekerdy
Gary Adams	David Mitchell

Facilitator: Greg Hopper/Martha Freeland/Jim Davidson

Agenda:

1. Review, validate and refine the list of processes created from last workshop.
2. Validate scenarios
3. Discuss process improvement 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.

The team reviewed Travel Vouchers and discussed a possible process improvement by using I-Expenses in Oracle Financials.

Refunds were discussed next. Jim Davidson asked legislation would be required to eliminate refunds and only allow for customer credits. David Mitchell said he did not feel that it would require legislation. He also advised that DMV has a meeting next with the Secretary of Transportation regarding budget issues. DMV will recommend eliminating refunds as a cost saving measure.

The team discussed whether the agency would eliminate all refunds or allow refunds only when DMV collected fees in error. The team also discussed whether the agency should allow a check refund when the payment was made by credit card.

A new scenario was defined for Refund Reconciliation. Jim asked that JoAnne provide him with copies of the various reports she uses to reconcile refunds. These will be scanned and attached the scenario in EA.

Jim advised that he would schedule meetings to discuss possible process improvements for FMS-210's, customer inquiries about refunds and handling/remailing undelivered checks.

The team reviewed the remaining scenarios in EA. Martha wrapped up the meeting by reviewing the Process Improvements spreadsheet. This was the final workshop for Accounts Payable.